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"Rummaging in the government's attic"

Description of document: Letters received by the Transportation Security Administration (TSA) complaining about revised pat-down airline security procedures, 2010

Requested date: 01-February-2011

Released date: 27-June-2012

Posted date: 03-September-2012

Source of document: Transportation Security Administration, TSA-20, East Tower
FOIA Division
601 South 12th Street
Arlington, VA 20598-6020
Fax: (571) 227-1406
Email: FOIA.TSA@dhs.gov

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**Transportation
Security
Administration**

JUN 27 2012

**3600.1
FOIA: TSA11-0350**

This letter is in response to your Freedom of Information Act (FOIA) request received by the Transportation Security Administration (TSA) on February 1, 2011, wherein you requested a “copy of each letter received by TSA complaining about the new pat-down airline security procedures.” However, your request was narrowed to include only the following:

1. Search limited to records received between October 1, 2010 and the present.
2. Search limited to letters received by the agency. Emails may be omitted.
3. Search limited to TSA Headquarters.

Additionally, in an email dated February 2, 2011, you advised that you were “only interested in the incoming letters, not the TSA responses.”

Your request has been processed under the FOIA, 5 U.S.C. § 552.

A reasonable search within the TSA was conducted and 201 pages of documents responsive to your request were located. These documents have been reviewed portions of some pages are being withheld pursuant to FOIA Exemptions (b)(2), (b)(3), and (b)(6). A more complete explanation of these exemptions is provided below.

Exemption (b)(2)

Exemption (b)(2) exempts from mandatory disclosure records that are “related solely to the internal personnel rules and practices of an agency.” We have determined that certain portions of

the requested records contain personnel rules and/or internal practices of the TSA and are thus properly withheld from disclosure under this exemption.

Exemption (b)(3)

This information reveals Sensitive Security Information (SSI) and is exempt from disclosure under Exemption (b)(3), which permits the withholding of records specifically exempted from disclosure by another Federal statute. Title 49 U.S.C. Section 114(r) exempts from disclosure SSI that “would be detrimental to the security of transportation” if disclosed. The TSA regulations implementing Section 114(r) are found in 49 CFR Part 1520.

Exemption (b)(6)

Exemption (b)(6) permits the government to withhold all identifying information that applies to a particular individual when the disclosure of such information “would constitute a clearly unwarranted invasion of personal privacy.” This requires the balancing of the public’s right to disclosure against the individual’s right to privacy. After performing this analysis, we have determined that the privacy interest in the identities of the individuals in the records you have requested outweigh any minimal public interest in disclosure of the information. Please note that any personal interest you may have in that information does not factor into the aforementioned balancing test.

Fees

The fees incurred to process your request do not exceed the minimum threshold necessary for charge and, therefore, there are no fees associated with processing this request.

Administrative Appeal

In the event that you wish to appeal this determination, an administrative appeal may be made in writing to Kimberly Walton, Assistant Administrator, Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE), Transportation Security Administration, 601 South 12th Street, East Building, E7-121S, Arlington, VA 20598-6033. Your appeal **must be submitted within 60 days** from the date of this determination. It should contain your FOIA request number and state, to the extent possible, the reasons why you believe the initial determination should be reversed. In addition, the envelope in which the appeal is mailed in should be prominently marked “FOIA Appeal.” Please note that the Assistant Administrator’s determination of the appeal will be administratively final.

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

Sincerely,

for Yvonne L. Coates

Yvonne L. Coates
Branch Manager
Freedom of Information Act Office
Office of Civil Rights & Liberties,
Ombudsman and Traveler Engagement
Transportation Security Administration

Enclosure

E-Mail Viewer

Message	Details	Attachments	Headers	Source
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HTML

From: "Web forms" <webforms@www3z1.house.gov>
Date: 12/2/2010 3:05:03 AM
To: "Congressman Duncan Hunter" <CA52DHIMA@mail.house.gov>
Cc:
Subject: IMA MAIL ON WEBHOM

<APP>SCCMAIL
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<FIRST>(b) (6)</FIRST>
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<EMAIL>(b) (6) @gmail.com</EMAIL>
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The Honorable Duncan Hunter:

While reading random news articles this evening, I stumbled upon a website calling themselves "The Raw Story". I've never heard of this site before but what caught my attention was the headline they were advertising which read "Exclusive: TSA frisks groom children to cooperate with sex predators, abuse expert says."

While reading this story, I became appalled at the very notion that adults who act as an aviation security and screening force (TSA officials) would consider the option to convince a child and their parents/guardians that having a stranger in a uniform (TSA officers) touching the child in otherwise forbidden places, was a "game".

This is the most repulsive thing I have ever read! I am shocked that this is what we've come to. Furthermore, the article claims that sex abuse victims may receive an alternate screening process. I would like to know just how TSA administrator John Pistole will go about making changes to TSA screening rules for victims of sex abuse. That is, will victims of sex abuse be made to preregister for screening or will they have an exclusive TSA "Sex Abuse Victim Elective Screening (a.k.a. 'SAVES') I.D. Card"?

Additionally, I was able to find an on-camera interview with TSA Regional Director, James Marchand - where Mr. Marchand suggests "You try to make it as best you can for that child to come through. You ask the child to put their arms up in some way, and if you can come up with some kind of game that you're trying to play with the child, then it makes it a lot easier." Prior to this statement, the news reporter's own three year old daughter was recorded on camera screaming and crying at a TSA officer "Stop touching me!", all the while the mother restraining the child into the TSA officer's submission. Children of all people know when behavior is inappropriate, even if they do not understand what the behavior is.

Is this really who we are? Is this the present and future that my family and my children have to look forward to?

I look forward to hearing you response these specific matters. I have enclosed the link to the full article for reference.

Regards,
(b) (6)

STORY: <http://www.rawstory.com/rs/2010/12/airport-patdowns-grooming-children-sex-predators-abuse-expert/>
ON-CAMERA INTERVIEW: <http://www.youtube.com/watch?v=NkjMPs1sLyo>

(b) (6)

ATTORNEY AT LAW

(b) (6)

LOUISVILLE, KENTUCKY 40202

(b) (6)

November 2, 2010

TSA Director
TSA Claims Management Branch
601 S. Twelfth Street
TSA 9
Arlington, VA 20598-6009

RE: (b) (6) v. TSA

Dear Director:

On or about October 30, 2010, at approximately 1:00 p.m., I had to endure a "pat down" search which I was later advised was because of "an anomaly in the screening machine." (His words, not mine) I found the subsequent reason upon which I was subjected to personal degradation to be insufficient. The TSA employee was (b) (6) (b) (6). Although he claimed he was just doing his job, he clearly enjoyed exercising his authority, control and ego. To touch my private areas three times based on a machine anomaly, not probable cause, and was an unnecessary deprivation of my civil rights.

May I suggest the following improvements to your process:

1. (b) (6) or the traveler involved goes through the machine again.
2. The last thing that you want to do to any traveler, with an absence of probable cause, is to put them through this process.
3. That if the traveler has to clear his belongings, then you want to make available clear zip-lock bags that my personal belongings immediately go in. The TSA employee at the machine rifled through my credit card file and I was obligated to place my personal belongings in one of the bowls that you put the objects in. In that bowl was cash and two betting tickets that could have been worth a value of over \$600.00.

TBA-101229-012

TSA Director
November 2, 2010
Page Two

4. Each and every employee that you hire must be properly trained in the workings of the machine and public relations. The ex-military that you employ, who for the most part are alpha males, must placate their egos and their power. I pose no threat; I am a senior citizen. I repeat, there has to be a valid reason given to the detainee before the strip search is initiated. It was not until I asked for the employee's name that he finally was human and apologized that it was not the machine and not me personally who was singled out. He needed to say this first, not last.

I fully understand the need for security. I fully understand the need for TSA employees and I fully appreciate the job they do, but this is exactly the type of behavior that gives TSA a bad image and ruins travelers' hard-earned vacations. Please advise.

Sincerely yours,

(b) (6)
(b) (6)
Attorney at Law

(b) (6):mc

cc: Sen. Mitch McConnell

SCANNED/RECEIVED
BY EXEC SEC

2010 DEC 23 AM 11:17

(b)
(6)

December 8, 2010

Dear Mr. President,

Yesterday I had the unfortunate experience of being patted down at the Philadelphia International Airport on my return to Phoenix, AZ. I did not set off the metal detector. I did have on a sweatshirt and the agent said that I therefore had to be patted down. I have since learned that this is an arbitrary decision made by the agent at the time. I had been wearing a similar garment when I flew out of Phoenix and had no problem. Upon being told I was going to be subjected to a pat down I immediately started crying so I was then offered the opportunity of a private screening room which I accepted. After a few minutes I was ushered into a private room by three women all of whom remained with me. I wanted to take my shirt off and was told federal law does not allow that. I found that very hard to believe and started to lift up my shirt and was told if I continued they would call in the police. My choices were to be patted down or to not fly. These are not choices. That airport does not have full body scanners yet. The woman who actually patted me down was very nice about it. That is not my complaint. My complaint is that I had no rights whatsoever. Why couldn't I take my shirt off? I am a 69 year old breast cancer survivor who cannot believe I was subjected to such a humiliating experience. Imagine how you would feel if this were to happen to one of your daughters. If nothing else, please give me the right to take off my shirt.

Sincerely,

(b) (6)

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

Sedona, AZ 86336

cc: secretary Napolitano

TGA-101227-015



INSURANCE PROGRAM MANAGERS™
4110 N. Scottsdale Road, Scottsdale, AZ 85251

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

December 3, 2010

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

Dear Mr. Pistole:

“Enhanced” Pat Downs

In early October, I became a victim of an “enhanced” pat down. It was one of the most degrading, humiliating, repulsive experiences of my nearly 70 years. As a result of the experience, I have resolved not to fly to any destination within some reasonable driving distance of here, say a 500 mile radius. That means I no longer fly to John Wayne Airport, to Vegas, to San Diego, etc...places that I would normally fly frequently for business.

Why this resolve? I have implanted prosthetic devices, notably a hip and a knee. Thus, every time I go through an airport I set off the metal detectors and get patted down. The prior pat down process was degrading enough, but now, to have one’s testicles weighed by the hand of male stranger while standing in public goes beyond reasonable into the realm of Kafka-esque absurdity. I choose not to put myself in this position, and thus not to fly. Simple as that.

Now you have deprived me of two essentials: freedom of movement and freedom from unreasonable search.

At the very least, you need to address the issue of the thousands, if not millions, of innocent citizens who have metal implants of one kind or another and whose civil rights are routinely being violated simply because they set off a metal detector in an airport. It would be easy to fix. In my case, for example, I have been through several FBI background checks merely to hold the positions I do with two Arizona-licensed insurance companies. Would these alone not be sufficient to include me on a safe-fliers list, exempt from routine humiliation?

Peggy Noonan put the whole thing in wonderful perspective with her recent op-ed piece in the *Wall Street Journal*, which I enclose just in case you have managed to avoid it so far.

Please, let’s get a rational, non-abusive system into place; the present process has no place in the USA.

(b) (6)

Cc: Janet Napolitano
Editorial Page, The Wall Street Journal
Editorial Page, The New York Times
Representative-elect David Schwiebert
Senator John McCain
Senator John Kyle
The Presidents of Southwest Airlines, USAir, Delta Airlines

[Handwritten signatures and notes]

(b) (6)
Chester, N.J. 07930

November 10, 2010

Secretary Janet Napolitano
U.S. Department of Homeland Security
245 Murray Lane, SW
Washington, D.C. 20528

Dear Secretary:

This letter is an outraged complaint regarding my treatment by TSA employees in Myrtle Beach airport on November 8, 2010. The TSA employees included (b) (6) and others whose names were not disclosed.

I am a five foot tall 60 year old Caucasian woman returning to Newark Airport after a vacation in Myrtle Beach, S.C. My belongings went through the scanner with no incident and were not subject to any additional search or concern. I walked through the scanner without buzzers or incident. I then apparently was randomly chosen for humiliation.

I objected verbally to the invasion of my privacy and excessive search of my body without any stated cause or reason. Toward the finish of the patdown, when the rep stated that she was going to feel my breasts, I raised my shirt revealing a sports top, making it visually clear that there was nothing concealed in my breasts. (b) (6) appeared, began to holler at me, and called in his reinforcements.

Immediately two police officers and three or four more TSA employees appeared. I was told I would be arrested for disorderly conduct. The TSA supervisor threatened to escort me out of the airport causing me to miss my flight home.

Another TSA employee, (b) (6) was brought over to give me a second patdown. (b) (6) searched my crotch, not once, not twice, but three times. The (b) (6) patdown was repetitive of the first patdown and then repetitive of itself as (b) (6) invaded my body already searched with special repetitive attention to groping my crotch and fondling my breasts. (b) (6) then demanded that I lift my shirt, despite the fact that the police had just told me that lifting my shirt was disorderly conduct, after which she put her hands down my jeans.

Hostility overflowed and (b) (6) made it clear that I was being punished for the audacity to object to government employees feeling and groping my body. (b) (6), the screenings manager, exuded self-importance, clearly an under-trained man with little grasp of his real responsibilities and the purpose of the TSA. He was determined to see me grovel.

My ID was taken from me. My boarding pass was taken from me. I was told my boarding pass was being provided to my airline for, I understood, the purpose of reporting me as

TSA 101203-062

a potential threat. Because I had removed my ID from my wallet at (b) (6) demand in full sight of all, it was determined that all of my belongings now needed to be rescanned because I had touched my purse.

I stood there, helpless, seeing my tax dollars – salaries for four, five, maybe six TSA employees plus several cops – fund a small militia all focused intently on the humiliation of a law-abiding tax-paying American citizen. And you want us to believe this conduct enhances our national security? Neither I nor the American public are fools. You have over-empowered the previously unemployable, needlessly destroying that which is precious about being an American.

Unless there is top secret intelligence regarding Myrtle Beach SC as a terrorist entry point, I would recommend you save some tax payer dollars by reducing the TSA staff of an airport where the TSA has so little to do they must ruin my vacation to justify their existence.

Very truly yours,

(b) (6)

SCANNED/RECEIVED
BY EXEC SEC

2011 DEC -3 11:11:23

(b) (6)

(b) (6)

Alexandria, VA 22314

(b) (6)

November 20, 2010

To: Secretary Janet Napolitano
Department of Homeland Security
U.S. Dept. of Homeland Security
Washington, DC 20528

Dear Madam:

I am appalled at the TSA's (and thus DHS') prioritization of certain Constitutional rights and the selective disregard of others therein under the banner of equality. The TSA's forcing innocent Americans to submit to either a warrantless virtual strip search or sexual assault in the absence of probable cause or even a reasonably articulable suspicion of ill intent is a clear violation of the 4th Amendment. It is sickening that the TSA trumpets its safety measures with complete disregard to critical Constitutional protection.

Meanwhile, the TSA goes out of its way to show that it does not conduct the above searches or select people therefor on the basis of racial, religious, or other profiling methods, fearing a violation of the 14th Amendment's Equal Protection clause and offending political correctness. This otherwise admirable goal is ironically being used to shelter those who have shown, and continue to show, their hatred of American values and desire to kill Americans at all costs. While I will no doubt be branded a bigot, racist, or other label for violating political correctness, I do indeed mean the Muslim community. Let it be known that I do not doubt that most Muslims are not terrorists, but let it not be forgotten that most terrorists are Muslims. The proof is always in the pudding, whether or not one likes how it tastes.

I cringe to think how much comfort and pleasure the images and stories of grandmothers, small children, and nuns being groped and violated in the name of

TSA-101203-063

'equality' gives to Usama bin Laden and his cronies. Not only do TSA's current practices forego the most effective method of preventing terrorists from achieving their murderous objectives (profiling- just ask the Israelis), but having those least likely to engage in terrorist acts be forcefully subjected to humiliating treatment is both highly toxic to our Nation's morale and a huge boost to that of our enemies.

Normally, I would agree that such profiling tactics, while highly effective and precise, should not be practiced in the U.S. as they would violate our Constitution. But since TSA and DHS are now routinely and proudly trampling upon the same document, albeit a different portion thereof, what justification can seriously be advanced to forego profiling? Or 5th Amendment protections? Or any other?

The only way to avoid falling down this slippery slope is to not start down its path. Our 4th Amendment rights must immediately, fully, and irrevocably be vindicated- I hope you will remember that your Oath to uphold and protect the Constitution did not merely refer to only parts thereof.

Thank you in advance for your time and attention to this matter of utmost import. I look forward to hearing from you at your convenience.

Sincerely,

(b) (6)

(b) (6)

Esq.

11/20/10

Department of Homeland Security
U.S. Department of Homeland Security
Washington, DC 20528

SCANNED / RECEIVED
BY EXEC SEC

2011 DEC -3 PM 12: 22

Secretary Janet Napolitano,

I am concerned about the new TSA enhanced pat down policy and Whole Body Imaging machines in airports. As a mother of 2 young children, I am concerned about the health risks posed by the x-ray machines as well as the violation of our constitutional rights. Unwarranted searches without cause are a blatant violation of our fourth amendment rights.

These new security measures are reactionary and are not effective in preventing terrorist attacks. TSA checkpoint practices are dismissed as theater by security experts and observant passengers alike – and the agency is regarded by overseas counterparts as a laughingstock – most elected representatives have remained silent, presumably to avoid looking “soft on terrorism.” But ignoring these latest heights of TSA operational arrogance makes you soft on the Constitution.

Please take note:

- Reported concessions by checkpoint TSOs that the new “enhanced patdowns” serve no security function, but are designed to humiliate passengers and erode their resistance to WBI scanning.
- Repeated instances of TSOs marooning WBI “opt-outs” at checkpoints for 30 minutes or more, using the threat of missed flights as additional coercion to undergo WBI scanning.
- Widespread reports of TSOs consistently selecting attractive young women for WBI virtual-nudity scans, speaking phrases into headsets such as “Heads up, got a cutie for you!”, apparently ranking prurient interest over fighting terrorism.
- Reports of TSOs conducting sexually intimate searches of minors including small children.
- TSOs routinely screaming at or threatening innocent passengers, or inventing fake “federal regulations” to justify frightening or nonsensical behavior; a San Diego man who this weekend opted not to fly rather than be scanned or submit to a sexually invasive patdown was threatened by TSA with a \$10,000 civil suit unless he returned to the security checkpoint for additional abuse.
- Women wearing thin-cut skirts (typical flight attendant uniforms) forced to disrobe in order to afford TSOs access to their vulvas and the insides of their thighs as part of an “enhanced patdown.”
- 97 percent of 21,000 respondents to an online Reuters poll saying new TSA procedures will make them seek alternate travel plans.
- A grassroots-driven “National Opt-Out Day” planned for Wednesday, 24 November which will challenge TSA’s invasive, irresponsible search policies on the day before Thanksgiving with wholesale civil disobedience, hopefully causing mass chaos with publicity to match.

I urge you, Secretary Napolitano, to investigate and document TSA abuses and hold this agency accountable. No innocent traveler should be forced to either display him/herself nude to strangers or have their most private body parts probed by government employees.

TSA-101203-004

As a result of these new "security" measures, neither me nor my family will be flying until these policies are lifted. I refuse to be treated as a criminal and will be voting with my pocketbook. I would appreciate a personal response.

Sincerely,

(b) (6)

(b) (6)@gmail.com

(b) (6)

Lafayette, LA 70506

(b) (6)

(b) (6)



(b) (6)

• Ridgewood, NJ 07450 • Cell

(b) (6)

• (b) (6)

.net

November 17, 2010

Administrator
Transportation Security Administration
601 South 12th St.
Arlington, VA 20598

Dear Sir or Madam,

On Monday, November 15th, travelling with my daughter and her 2 year old son, and while being processed by TSA at Colorado Springs airport at about 12, noon, we had a unfortunate experience that I am compelled to bring to your attention.

My daughter's stroller set off an alarm when the TSA agent took it through the gate. (no surprise since it is of metallic composition). While I waited close by, she was directed to take her 2 year old and prepare to be searched, "patted-down"; in a private room adjacent to holding area; where she was told to stand. She was frightened by the prospects of being moved to a private area to be touched by a stranger and asked to have the procedure done in the holding area. Sensing her angst, my grandson became emotional and while not hysterical, was crying and visibly upset. I was not permitted to retrieve him. We waited for almost 9 minutes, an eternity for an upset mother and distraught child. Finally I approached a (b) (6) [I assumed the woman flitting about giving directives to others was one). I asked to have the process expedited. (b) (6) TSA (b) (6) answered me: "when you say speed up, TSA slows down". I get her meaning along with the sarcasm but it hardly ameliorated a tenuous situation.

Without remarking on the value of patting down a young mother with baby in tow after having gone through the screening process and reviewing the contents of a diaper bag also having gone through the magnetometer successfully, I do object to the incivility, unprofessional, and ignorant abuse foisted on my family by (b) (6) [redacted] We meet absolutely no criteria for suspicion for drugs, arms, explosives, or any illegal activity at all. We are so obviously average, middle class Americans that if, in fact, profiling were permitted, we wouldn't make any list whatsoever.

I ask that (b) (6) be removed from her position and reprimanded appropriately so that other, law abiding citizens are not subjected to her abuse. Let's train our TSA agents to employ common sense and decorum while executing the laws and duties with which they have been charged.

TSA-101203-065

(b) (6)

NOVEMBER 24 2010
OFFICE OF THE
DEPUTY ASSISTANT
SECRETARY
OPERATIONAL SECURITY

TSA Incident – 11/4/10

Senator Hutchinson – please help with this. Not only as a senator, but as a woman, please read my comments and stop the TSA.

I am a 57 year old female residing in Tyler, Texas. I travel over 40 weeks a year as part of my job. Over 25 of those trips are on planes. I have also had 2 knee replacements surgeries so each time I go through the metal detectors at the airports they alarm. In the past the hand wands and short pat downs have been a nuisance, but tolerable.

This week the TSA changed the procedures. If there is no full body scan or you don't go through the body scan and you set off the metal detector alarm, then you are subjected to a full body pat down. Leaving Tyler on Tuesday, the TSA lady was very nice. I fly so much they know me. She explained the new process and gently went through as much as she felt comfortable with.

My return trip was from the Memphis airport. I went through the checkpoint and was directed to a security line. After I went through the metal detector and they put me in a private room at my request, I found out they had the full body scan. Even though I was very upset about the pat down, they would not let me go back through the scanner. I was told that – “It is against procedure to let you go out again after you have set off the metal detector. You should have gone through the body scanner first.”

So I was subjected to a full body pat down. One woman did it and another watched. First they made me put on a paper gown over my clothes. I only had on a skirt and T-shirt top. Then she checked around my collar and patted down my back sides and arms. Then she placed her hands at the bottom of my skirt on outer and inner thighs and ran her hands all the way up until in her words – “I find resistance”. She made it all the way to the top and I jumped and she repeated this four times – the back and front of each leg. She took the back of her hand and ran it three times down my butt. She placed her hands above my breast and patted down, then ran the back of her hand between and under my breasts. The last indignity was to “check my zipper area”. She literally took the back of her hand, put it on the middle of my waist and patted all the way down.

Before they started the pat down, they asked for my ticket and ID. I did not know where they took it or who had access to my information. I was told they were writing up a report. I did not get a copy of the report nor was allowed to see what they wrote in the report.

I felt violated. If any other person had done this to me it would constitute sexual assault. We tell our children to tell people to stop if they are touched inappropriately, but there was nothing I could do about this. If I did not do the pat down, they would not let me on the plane.

I felt like a criminal. I am being discriminated against because I have knee replacements. This is not making our country safe. And it is total invasion of privacy. I have to fly out next week. Not all airports have the body scanners. And next week I am going to another small airport in Sioux Falls, South Dakota. I don't know these women. They could be perverts that are touching me and it was even worse to have some one in the room watching.

Please look into this and stop the TSA. If we let them do this – what is next? Do you want this to happen to you? Would you want your mother, sister, or daughter to go through this aggressive and needless assault on their person. Someone needs to stop the TSA.

(b) (6)

E-Mail Viewer

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HTML

From: "Webform Submissions" <WebformSubmissions@housemail.house.gov>

Date: 10/24/2010 6:56:16 PM

To: "VA10FWIMA" <VA10FWIMA@mail.house.gov>

Cc:

Subject: New Email From Web Site

I am writing to express my concern with TSA's out of control searches. My 66 year old mother just returned from a trip to the grand canyon. She travels frequently to see her grandchildren and because of a titanium knee replacement she has always had to be pulled aside to have a wand scan her body. She has been fine with this. She has had to go through the body scanners - which are a complete invasion of privacy, but what she told me happened to her in Phoenix is TOTALLY UNACCEPTABLE and all americans should be appalled. She informed security of her knee replacement and they told her to go through the metal detector. She set it off. They then told her that they had to do a body search. As uncomfortable as she is with the full body scanners, she requested one. She was told that since she went through the metal detector she could not go through the scanner. (this is different from the Balitmore policy of going through both.) My mother requested a private screening. A woman came over and told her what she was going to have to do. So here is my poor little 66 year old mom having a TSA woman put her hands down her pants - both front and back, doing a groin search. This is entirely WRONG. Today she flew out of Austin to return to Dulles. The Phoenix TSA person told her not to go through the metal detectors and to request the scanner right away. The very RUDE TSA man at Austin told her she had to go through the metal detector. A woman finally came over and told her they didn't have the body scanners. Then my Mom began to cry b/c she thought they would be body searching her again. Then the lady came over with the wand and was just going to wand her....that's what they do in Austin. There NEEDS to be uniform treatment throughout all US Airports. There needs to be sensitivity training for all of these government employees who are now able to molest people at will. Yes, we need security, but this is demoralizing and these things need to be addressed for our elderly who have medical implants, replacements etc. My 72 year old Aunt will no longer fly after hearing my Mom's story...she's had two knee replacements. I would like to know if Congress is doing ANYTHING about curbing TSA's unconstitutional searches. Is there a travelers bill of rights being developed so that travelers like my Mom can know what she can and cannot ask for before going through security? Thanks! (b) (6)

(b) (6)

[Close](#)

(b) (6)
Bethesda, MD 20816
November 14, 2010

Honorable Christopher Van Hollen
51 Monroe Street, Suite 507
Rockville, MD 20850

Re: Humiliation at the Hands of the Transportation Security Administration

Dear Congressman,

I am writing you to inform you about the humiliating and degrading treatment I've received by TSA at three airports in the last two weeks and to make you aware of the offensiveness of the new "enhanced pat down" procedures.

I have two artificial hips and due to the amount of metal in my body I set off airport metal detectors. As a result, I am routinely subjected to enhanced screening procedures. Until October 24, 2010, when I flew from Reagan National Airport to Atlanta Hartsfield Airport, those procedures were generally limited to being pulled out of line and "wanded." Over time, wandling has become more and more offensive as TSA agents would use the wands inappropriately by sliding the wand along my groin and between my legs, even after it was clear that the noise was attributable to metal implants in my hips. However, the prior poor treatment by TSA agents pales by comparison to the new "enhanced pat down" procedures.

I returned through Atlanta on October 28, 2010, unaware that new security procedures were being implemented at airports nationwide. Words cannot describe the humiliation I felt being examined by the TSA agent. After I set off the alarms and told the agent about my medical condition, I was shuttled to a glass cage and told to wait for a female assistant. When the agent finally appeared, she pressed her body on the front of the glass cage and waited to see my reaction. She then directed me to an open area in full view of other passengers and began to subject me to an "enhanced pat down" procedure.

To say the least, I felt that I was sexually assaulted by the procedure. The procedure included a complete wipedown of all parts of my body including shoulders, arms, chest, back, torso, buttocks, crotch, thighs, and calves. While the "pat down" historically involved agents using the backs of their hands, the enhanced procedure allows the agent to use the palms of their hands and fingers to wipe down almost all areas of my body. This wipe down included having the agent, while standing behind me, sliding the palms of her hands down and around my buttocks and between my thighs and sliding her fingers over my crotch. The agent then came around the front of my body and slid the palms of her hands up my legs and her fingers over my crotch. As if offering some sense of decency, the agent slid the back of her hands all around my breasts. The new procedure also included the agent pulling the waistline of my garment away from my body and reaching down into my garment while sliding their hands around my complete waist.

Completely mortified by the experience, I was finally allowed to gather my belongings that had sat in an open, unsecure area during the exam, and the agent sent me on my way.

I flew again from National to Chicago O'Hare Airport on November 8, 2010, thinking that the procedure I was subjected to in Atlanta was a bad memory only to discover that this was the new standard. I was again subjected to an enhanced pat down merely because I have medical devices in my body. I raised repeated objections to the

TSA-101207-015

exam, which was conducted in full view of other passengers, to no avail. The exam was conducted in the same manner – the agent sliding the palms of her hands and fingers around my buttocks and genitals, up my leg and across my genitals, across my back and chest, shoulders, and arms. Again, the agent used the back of the hand to completely examine my breasts and put her fingers down inside my garment after pulling the waist band away from my skin.

When I returned through Chicago on November 11, 2010, I was again pulled me out of line merely because I set off the metal detector. By this time I vocally objected to having my genitals touched in full view of passengers. Only after repeatedly asking that the agent “not touch my genitals” was the manager called over to deal with the situation. As she lectured me about the fact that the new enhanced procedures were standard policy and while the agent tried to continue the exam, a crowd gathered to watch. The reactions from the crowd ranged from outright laughter to shocked faces as the agent reached up my leg and slid her hands and fingers across my crotch. The exam continued in full view of passengers without consideration of my objections. Only after the crowd became large enough to impede the flow of traffic did the manager’s boss have the manager remove me to a private screening area. Only then did the agent or manager give any consideration to my personal belongings, which sat unattended on the end of the table. Thankfully, a passenger had seen what was going on and was kind enough to gather them into a pile before moving on.

What ensued was even more appalling that I imagined. I was made to walk through the security area in my bare feet until I objected and asked for my shoes, which the agent and manager initially denied. Once in the private area, the agent in consultation with the manager conducted the enhanced pat down procedure as if I did not exist. At no point would the agent speak to me or acknowledge my objections. In addition, the manager continually dismissed any concerns I raised about the new procedures, explaining that their staff is “professionally trained” to conduct such procedures. She even stated that they did not touch passenger “genitals,” but rather their “groin,” and explained that the procedure requires them to slide their hands up a passenger’s thigh “until they feel resistance” and then examine the area. She also stated that if I was uncomfortable having my clothes touched, I could disrobe. With that she offered me a sheet of paper – the type offered in a doctor’s exam room – to wear, if I preferred. In addition, the manager told me that I would not be allowed to board my plane, if I did not comply with the exam procedures. When I responded that I did not like being threatened, she replied that it was not a threat but merely information as to what I could expect if I did not comply.

The saddest exchange was the one from the manager when she tried to provide a reason for the new procedures. She asked me if I remembered last December when a terrorist boarded a plane with explosives in his underwear. To my shock, it was clear that the manager truly believed that the enhanced pat down procedures would avoid a repeat incident. She was unresponsive when I stated that the terrorist boarded the plane after walking through a metal detector unstoppped. It seemed lost on the manager that the new procedures merely resulted in people like me – stopped solely because of a medical device - being harassed and subjected to a clear violation of my right to privacy and that the procedures did nothing to identify persons most at risk of doing harm.

I would like to note that a passenger on the Chicago to National flight cleared security with a can of pepper spray in their carryon bag, the same can that has cleared security for numerous domestic and international flights in carryon luggage.

As an aside – at no point in time was I offered the option of a whole-body scanner. The scanner in Chicago was inoperative, according to an agent in the front of the security area, and the existence of scanners was not apparent from the examination area in National and Atlanta. In addition, each and every time I’ve been subjected to the enhanced security procedures I’ve been dressed in business attire.

The press is full of stories of how the enhanced pat downs are reviled by passengers. Even the US Airline Pilot Association has issued statements opposing the enhanced pat downs and urging its members to avoid the whole-body scanner, citing health risks and concerns about intrusiveness and security officer behavior.

When my children were young I repeatedly told them that no one has a right to touch the private parts of their bodies. As a woman, I am well aware of when someone’s touch crosses acceptable boundaries. I am at a loss to understand why the TSA believes they have a right to violate my body in the name of security or what leads them to believe that by subjecting me to a demoralizing examination the skies are suddenly safer.

The enhanced pat downs are demeaning, disrespectful, and result in perverse treatment of passengers. They do nothing more than create embarrassment and shame for persons subjected to such treatment, and discredit the integrity of an agency charged with ensuring the safety of air travel.

Please do what you can to stop the enhanced pat downs now before more people are subjected to the degrading treatment I've been received each time I've tried to board a plane. I am mortified that someone has touched my body the way TSA agents have, and am brought to tears when I think that the treatment is something I can expect to be repeated each time I fly in the future merely because I have a medical condition.

Please feel free to contact me at my home address listed above or (b) (6)

Sincerely

(b) (6)

CC: ✓ John S. Pistole, Administrator
Transportation Safety Administration
Lockheed Martin
Human Resources Service Ctr.
2nd Floor - Metroplace 1
2650 Park Tower Drive
Vienna, VA 22180-7300

Janet Napolitano, Secretary
U.S. Department of Homeland Security
Washington, DC 20528

Rep. Bennie G. Thompson
U.S. House of Representatives
Committee on Homeland Security
Washington, D.C. 20515

(b) (6)
(b) (6)
NEW YORK, NEW YORK 10013-2712
UNITED STATES OF AMERICA
(b) (6)

22 November 2010

Alf Goransson, President & CEO
SECURITAS AB
Lindhagensplan 70
Stockholm, SE-102 28, Sweden

RE: INAPPROPRIATE BEHAVIOR OF SECURITAS EMPLOYEES

Dear Mr. Goransson:

Attached please find a picture of the Securitas employee who is the primary subject of this letter. Since her clothing obstructed her identification badge, I could not see her employee identification number (if there was one), or read her name. Therefore, I will refer to her in this letter as "Jane Doe." The following incident occurred when I was returning from the American Bar Association (ABA) Section of International Law Fall Meeting in Paris, France.

On Saturday, 6 November 2010, after passing security checks and before boarding Air France flight AF008 from CDG to JFK at gate E37, I was stopped for another search. Jane Doe's coworker who stood at the table with her told me that they wanted to check my bags. I placed my shoulder bag, carry-on bag, and shopping bag on the table with my boarding pass tucked inside of my passport and placed next to me at the edge of the table. My bags (which she did not search) formed a boundary between Jane Doe and me.

Jane Doe, speaking in English, ordered me to face her and extend my arms out from my sides. I complied. There fast came a point she conducted an intimate search of my person and I immediately stepped away from Ms. Doe in utter surprise. I looked at her and told her that her search was too personal. In response, she ordered me to remove my belt, and she searched me again in the same manner as she had done before. Again I stepped away knowing that I had been violated.

After Ms. Doe told me that she was finished with her search, she stepped back to the other side of the table. When I asked her for her name or employee identification number, her coworker advised me that she said she did not understand English. While I

Alf Goransson Correspondence
22 November 2010

wrote a description of her for this letter, Ms. Doe reached over my bags, snatched my passport with boarding pass, and stuffed them into her pocket (note that they are visible in the attached picture). She told me that she would not return them until I told her what it was that I was writing. Ms. Doe confined me to the gate against my will and I could find no one to assist me. To facilitate recording these events and to give you an accurate description of Ms. Doe, I snapped her picture. This prompted another of your employees (who identified himself as Ms. Doe's supervisor) to approach me, reprimand me for taking the picture, defend Ms. Doe's behavior, and then threaten to report me to the police. When I asked him for his name he refused and stated that his refusal was, in his own words, "because you said you are going to report this." He did, however, make certain that I had the correct name of your firm.

I would appreciate having someone in your company take an in-depth look at this issue and having your company compensate me for the inappropriate behavior of your employees, as unprofessional behavior has no place in airport security, and inappropriate touching has no place in a civilized society.

Respectfully,

(b) (6)

(b) (6)

Attachment.

C (with attachment): Melker Schöring, Chairman, SECURITAS AB
Gerard Lefevre, Director of Operations, PARIS ROISSY CDG AIRPORT

(b) (6), (b) (6), POWELL LAW

File

C (without attachment): Pierre Graff, Chairman & CEO, AEROPORTS DE PARIS
John S. Pistole, Administrator, US TRANSPORTATION
SECURITY ADMINISTRATION ✓

(b) (6), (b) (6), ABA SECTION OF (b) (6)

(b) (6)

Stephen N. Zack, Esq., President, ABA
Pierre-Henri Gourgeon, CEO, AIRFRANCE
Jean-Cyril Spinetta, Chairman, AIRFRANCE

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

Houston, Texas 77056
November 22, 2010

NOV 23 10 32 AM '10
101207-029

Mr. John S. Pistole
TSA / U.S. Department of Homeland Security
TS 1 Administrator
601 S. 12th Street
Arlington, VA 20598

Dear Mr. Pistole,

I have a titanium knee which, in the administration of the policies of the TSA, automatically condemns me to undergo the secondary screening in order to fly. This metal joint has been in place for 8 years; I learned to manage the second process by wearing no metal at all: no belt, no zipper, no underwire bra, and by requesting that the screener be gentle with the wand as she goes up the inside of my legs. It should be noted that I cannot remove this knee to send it through the initial metal detector, nor can it be used as a weapon.

*I was screened by hand on October 29, 2010 at Hobby Airport in Houston, Texas, the first day of the new procedure. As there are no millimeter wave machines at that airport I was subjected to the hand screen, euphemistically called a "pat down" when in practice there is no "patting" going on at all. It not possible for a hand screener to find an explosive on my body by **putting her hand on my vagina**, but that is exactly what she did. The buttocks, back and breast explorations were bad enough but the invasion of my vaginal area caused me to have a traumatic reaction that lasted for days. It was no consolation that the screener was the same gender as I.*

You cannot possibly believe that this is going to solve whatever the cause for this invasive handling of the inside of a traveler's "thighs to where the legs meet the trunk". This must be stopped. There is bound to be a better way to catch a young Muslim intent on damaging the United States than feeling grandmothers' inner thighs and underwear. This outrage is no doubt causing Al-Qaeda and all other terrorist cells enormous joy and a sense of victory over the humiliation of the American people and the upheaval within the airline industry.

Sincerely,

(b) (6)

(b) (6)

101207-029



TWU 556

**The Union of
Southwest Airlines
Flight Attendants**

November 19, 2010

The Honorable Janet Napolitano
Secretary of Homeland Security
U.S. Department of Homeland Security
3801 Nebraska Avenue, N.W.
Washington, DC 20528

The Honorable John S. Pistole
Administrator
Transportation Security Administration
U. S. Department of Homeland Security
3801 Nebraska Avenue, N.W.
Washington, DC 20528

Dear Secretary Napolitano and Administrator Pistole:

Keeping our nation's skies safe is very important to flight attendants. So important, that our lives depend on it every day. On September 11, 2001, flight attendants were the first to die for our Country when it was attacked. Flight attendants remain the last line of security in our nation's commercial air system. While pilots were locked behind secure reinforced cockpit doors with guns, flight attendants thwarted the efforts of both Richard Reid – "the shoe bomber" and most recently Umar Farouk Abdulmutallab – "the underwear bomber".

Flight attendants have submitted to the same finger printing and 10-year FBI background check as pilots. Flight attendants have completed required FAA mandated initial training and annual recurrent training in safety and security. Flight attendants have voluntarily taken additional TSA crew-member self-defense training on our own time and at our own expense since the Federal Government refused to make that training mandatory and fund it. Flight attendants are FAA certified safety and security professionals.

In spite of the invaluable role that flight attendants play in air security, flight attendants are now being subjected to Advanced Imaging Technology (AIT) or "enhanced" body patdowns that are not only invasive, but humiliating and embarrassing for front line security professionals who put their lives on the line every day. Enhanced TSA screening of flight crews is not only unnecessary; it is a waste of TSA resources that should be directed at the real security risks.

TSA-101207-040



In addition, while we understand that there have been studies indicating that AIT scans do not present health concerns to travelers, there have been no conclusive studies on flight crews who may have multiple exposures to scanners daily in addition to the higher doses of radiation we are exposed to by spending many hours every day on airplanes. There is reason to believe that the additional exposure to radiation from AIT devices could increase health risks for flight attendants.

Airline personnel who have completed required FBI background checks are not threats to air security, however a clear double standard exists between the treatment of flight attendants and other work groups. The TSA currently allows ground personnel security badges that allow them to utilize "back-door" entry into airports and has conducted "crewpass" biometric testing for pilots in an effort to create dedicated, non-invasive, and more efficient security screening. Flight attendants have been completely ignored in these efforts.

Secretary Napolitano, you have indicated that you are open to adjustments in current procedures. Administrator Pistole you have recently announced that you are willing to exempt pilots from body scans and pat downs. On behalf of the 9,400 safety and security professionals of Transport Workers Union Local 556 – the Union of Southwest Airlines Flight Attendants as well as all other flight attendant crew members, we respectfully request that flight attendants are also exempted from invasive security screening so that the TSA can use their resources to focus on real threats to the travelling public.

Sincerely,



Thom McDaniel
President
Transport Workers Union Local 556, AFL-CIO

November 24, 2010

Senator Kay Bailey Hutchison
284 Russell Senate Office Building
Washington, DC 20510-4304

Senator John Cornyn
517 Hart Senate Office Building
Washington, DC 20510

Congressman Ted Poe
Washington, DC Office
430 Cannon Building
Washington, DC 20515

Dear Senators Hutchison and Cornyn and Congressman Poe:

I have just taken a return flight to Denver from Houston. Enough is Enough! I failed the full body scan because of a spare house key in my wallet. Because of this, I was subjected to the most intensive body frisk that I have ever endured and my wallet was turned inside out. Who is to protect citizens from unconstrained bureaucrats if it isn't our elected representatives? Innocent travelers like me are starting to object. Unwarranted searches are covered by my constitution. Or are they?

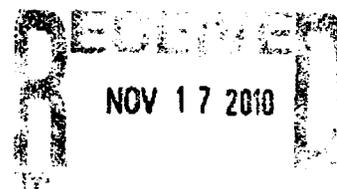
(b) (6)

(b) (6)
(b) (6)
Spring, Tx 77388

CC: Mr. John Pistole
Head of TSA
Transportation Security Administration
601 12th Street South
Arlington, VA 22202-4220

ACLU
125 Broad Street, 18th Floor
New York NY 10004

TSA-101208-031



To Whom It May Concern:

We traveled to Costa Rica from LAX airport Nov 2nd—Home Nov 9th on the LACSA Airlines Going on flight 605, returning on flight 604, at 10:06 P.M. In LAX we received the most invading & disgusting treatment. Going to Costa Rica in LAX, we were pulled aside after we rang thru the door frame. I had both of my knees replaced. My wife (b) (6) have both knees replaced, spine surgery with 8 bars inserted & shoulder replaced.

We both were searched: They had blue gloves on, male & female. They asked if we wanted to go in a private room for privacy, we both said no, just to hurry the pat down. But their pat down on me was up and down my pant legs, torso, arms, shoulders, & testicles felt, I am 78 yrs old. My wife 76 yrs old was patted down inside her bra upper & lower, they used the back of their hands, then they went under her panties & reached all the way down in front & back. On the outside she was patted all around arms & legs, back & front, BUT two thumbs pressed up toward and into her Libia—Uncalled for.

Now coming back to USA they went thru our luggage twice. We declared Jewelry, T-Shirts, cigars (was told it was legal) 2 knives also told legal. In our checked luggage they took 2 small sweet corn seedlings from our luggage, never left a note to let us know. When seeing the cigars the guard said these are Cuban Cigars, he asked another security guard and he said they were not Cuban Cigars,, he went to a 3rd guard, took them in the back room. I said to the 1st guard, "I feel like I'm living in Russia!", (Our so-called freedom of speech). He didn't like that remark & asked if we wanted a receipt for the Cigars, I said yes. He had us sit on 2 chairs like children to wait. He demanded my Drivers License, he already had our passports, he went back in the room for 50 minutes, while our daughter is waiting outside to pick us up. They were checking I guess if I had a warrant, felony or what. Which is nil. Now its 11:30 P.M., our daughter is worried what is happening to us, she lives in Orange& has to get to work next day. We felt like were being treated terribly, while immigrants and illegal immigrants are coddled and passed thru, not checked at all like we were, because we are white, and their immigrants are the same nationality like them! I feel we were wrongly checked over and too much — personally, for me and especially my wife having hands inside her bra and panties & thumbs up her private area.

We have joined the Tea Party & trust me, we are telling all the people we meet how we were treated. We will NEVER fly again. Others are telling us that they won't fly again because they were treated like second class citizens.

We are 76 & 78 yrs old. Worked all our lives in USA, born & raised here & treated terribly.

We have called for an appt with our atty. (b) (6) and see what can be done, not only for us, but for others like us.

(b) (6)

FPF#2011272010027501 Incident#201152001101401 Seized 11/09.10 Time 2325

(b) (6)

Blue Jay, CA 92317 Phone (b) (6)

TSA

November 29, 2010

To whom it may concern,

First let me tell you that I am a 76 year old grandmother who walks with a cane. I have limited mobility and I am only able to travel because I am supported by my husband and son. On Saturday October 30, 2010 I took Continental Flight Number CO718 from Newark, NJ to Puerto Vallarta, Mexico. Before boarding the flight fortunately, I thought, we had to pass through TSA security since I would like a safe flight as much as any other reasonable person would.

I am disabled, I walk with difficulty and I have an embedded spinal cord stimulation electronic device in my backside to mitigate the constant pain that I experience. I have documents describing this condition prepared by my doctors that I see for treatment monthly. These are always shown to the TSA agents at the security checkpoint. Since I have an embedded electronic device with internal wires running up and down my spine to provide some relief to my upper and lower extremities I can't pass through the magnetometer since that would cause undesired effects.

So I subjected myself to the pat-down inspection. I have done this before but this time it was performed by an excessively aggressive inspector that caused me severe pain and would not be more compassionate despite my most urgent pleas.

After returning from Mexico I contacted my pain management doctor, (b) (6) and he expressed serious concern about my experience when passing through the Newark TSA pat-down very personal inspection. I am enclosing a photo (below) of my back taken by (b) (6) 2 ½ weeks after my return home.

November 29, 2010



The red circular welt, which was still black and blue just a few days earlier, was caused by the TSA inspector as she aggressively probed my embedded electronic pain mitigation device located in my buttocks. This device was not designed to be subjected to such aggressive exploration and as you can see it caused significant internal injury. Your inspectors have not been trained for the inspection of such devices and are seriously non-compassionate.

How do you think you would feel when subjected to such an inspection even after I asked for a little more care in their inspection approach. They knew that I had an embedded medical device, I told them where it is but they still felt it necessary to deeply finger probe my buttocks.

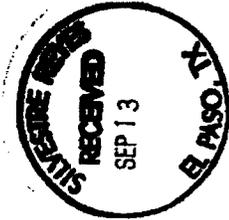
I am forwarding this letter to all concerned Government departments, Congressmen, newspapers, and also to all media outlets that I believe are interested in what the American citizens are being subjected to by your under-trained and unsympathetic inspectors.

(b) (6)

(b) (6)

Morristown, NJ 07960

(b) (6) .net



August 15, 2010

REF: SECURITY INCIDENT
PLACE: PHOENIX, AZ./AIRPORT
TIME: ON OR ABOUT, 7:50 P/M (PST)
DATE: AUGUST 15, 2010

To Whom it may concern:

I, to the best of my knowledge and as God is my witness, I would like to relate to you a true and most unfortunate incident that occurred to me at the Phoenix, AZ., airport on the above date while enroute to El Paso, TX.

I had just come from Upland, CA., because an aunt of mine had just passed on August 13, 2010. At the Ontario, CA. airport I went through security check with no problems at all, the security inspectors were very professional, very caring and very courteous.

From the Phoenix, AZ., airport to El Paso, TX., my flight# was 554, my departing time to El Paso, TX., was at 8:30 P/M, (PST), I had just arrived from Ontario, CA., at 5:45 P/M (PST) to the Phoenix, AZ., airport so, I had almost three (3) hours of a layover. My arrival time to EL Paso, TX., airport was at 10:40 P/M (MST).

I had a knee replacement to my left knee in January 30, 2008, due to an on the job injury at (b) (6), NM/TX, in June, 1977. Because of metal in my body at the Phoenix, AZ., airport I had to go to a different area to have a different type of security check performed on me. On or about 7:50 P/M (PST), I arrived to check point area. The name of the security officer that performed my security check is, (b) (6), he is employed by TSA GOV. SECURITY CO.

The following incident is what occurred on the above date at the Phoenix, AZ., airport to me boarding an airplane on Southwest Airlines to El Paso, TX.

(b) (6) security officer first asked me if I had any pain in my body. I did not understand his terminology. I then proceeded to advise him that I had metal in my body and that I had a card from my orthopedic surgeon to show anyone ~~at any one~~ at any security check point. At that moment security officer got verbally mad with me and very altercation because I had not told him of any pain in my body. He refused to see my identifying card from my surgeon advising whoever that I have metal in my body. Everytime that I tried to explain to him that I also had other surgeries, he kept telling me that I was not listening to him and that I was not allowing him to talk. I also had back surgery and left and right shoulder surgery. By this time I was in alot of pain all over my body because this security officer would not perform his security check on me and I cannot stand up or sit down too long due mainly to my back and left knee total replacement. Next, he explained to me that he was going to do a body inspection with his body security metal detector wand. Again, he asked me if I had any pain in my body, at this moment I told him that my penis and testicles were very sensitive because I have a very enlarged prostate. Again, he got very mad and altercation with me because I explained to him of other medical problems that I have. Very angry again, "he replied, that is not what I am asking you, I am not asking you what is wrong with you, just if you have any pain in your body."

I am also hard of hearing because while employed at (b) (6) (b) (6) as a (b) (6) I lost alot of hearing teaching federal inmates the welding trade. I do use hearing aids and I kept telling the security officer that I could not understand him what he was instructing me to do, due to alot of surrounding noises, he ignored me and still was very angry with me.

When he proceeded to perform the metal detector security check with his wand on my body, he poked my penis and my testicles very hard, I was very much in pain from this type of inspection which has never been performed on me at any airport that I have ever been to. After he poked my private parts very hard, he proceeded to use the metal detector wand on my buttocks, he poked and stuck his wand into my rectum very hard and again I was in very much pain due to the fact that I just recently had my annual prostate rectal finger examination by my Urologist.

He also, told me to sit on a chair and to raise one leg at a time into a horizontal position and I also have had knee surgeries to both of my knees and he had me with both of my legs in this position for quite a long time. Again, I was in very much pain due to my recent knee surgeries. His next security inspection to me was that I stand up putting my feet on two (2) silhouettes on the floor and stand up spread eagle. Next he told me to raise my right arm from a standing position to a parallel position and to turn my palm ~~was~~ face up. I did exactly what he instructed to do, but; again I was in alot of pain when I proceeded to turn my palm upward to its fullest because this year I had two (2) right shoulder surgeries. After I did what I was instructed to do with my right arm and hand, the officer instructed me to do the same procedure with my left shoulder. Again, I was in alot of pain due to the fact that I had left shoulder surgery three (3) years ago. I even showed him my incision scars on both shoulders and his reaction was that he could care less.

To the best of my knowledge, my total inspection with this security officer, (b) (6) took about 20 minutes or more. After inspection I had to rush and look for my departing gate to El Paso, TX. In the process of doing all of this, going from inspection area to gate area and getting into airplane in Phoenix, AZ., getting to the El Paso, TX., airport, I could not walk to well or sit down to well because of the abusive inspection that I had gone through at the Phoenix, AZ., airport inspection performed by inspecting officer, (b) (6).

To me, I have never been treated as cruel as unprofessional by anyone ever or anywhere that I have ever gone through a security check point. I worked in a Federal Prison for twenty (20) years and not even inmates were ever treated like I was treated by this security officer at the Phoenix, AZ., airport.

He also grabbed my trousers by my waist area and folded my pants from the waist button zipper area down almost touching my penis area. I, also felt that I was discriminated because of my ethnic background and because I am also a senior citizen. There were alot of people in the lobby area who overheard and saw how I was being treated by the airport security officer. Also, during the course of this security inspection, he kept telling me that this inspection could be done in a private, secluded area. I kept telling him that I did not want to be inspected in a secluded area because I had nothing to hide. When he suggested this type of inspection, I thought to myself, "what other type of human right violations was he going to commit on me?"

To the best of my knowledge my following RIGHTS were violated by (b) (6) security at the Phoenix, AZ., airport.

- A. HUMAN RIGHTS
- B. CIVIL RIGHTS
- C. CONSTITUTIONAL RIGETS
- D. Maybe more rights that I am not aware of

I was also humiliated, intimidated, and was assulted by this security officer.

(b) (6)

ate of birth: (b) (6) Born: El Paso, TX

U. S. Dept. of Justice/Federal Bureau of Prisons

(b) (6)

Anthony, NM/TX

(b) (6)

El Paso, TX 79936

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

November 15, 2010

RECEIVED

NOV 24 2010

The Honorable, Congressman Mike Turner
120 West Third Street,
Suite 305
Dayton, Ohio 45402

Dear Congressman Turner,

I have an incident to share that occurred late Friday afternoon, November 12, 2010, around 5:15 in the Dayton International Airport.

I checked into my flight and had a boarding pass printed that included "plus infant." My baby and I were flying from Dayton, OH, to San Antonio, TX, so I could run in the San Antonio Half Marathon. I was taking my baby along because he is still breastfeeding for part of the day.

I entered the security line, removed the special formula that I had with me for the baby, as well as my quart size baggie with my other liquids. I went through the x-ray machine and metal detector, carrying the baby, with no incident.

Because I was traveling with baby formula, I knew to expect that they would test it with the paper discs for explosives. The TSA agent took all of my belongings over to the table in the center of the explosive screening tables. She asked me, "Are you aware of the NEW policies for carrying liquids through security that were instated 4 years ago?" (Capitalized to show the emphasis that she placed on that word.)

I replied, "Yes, I fly with him every several weeks."

She scanned the formula, then turned to me and said, "Remove your shoes and stand on that black mat for a patdown."

I said, "OK, what do I do with the baby?"

"You cannot be holding him." (I am traveling alone.)

So I placed him into his stroller. She instructed me, "Spread your feet apart and hold your arms out to the side." I obliged.

She patted my left arm, my right arm, my upper back and my lower back. She then said, "I need to reach in and feel along the inside of your waistband."

She felt along my waistline, moved behind me, then proceeded to feel both of my buttocks. She reached from behind in the middle of my buttocks towards my vagina area.

She did not tell me that she was going to touch my buttocks, or reach forward to my vagina area.

She then moved in front of my and touched the top and underneath portions of both of my breasts.

She did not tell me that she was going to touch my breasts.

She then felt around my waist. She then moved to the bottoms of my legs.

She then felt my inner thighs and my vagina area, touching both of my labia.

She did not tell me that she was going to touch my vagina area or my labia.

She then told me that I could put my shoes on and I asked if I could pick up the baby, she replied yes.

She then moved back to my belongings to finish scanning them with the paper discs for explosives. When she finished she said I was free to go.

I stood there holding my baby in shock. I did not move for almost a minute.

I stood there, an American citizen, a mom traveling with a baby with special needs formula, sexually assaulted by a government official. I began shaking and felt completely violated, abused and assaulted by the TSA agent. I shook for several hours, and woke up the next day shaking.

Here is why I was sexually assaulted. She never told me the new body search policy. She never told me that she was going to touch my private parts. She never told me when or where she was going to touch me. She did not inform me that a private screening was available. She did not inform me of my rights that were a part of these new enhanced pat down procedures.

When I booked my ticket, I was given no information that the TSA had changed their wand and unobtrusive pat down procedures to "enhanced" pat down procedures that involved the touching of all parts of your body, including breasts and vagina on women and testicles and penis on men. I was not informed by any signs on the front side of security about the new procedures. I had not seen any media coverage about the issue, so I had no idea that this was a new government sanctioned policy.

Another important piece in this story, the Dayton airport does not have the new body scanners. I was not given any other search options. It was enhanced pat down, or nothing

I asked to speak to a supervisor immediately. I had a very unpleasant conversation with him that lasted 20 minutes. I moved to the back of the security area, made a few phone calls, including to my lawyer. He did some quick research, and learned that I had indeed

been sexually assaulted because she did not follow the SOP (standard operating procedure) for the new search.

During our first conversation, the TSA acting manager of the shift told me that the TSA agent who sexually assaulted me was supposed to inform me about the new search procedure and tell me when and where she was going to touch me. He also apologized on behalf of himself and on behalf of the agent who sexually assaulted me. I was not allowed to speak to the agent who sexually assaulted me, nor did the acting manager provide me with her name. (I did not have the presence of mind to look at her nameplate, as I was in shock.)

I also spoke with the Dayton police, the Dayton airport police, and left a message for the TSA manager for the Dayton airport. I was told by each agency to fill out a complaint form. I was not allowed to press any charges or file any formal complaints to the Dayton airport police.

I am speaking out against the TSA and share my sexual assault case to ensure that this does not happen to anyone else, anywhere.

I am calling for immediate change to this new enhanced body patdown search.

I am calling for the TSA agent who sexually assaulted me to be fired.

I am calling for you, the Senate Subcommittee, and as fellow Americans, to stand up against these new "enhanced" full body patdown search procedures of the TSA.

Cordially,

(b) (6)

(b) (6)

(b) (6)

Dayton, OH 45458

Please complete all sections that apply to your case.

Military or Veteran's Issues

Rank: _____ Unit: _____ Duty Station: _____

Social Security/Medicare Issues

Type of claim filed: _____

Has the claim been denied? Yes No Office you are dealing with: _____

Immigration Issues

Receipt Number: _____ Alien Number: _____

Type of Petition Filed: _____ Current Status: _____

Consulate Involved: _____

Please briefly explain your situation. If necessary please include any additional relevant correspondence that you have regarding this issue.

As stated in my previous letter, (b) (6) and I experienced treatment from TSA employees at O'Hare on Oct. 11 that I believe was unprofessional for the following reasons:

- * Two travelers belonging mixed in w/ my group despite request to separate them
- * Gatted down by officers who squeezed rather than sliding hands after being forced through full body scanners.
- * Not allowed to watch my camera bag being searched
- * * swabbed for explosives.
- * * Passports + boarding passes given to (b) (6) who was

Please state what you would like our office to help you with.

told, "You sort them out."

- * * @ code marked on boarding passes by TSA officer who yelled, "What's the code," + no explanation given.

It would like send to Franken's office to follow up with O'Hare's TSA director regarding unprofessional behavior of TSA employees. It would also like to know if it am on a list requiring extra TSA scrutiny and have help removing my name from the list. It am enclosing a letter I received

Have you contacted any other Congressional office? Yes No

If yes, which office have you contacted? (b) (6)

from Kathleen Betnovsky O'Hare's TSA Director, as well as response to her

(b) (6)

Golden Valley, MN 55426
October 19, 2010

CASEWORK

Kathleen Petrowsky, TSA Director
Chicago O'Hare International Airport
P.O. Box 66142
Chicago, IL 60666

OCT 27 2010

Dear Ms. Petrowsky:

On October 11, I returned from Japan with five other members of my church, Plymouth Congregational, in Minneapolis. We arrived at O'Hare on American Airlines Flight 154, came through U.S. Customs without incident, and arrived at security in Terminal 3 at the gate at the far left side after entering the terminal from the shuttle. I would estimate that the time was between 3:30 and 4:00 p.m. when we passed through security on our way to American Eagle Flight 3743. I would like to raise my concerns about the enhanced screening that one of my fellow travelers and I were submitted to at this gate.

There were two couples and two married women, all between 59 and 85 of age, in our group. Either our travel agent or the airline placed the two married women traveling alone on the same manifest document. When we approached the security podium, our passports or boarding passes turned on the red light, and we were asked to step aside. The agent at the podium called for an escort, and when none appeared, she began yelling for one. A male agent appeared and moved us toward the full body scanner. He put three plastic bins on the table. I put my carry-on in one, my purse in another, and my meds and money belt in the third. When I put my shoes in, one tipped over, and he became angry. At this point, he began piling (b) (6) belongings on top of mine in the bin. When I stated that these were not my belongings, he angrily said, "It doesn't matter. You are traveling together, aren't you?" When (b) (6) put her shoes on the conveyer, one tipped, and he said in a loud voice, "you could at least put them on the conveyer right."

At this point, we were pushed through the full body scanners. This man's disrespect and loud voice made it clear that we could not ask for optional screening without exacerbating the situation. When we got through the scanner, we were made to stand spread-eagled and were patted down by two female officers. This was the enhanced, palm-forward method, and the officers did not slide their hands. Rather they squeezed in a way that felt assaultive and demeaning. This was done in a public area in full view of all passing travelers. We were then instructed to stand by the table where our belongings were. One of the female officers took my purse and shoes across the security area. When I turned around to see what she was doing with my belongings, she yelled at me to turn back the other way. After returning my purse to the table, she went through our bags, apparently swabbing for explosives. When she told me to take my belongings and step away, I did so. At this point, I realized she had not returned my travel documents. When I returned to the table, she was finishing swabbing (b) (6) bags. The officer yelled across the security area, "What is the code?" She then wrote a U in a circle on both halves of our boarding passes. She then handed both of our travel documents to (b) (6) and said brusquely, "You sort them out."

We left the security area uncertain as to what this code meant. We did not know if we would be subjected to additional searches at the gate, denied access to the plane at the last minute, or find that our checked baggage had been confiscated.

While all of us, of course, want to be safe when flying, our treatment raised many concerns for me:

- If bags of multiple travelers are mixed in x-ray bins, would both travelers be arrested if a problem were found?
- If bags are piled multiple layers deep in bins, does the x-ray machine adequately scan them?
- If individuals are supposed to be given a choice of going through the full-body scanner, why were we not given an option to decline?
- If the full-body scanner displays our bodies to full view, why were we subjected to an extremely aggressive enhanced pat-down?
- If travelers are not allowed to look at their bags when they are searched, what is to prevent an over-zealous TSA officer from planting something in a bag?
- As we were both following instructions and fully cooperating, why were we yelled at and treated so disrespectfully?

I found that my treatment by the officers made me extremely frightened, and I was afraid that the ill-treatment would accelerate were I to ask any questions or request alternate screening. Given that all four TSA officers at the gate were twenty to twenty-five years younger than (b) (6) and me, the treatment we received seemed especially disrespectful. Additionally, our group members were the only travelers at this security area, so being rushed is not an excuse for the way the two male and two female TSA officers treated us.

I am mystified as to what could precipitate this level of search, which did not seem at all the random testing of the full-body scanners suggested on the TSA website. We wondered if having two unrelated women's names on a travel manifest set off suspicions. We also wondered if (b) (6) (b) (6) previous travel to the Mideast as part of an interfaith tour or my previous travel to China and Vietnam might have caused this excess scrutiny. Additionally, I wondered if reading an American Book Award winning book about Arab American youth that happened to have Arabic on the cover on an airplane might have caused this treatment. I am concerned that I may now be on a list that will cause me to undergo similar treatment the next time I fly, and if so, I would like information on how to have my name removed from such a list.

Sincerely,

(b) (6)

(b) (6)

cc.: John S. Pistole – TSA Administrator, Amy Klobuchar – U.S. Senator, and Al Franken – U.S. Senator

(b) (6)

Golden Valley, MN 55426

November 27, 2010

Kathleen Petrowsky, TSA Director
Chicago O'Hare International Airport
P.O. Box 66142
Chicago, IL 60666

Dear Ms. Petrowsky:

Thank you for your letter of November 16 regarding the experience that (b) (6) and I had at O'Hare on October 11. I appreciate your quick and thoughtful response. I am also happy to hear that you plan to use our experience for additional training of TSA personnel but would like to respond to a couple of the points you raised in your letter.

While I was aware of passengers' right to opt out of Advanced Image Technology, we had already had the officer refuse to separate our belongings in the x-ray trays. We both felt that given his attitude toward us, opting out was going to escalate the situation. The AIT equipment, as I mentioned before, was at the left-most security area with two walls by the machine. Both of these walls were bare, and I can't recall the required signage being on the machine either. Though pat downs may be required of some passengers after going through the AIT equipment, the officers should not be squeezing the passengers. The squeezing felt assaultive to me, and (b) (6) used the word "brutal" to describe her pat down. This treatment seemed unprofessional to me, aimed more at intimidation than at security.

Last of all, while my purse/camera bag was physically within an area I should have been able to view, the officer would not let me do so. When I turned around to look, she yelled at me to turn back around. Again, this does not seem reasonable and in fact could result in something being introduced into the bag by a disgruntled TSA officer.

Unfortunately, I do not have employee names. Neither (b) (6) nor I felt we could make eye contact with the officers as they were disrespectful and angry, so we did not get their names. I asked our fellow travelers, and they did not get the names either. I would assume that particular officers are assigned to a certain security gate for a shift, so the best I can do is to tell you that we went through the gate on the extreme left of Terminal 3 between 3:30 and 4:00 p.m. on October 11. I wish that I had this information for you but hope that the clarification above will assist your managers in their training efforts.

Sincerely,

(b) (6)

(b) (6)

cc . Amy Klobuchar—U.S. Senator, and Al Franken—U.S. Senator



September 22 2010

(b) (6) or successor
Correspondence Program Manager
Office of Exec Secretariat USHS
Arlington VA 22202-4220
Dear Correspondence Manager:

PEI

A little over 2 years and I must question your department's actions again. On June 14th at 7:30am PHL airport, a short stout blue gloved TSA agent in full sight of milling passengers had me arms up as she felt all the way up and down inside my legs through an ankle length dress. I felt violated and moved away, to which she responded, 'I'm not done yet!'

This so shook me an 82 year old virgin, that I sat in the area 1/2 hour to calm down. Considerate traveler commiserated with me awhile, stating that that's why she wears pants. On the return trip I would have asked for private screening, but noted a woman in denim skirt walk through the barrier without molestation from the male attendant. So did I. Same rules, guidelines, different airport practice.

My next flight July 26 from Manchester NH got a private screening to avoid public humiliation. Was treated courteously by 2 competent officers who explained everything and practiced on each other to show me the ropes. As different as the other experience was, I still resent the whole thing.

On line I noticed a category for TSA Redress and felt that it evolved because of so many complaints. Your '08 letter lists a 'Trusted Traveller' ID which may not be the same as an exemption from patdown or massage or air blowing purchased by businesses. The TSA Redress Program seems to provide an exception for people inappropriately screened as a way of making up for some invasions of privacy. Surely my trials qualify.

If such a program exists, Please enrol me. Assuredly, following your advice, next time I will ask to speak to the Asst Fed Security Director for Screening rather than supervisor who lied about TSA nonaddress.

Once again, if you notify PHL of their infraction, don't expect a response. Your 8/22/08 brought me none,

And I think you should find a better reason than 'for security purposes' to cover your decisions that security is breached by accepting a photocopy of a US passport bearing the likeness and signature of the person proffering it that the original doesn't.

2010 NOV 15 P 5:22

SECURITY

TSA Correspondence Program Manager p2

You will never convince me on that one, and you have Dept of Driver Transportation driver license centers copying your lead for no rhyme or reason. A simple dial-up to passport information would reveal no infraction in my case. It is checked and probaby updated every return trip. My history of no trouble ended with my complaint about TSA two years ago.

My passport expires in February 2016 and so will my overseas vacations, August 2015 to be exact since one cannot travel within 6 months of its expiration date. Another catch, based not on reason, or habit of 4, 7 14 30 day trips in 57 years, but to make money for the office.

Also update your forms of acceptable ID's to include the latest restriction: your state issued driver's license must be identical to the name on your passport.

Thank you for undertaking this journey for me.

Sincerely,

(b) (6)

(b) (6)

*incl NYT SCANNER 9/12/10
passport + driver ID*

2367863/AFB

(b) (6)
(b) (6)
San Antonio, Texas 78212
(b) (6)

November 11, 2010

The Honorable Congressmen Charlie Gonzales
B-124 Federal Building
727 East Durango
San Antonio, TX 78206-1286

Dear Charlie,

I am writing to you today on behalf of my husband (b) (6) and myself. We are asking you as our representative to the United States Congress to address the new full body scanners that are replacing the metal detectors in U. S. airports.

Specifically we are very concerned that they are a real health hazard. We know for a fact that the European Union banned them for that very reason. (b) (6) and I fly often and there is no way that we will put ourselves through these machines. We feel that they are intrusive, invasive and deeply humiliating in addition to threatening our health.

When we refuse to go through these full body scanners we are subject to the wrath of the TSA operatives. We have already experienced this on our last trip. We were made to wait for more then half an hour while TSA personal stood around and loudly called back and forth across the airport that "those people" are refusing the scanner, their carryon bags must be emptied, and a full body search must be conducted. I will not even bother to describe the feel down I got.

Do we as law abiding citizens have no rights? If we object to an overdose of radiation should we be identified by TSA as terrorists and be made subject to aggressive "pat-down". Public transportation is one of the backbones of commerce. Are we going to shut down travel because we are afraid of ourselves? It seems to us that we are in more danger from Homeland Security then from terrorists.

Thank you for your attention. You are and have been a wonderful advocate for the people. We are delighted that you remain our Congressman.

(b) (6)

JOHN J. DUNCAN, JR.
2ND DISTRICT, TENNESSEE

2207 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-4202
PHONE: (202) 225-5435
FAX: (202) 225-6440

800 MARKET STREET, SUITE 110 200 E. BROADWAY AVE, SUITE 414
KNOXVILLE, TN 37902 MARYVILLE, TN 37804-5782
PHONE: (865) 523-3772 PHONE: (865) 984-5464
FAX: (865) 544-0728 FAX: (865) 984-0521

6 EAST MADISON AVENUE COURTHOUSE
ATHENS, TN 37903-4297
PHONE: (423) 745-4671
FAX: (423) 745-6025

Congress of the United States
House of Representatives
Washington, DC 20515-4202

November 23, 2010

The Honorable John S. Pistole
Administrator
Transportation Security Administration
Department of Homeland Security
601 South Twelfth Street
Arlington, Virginia 20598

Dear Administrator Pistole:

I am contacting you today about the problems created by the TSA's newly-deployed advanced imaging technology (AIT) and the corresponding enhanced pat-down techniques.

While I think nearly everyone agrees that we need to do what we can to secure the traveling public, it is just as important our government not put in place programs of questionable efficacy that hinder vacation and business travel in the U.S.

Based on news reports and conversations I've had with my constituents, I feel strongly that the choice the TSA presents to a family flying this holiday season is an impossible one: either subject their children to the new AIT machines, or those children will be subject to a police-style pat-down search normally reserved for criminals.

On the November 15 edition of NBC's Today Show you said, "The policy is that children 12 and under will not receive that type of pat-down." While 12 year-olds might not get the enhanced pat-down, I cannot understand how anyone could defend a 13 year-old child getting a police-style search of their body.

I read in an article on CNN.com where a woman going through security at Baltimore Washington International Airport felt her looks caused her to be selected for screening by the AIT. She filed the following as part of a complaint with your agency, "I feel I was targeted by the TSA employee to go through the see-you-naked machine because I am a semi-attractive female." Although I understand it is TSA policy for the TSA screener looking at the images from the whole body scanner to be located in a different area altogether from the security line, I think it is significant and speaks volumes that despite this, your policy is still causing so much confusion, frustration and anxiety for the flying public.

TBA-101209-027

COMMITTEES:
TRANSPORTATION AND INFRASTRUCTURE
SUBCOMMITTEES:
HIGHWAYS AND TRANSIT - RANKING MEMBER
WATER RESOURCES AND ENVIRONMENT
AVIATION

NATURAL RESOURCES
SUBCOMMITTEE:
NATIONAL PARKS, FORESTS, AND PUBLIC LANDS

OVERSIGHT AND GOVERNMENT REFORM
SUBCOMMITTEES:
NATIONAL SECURITY AND FOREIGN AFFAIRS
GOVERNMENT MANAGEMENT, ORGANIZATION,
AND PROCUREMENT

NOV 23 2010
SEC - 1 P 3:20
OPERATIONAL SECURITY

(b) (6)
(b) (6)
New Market, Va 22844

November 4, 2010

Congressman Bob Goodlatte
2240 Rayburn HOB
Washington, DC 20515

Dear Sir:

I went through TSA security at about 2030 11/01/10 in Oakland, Ca. The TSA agent took me to a full body scan machine and I told her that I wanted to be patted down instead. She started to give me directions and all of the sudden a (b) (6) black TSA agent started yelling at me to "step back" he repeated this so loud and so many times that the other agent could not finish her instructions to me. His actions were rude and inappropriate and I told him to quiet down I was being instructed by this other agent and I could not hear her. He kept yelling "step back" and I finally stopped paying attention to him.

The agent who took me to the full body scan machine was professional and courteous at all times and the TSA agent who patted me down was professional and courteous at all times. I stopped a supervisor and told him what happened and that he needed to have a discussion with the black agent. He said he would. I am sorry that I did not get any badge numbers or names but I didn't.

You need to inquire with TSA concerning this incident and relay my total and complete opinion that the black agent was out of order and needs to be disciplined. I am an American citizen and do not deserve to be treated like a common criminal for no reason. I realize that our national security is important but all civil servants need to treat all persons with civility, professionalism, courtesy, and respect at all times unless the situation requires a different demeanor. This situation did not require the different demeanor.

Please let me know the results of your investigation.

Respectfully yours

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



Congressman Kenny Marchant, District 24

Casework Request Form

Date: 10-31-10 Name: (b) (6)
First Middle Last

Address: (b) (6)

SSN: _____ Date of Birth: _____ Home # (b) (6)

Bus # (b) (6) Cell# (b) (6) Fax# _____

Have you opened a case with another office? NO which one? _____

Federal Agency to which this pertains: Date of initial agency contact: OCT. 23, 2010

FCC _____ FTC _____ EPA _____ FAA _____ OPM _____ EEOC _____ TSA ✓

NPRC _____ Passport _____ SSA _____ IRS _____ USPS _____ VA _____ DOL _____

Military Branch _____ Immigration _____

SSA, VA or Immigration benefit application: yes / no

Date of App: _____ Current Status _____ (pending, appeal, denied)

Interview date: _____

Please briefly describe the situation I WAS PULLED OUT OF ^{LINE} ~~LINE~~ NOT AT SECURITY BUT AT MY GATE AS MY PLANE WAS BOARDING FOR A "RANDOM" SECURITY CHECK. I WAS OFFERED A PRIVATE ROOM, BUT ONE WAS NOT AVAILABLE NEAR MY GATE AND I WAS CONCERNED ABOUT MISSING MY EVENT, AND SO REFUSED. THE TSA AGENT PROCEEDED TO RUB MY BODY DOWN RATHER THAN PERFORM A TRADITIONAL PAT DOWN. MY GENITALS, BREASTS AND BUTTCKS WERE STROKED AND THE AGENT PROCEEDED TO PLACE HER HANDS INSIDE MY PAJAMS AND STROKE MY STOMACH AND THROAT. I FELT THAT THIS WAS SEXUALLY VIOLATING.

Anticipated Outcome CHANGE OF TSA POLICY / TERMINATION OF EMPLOYEE.



Thank You (b) (6)

Your Redress Control Number (b) (6)

Please record your Redress Control Number for your reference. The DHS Traveler Redress Inquiry Program (TRIP) will be in contact with you in regards to your concern.

Congressman Young,

I am writing in the hope that I can enlist your support in halting the discriminatory, intrusive and humiliating procedures recently put into effect by TSA.

I have bilateral knee replacements and travel with a C- PAP machine prescribed for sleep apnea. My medical issues routinely cause delays and breach of my privacy at airport security as the C-PAP must be unpacked and displayed and my titanium knees cause my entire body to be subject to close inspection. However, I find the extraordinarily intrusive procedures that were initiated in Juneau on October 25 to be simply intolerable. As you may be aware, these new procedures entailed being totally patted down in all areas of the body in a manner that is highly invasive. It is time for these discriminatory procedures to stop.

I fully recognize the need to ensure the safety of passengers and others from the threat of terrorism. However, it has been nine years since the horrific destruction of the World Trade Center and it is disgraceful that we as a nation have not figured out a better way of screening passengers than to single out and harass those with medical issues. An effective security agency would keep citizens safe while protecting their dignity and rights. I concur that this is a difficult mission that involves ingenuity, sensitivity, good judgment and intelligence. For those of us with medical issues, TSA fails miserably in balancing all factors.

As you are well aware, Alaskans are far more impacted by TSA policies than other Americans. Living in Juneau, I have no alternative way to travel to avoid the unacceptable invasion of privacy that takes place at the airport.

I am asking that your office advocate for:

- Immediately rescinding the newly implemented procedures imposed by TSA on individuals with knee and hip replacements and other medical issues;**
- Examination of the current TSA administration to determine whether they are up to the challenge of keeping the nation safe and ensuring the dignity and rights of citizens;**
- Appointment of a citizens' oversight panel to protect the public from an excessive and reactionary TSA.**

Thank you for your assistance in this matter.

Sincerely,

(b) (6)



**Transportation
Security
Administration**

TSA Contact Us: Complaints

Please review your message below. Click the [Back] button to the previous screen to make changes. If you are satisfied with your message, click [Submit] to send it.

Name:	(b) (6)
Email:	(b) (6).com
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight# /Airline/Terminal/Airport/Gate/Etc):	405, Air Tran from Indianapolis to Atlanta Sat. November 13, 2010 at 3:30 PM
Comments:	At approx. 3:30 PM I proceeded through the TSA checkpoint at Indianapolis on Sat. Nov. 13 and even though I went through the body scanner I was detained by broken english TSA employee for a pat down search. I stood still under demand for approx. five (5) minutes before the right TSA "guy" could make his way to me and proceed to pat down my body and groin area. I was not allowed to retrieve my personal items that were sent through the X-ray which caused concern as to possible theft. The pat down was very deliberate and invasive causing soreness in my groin area for several hours. I do not understand why I was required to be patted down when I agreed to go through the body screener. I believe the pat down was an invasion of privacy as well as an assault, in addition to being embarassing, physically painful and causing me long term emotional distress. I cannot physically or mentally withstand to experience same again. Do I have a choice or should I discontinue flying until some sanity has returned to your organization? Please let me know my rights or lack of rights as it may be.

[Back](#)

[Submit](#)

Transportation Security Administration | U.S. Department of Homeland Security

(b) (6)

New York N.Y. 10028

16 November 2010

Secretary Janet Napolitano

Mr. John Pistole, Administrator

Madame Secretary & Mr. Pistole

I have just listened to your explanations about the new, more vigorous body search policies adopted by the TSA at airports throughout the U.S. Since I suspect neither of you are subjected to the scrutiny you believe justified for Americans I thought I'd share some experiences with you that my wife and I regularly enjoy when we travel. I do so reluctantly, as will be obvious. Apologies for the anatomical references, but words have meaning and body search is not adequately descriptive.

I'll start with me. I have an artificial left knee and an artificial right hip. I am always "patted down" after failing the X-ray screening, which entails sitting for 5-10 minutes in a dirty (at JFK) cubicle with no shoes, and then being frisked by an agent, almost always courteous if bored (with the exception of TSA agents at the JetBlue terminal at JFK). Since my left knee is mostly titanium my groin and crotch are touched several times; since my right hip is ceramic with metal screws my derriere is patted and rubbed several times. And because men's trousers have metal clasps at the waist I am required to turn down the waistband so that the agent can pat my penis. Pretty degrading, you might agree, but nothing compared to my wife's experience.

She is an American born, 63 year-old, silver-haired Irish Catholic mother of four and grandmother of six. She has a defibrillator implanted in her chest, and years ago had a radical mastectomy. She can't go through the X-ray screening, so, shoeless, is required to sit in the same dirty cubicle I occupy, all of about five feet from the X-ray device she must avoid, usually for five to ten minutes as well. When a female agent pats her down her breast is always touched, and her derriere always touched. Luckily, her crotch is not touched, but the lump of plastic she inserts in her bra every morning.

More on the TSA at JetBlue. Twice in the last three months I have been accused of being uncooperative, once because I complained about the time my wife had to spend next to the X-ray while her handbag was overturned on the belt and I asked an agent to stop the belt as her goods were spilling onto the floor. An agent yelled at another agent, who ignored her; a Supervisor cautioned me until he asked the first agent what occurred and she replied that "she ignored me". Last month I was accused by a Supervisor of being discourteous as I suggested ten minutes was an unusually long wait; I did point out that the rude, lazy, underemployed staff were the ones in need of courtesy lectures.

I have decided that the best course of action for me is to simply drop my trousers in the terminal; my wife doesn't have that option.

Here's an idea. Go through the enormous Government data basis and determine how many 63 year old grandmothers have hid explosives in their bras.

(b) (6)

c. Rep. Peter T King

TSA-101210-027

NOVEMBER 24 2010
FBI BO BOSTON

2010 NOV 24 P 2:00

DEPARTMENT OF SECURITY

(b) (6)

From: (b) (6) @TSACC.SYSINTEGRATION.COM
Sent: Monday, November 08, 2010 6:25 PM
To: (b) (6) (b) (6) @tsacc.sysintegration.com;
 (b) (6) @TSACC.SYSINTEGRATION.COM;
 (b) (6) @TSACC.SYSINTEGRATION.COM; (b) (6)
 (b) (6) @TSACC.SYSINTEGRATION.COM;
 (b) (6) @TSACC.SYSINTEGRATION.COM; (b) (6); (b) (6)
 (b) (6) @tsacc.sysintegration.com
Subject: tsacc-what are you planning to do to address this issue?

<http://finance.yahoo.com/news/Opt-Out-of-a-Body-Scan-Then-nytimes-3016411705.html?x=0>

--- Original Message ---

From: <(b) (6) @aol.com>
Received: 11/4/10 6:03:37 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b) (6)
 Date Time: 11/4/2010 1:30:49 PM

Name:	(b) (6)
Email:	(b) (6) @aol.com
Complaints:	Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	
Comments:	what are you planning to do to address this issue? http://finance.yahoo.com/news/Opt-Out-of-a-Body-Scan-Then-nytimes-3016411705.html?x=0

TSA-101210-070

INFORMATION SECURITY
 2010 NOV -9 10:54
 INFORMATION SECURITY

TBA-101213-023

(b) (6)

(b) (6)

Edinburg, TX 78539

Nov. 27, 2010

Mr. John S. Pistole
Administrator
TSA
601 South 14th St.
Arlington, VA 20598

Mr. Pistole:

I write to you today in long hand to express the very personal nature of this letter. I am writing for 3 reasons:

1. To express outrage
2. To make a formal complaint
3. To make an inquiry

With regard to the first point, I have been subjected to the TSA full body scan on four occasions during the last 30 days. This is because I made two round trip air travels. On three of

those occasions, in addition to the scan, I was subjected to the "pat down." Besides having to remove jewelry, shoes, sweaters, vests... and stand in an awkward position while my body image is taken, the further HUMILIATION and VIOLATION of the "pat down" is more than I can tolerate.

Yesterday's experience was the worst yet, because I had to endure having my left hip and thigh patted (groped) because I failed to remove a \$5 bill from my pocket. I am absolutely outraged!!

Moving on to my second point, as a result of yesterday's experience at the Fresno International Airport in Fresno, CA around noon, I wish to make a formal complaint of sexual abuse and harassment. No one should have to endure having their body "felt up" three times in a 30 day time period and I think this is government sanctioned abuse. I wish to make the complaint against the female TSA employee who perpetrated the "pat down" the other TSA staff that looked on, and the TSA Supervisor (b) (6) who was not available at the time to receive my complaint. I feel violated and depressed and disconsolate about what has happened to me.

and am very fearful about what I will have to endure when I travel again in January and February of 2011.

Thus, my last points:

1. Do I have to endure being touched by TSA or do I have the right to say "NO!"?
2. If I say "NO", what are the consequences?
3. What can I do to be completely assured that no TSA person will put their hands on my body?
4. I am prepared to strip down to a two piece swimsuit if that will keep your people from touching me. Will that work?

I cannot stress enough to you how outraged and upset I am. I think that if another TSA person touches me again, I may strike them. Please take this complaint seriously.

(b) (6)

pc: President Barack Obama
The White House
1600 Pennsylvania Ave. NW
Washington, DC 20500

A.C.L.U.
125 Broad street, 18th Floor
New York, NY 10004

California Advocate Newspaper
1555 E. Street
Fresno, CA 93706

Northview Newspaper
1315 Van Ness Ave -
Fresno, CA 93721

(b) (6)

(b) (6) - TSA

Fresno Yosemite Intl. Airport
1907 N. Gateway Blvd., Suite #101
Fresno, CA 93727

November 29, 2010

(b) (6)

Sherman Oaks, CA 91413

(b) (6)

President Barack Obama
1600 Pennsylvania Avenue NW
Washington, DC 20500

Senator Dianne Feinstein
United States Senate
331 Hart Senate Office Building
Washington, D.C. 20510

Governor-elect Jerry Brown
State Capitol, Suite 1173
Sacramento, CA 95814

Senator Carol Liu
State Capitol, Room 5061
Sacramento, CA 95814

TSA-2 Chief Counsel
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Senator Barbara Boxer
United States Senate
112 Hart Senate Office Building
Washington, D.C. 20510-0505

Congressman Brad Sherman
2242 Rayburn HOB
Washington, D.C. 20515

Assemblyman Mike Feuer
State Capitol
P.O. Box 942849
Sacramento, CA 94249-0042

Kathleen Sebelius
The United States Department of Health &
Human Services
200 Independence Avenue, Southwest
Washington, DC 20201

Re: TSA Practices May Cause Global Pandemic

To all parties:

As TSA receives increasing media attention and notoriety regarding their aggressive practices, I am demanding that you consider the health risks and the very real probability that TSA agents may be responsible for creating a pandemic due to their failure to follow simple health protocol when conducting pat-downs.

I do not make this claim lightly. I was a licensed practicing nurse for 10 years. Throughout my training and continuing in my daily practice, heavy emphasis was placed on the observance of health protocol in order to prevent the spread of infection and disease from patient to patient, including but not limited to, hand washing techniques and changing gloves between the treatment and care of each and every patient.

TSA-101213-024

Since travelers who opt out of the naked body scanning procedure are now being subjected to pat-downs, I hereby make my demand that TSA be trained in, and ordered to comply with, the strictest health protocol in order to protect my own health and that of all citizens of the world.

If the government is going to continue to authorize and condone TSA's questionable practices, it must immediately institute the strongest regulations REQUIRING TSA AGENTS TO WASH THEIR HANDS AND CHANGE THEIR GLOVES AFTER *EACH AND EVERY* PAT-DOWN OF A TRAVELER. TSA agents have become increasingly aggressive in their pat-downs, often searching under clothing and/or touching the genitalia of passengers, and there are also reports that TSA agents' searches have resulted in the disconnection of tubing to urostomy and colostomy bags. Due to these aggressive pat-downs, TSA agents are now increasingly exposed to open wounds, blood, mucus, urine, feces, etc., which exposes all of humanity to the spread of gonorrhea, syphilis, MRSA, shingles, herpes, viruses, bacteria, and countless other diseases. TSA agents and travelers will be unaware of their exposure to these health risks and will unknowingly pass them on to family members, co-workers, merchants - in short, *everyone with whom they come in contact* - thus setting the stage for a global pandemic.

Everyday, people are exposed to infection and disease by those who are irresponsible in their health care practices, and scientists and researchers worldwide have already identified new 'super bugs' that are resistant to currently known treatment and/or antibiotics and other medication. TSA agents must trained in, and ordered to comply with, the strictest protocol in order to insure the health, safety and welfare of every citizen.

The Constitution protects my rights as a citizen. I expect my elected government officials to uphold the Constitution and protect and defend "we, the people."

Thank you for your immediate attention to and anticipated cooperation in this matter. I am closely watching your response to this situation and would appreciate your written reply.

Respectfully,

(b) (6)



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

10th Special Forces Veteran

(b) (6)

Bradenton, Florida 34209

(b) (6).com



(b) (6)

November 23, 2010

Department of Homeland Security
U.S. Department of Homeland Security
Washington, DC 20528

And

Transportation Security Administration
Office of Civil Rights and Liberties (TSA-6)
External Compliance Division
601 S. 12th Street
Arlington, VA 20598

TO WHOM IT MAY CONCERN

I requested scanning, instead of a pat-down, on 10/29/10 at Tampa International Airport. I was told I was in the wrong line; however, I was in the line to which I was directed.

Why doesn't TSA have a sign directing volunteers for body scanners to a particular line? It would certainly be more efficient and speed up the process.

I have service connected metal body parts and I am always patted down which I understand. However, the pat-down that day he was so rough he injured my testicles and I was nauseated for hours. Please instruct your employees to be gentle with the old vet.

Respectfully,

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

RECEIVED
12/3/2010
(b) (6) 9:00am

TSA-101213-032



OURAMERICA
Speak out. Step up.

Email: (b) (6) @gmail.com

2010 NOV 26 AM 10:38

Tuesday, November 23, 2010

Secretary Janet Napolitano
Department of Homeland Security
U.S. Department of Homeland Security
Washington, DC 20528
Email: janet.napolitano@dhs.gov
FAX: 202.612.1976

Dear Secretary Napolitano:

Kindly order the Transportation Security Agency (TSA) to immediately stop using its full body scanners and enhanced pat down screening of airline passengers. This TSA policy raises grave constitutional questions and may violate the 4th Amendment right of Americans to be free from unreasonable searches and seizures.

The new TSA policy using full body scanners and enhanced pat downs, as the first and primary means of screening passengers, may subject passengers to an unlawful search and seizure. Without reasonable suspicion or probable cause, TSA agents are seizing airline passengers and subjecting them to an extremely invasive search of their body. The search is either a virtual strip search using an electromagnetic or x-ray machine to view the traveler's body or it is a physical touching and search of the traveler's entire body, including his or her private parts.

The virtual strip search is the first level of search utilized by the TSA. The virtual strip search uses a powerful electromagnetic or x-ray machine to view the body, in 3-dimensional form, as if it were unclothed – in other words, naked. The image taken by this machine

TSA-101126-006

provides a full and graphic view of the **body**, including the contours of the person's genitalia. It has been reported that the full body scanner also reveals items such as mastectomy and other scars, colostomy bags, menstrual pads, body piercing, adult diapers, implants and prosthetic devices. If the traveler declines this extremely invasive virtual strip search, the traveler has only one other option if he or she wants to board the plane – be subjected to an “enhanced” pat down.

Through the enhanced pat down technique, the TSA agent places his or her hands and fingers over most parts of the traveler's body, including the traveler's buttocks, groin and breasts, and inside the traveler's pants. In a different context, the type of touching that occurs in these “enhanced” pat downs would be considered sexual assault. Many airline travelers feel coerced into consenting to these searches because they will not be permitted to fly if they do not consent and may even be subjected to a fine of up to \$11,000 if they refuse.

Recent events have served to expose a troubling pattern of callous behavior and invasive searches by TSA agents, including:

- (b) (6), a (b) (6), was left covered in his own urine after a random enhanced pat down at Detroit Metropolitan Airport. When (b) (6) initially requested a private search due to his medical condition, an official “rolled his eyes and said that they really didn't have any place to take me...every time I tried to tell them about my medical condition, they said they didn't need to know about that.”
- (b) (6) a (b) (6) departing San Diego airport to go on a hunting trip, was subjected to a similar pat down after refusing to go through the “backscatter x-ray machine.” (b) (6) recorded the encounter on his cell phone before being ejected from the airport and apparently caught a TSA employee saying “upon buying your ticket, you gave up a lot of rights.”
- A video currently available on YouTube apparently shows a young boy being publicly partially strip searched at random by a TSA agent – without having set off any alarms – at the Salt Lake City International Airport.
- A video currently available on You Tube shows a 3-year girl screaming and kicking in an attempt to stop an enhanced pat down by a TSA agent at the Chattanooga Tennessee Airport

Despite the great number of Americans voicing strong opposition to the invasion of their constitutional rights and their privacy, and the apparent health risks associated with the radiation involved, the TSA is regrettably standing firmly in support of the continued implementation of these policies. Furthermore, I have learned that the Department of Homeland Security, which as you know oversees the TSA, is continuing to rapidly deploy full body scanners throughout U.S. airports, with 491 machines to be deployed by December 2010, and an additional 500 machines in 2011.

Apparently, some security experts dispute the effectiveness of these new screening techniques. Edward Luttwak, from the Center for Strategic and International Studies, has questioned the effectiveness of these scanners because they can be defeated by hiding explosives in body cavities. Furthermore, the General Accounting Office, an investigative arm of Congress, has stated that it is unclear whether scanners would have spotted the kind of explosives carried by the "Christmas Day" bomber.

These techniques have been rejected by those in charge of security at what many consider to be the safest airport in the world, Ben Gurion International Airport in Tel Aviv, Israel. It has been reported that Rafi Sela, the former chief security officer of the Israel Airport Authority, said he could "overcome the body scanners with enough explosives to take down a Boeing 747." There are security experts who maintain these full body scanners cannot detect materials that have the same or lower density than clothing, including thin plastics, some liquids and fine powders, which have been the materials most frequently used in attempted post-9/11 airplane bombings.

When assessing effective measures to keep our airports safe, we need to consider the use of productive profiling (not by race, religion or creed, but by behavior and tactics). For example, is the passenger engaging in suspicious behavior such as repeated head jerks and darting eyes? Is the passenger not carrying any luggage? Does the passenger only have a one-way ticket? Without resorting to repressive tactics, airport security personnel can enhance safety by utilizing alternative methods and technologies, such as trained canine units, development of scanners that can indicate trouble by showing an artificial graphic (instead of a realistic-looking image of a person's body), and selective questioning of suspicious persons.

The problem is the TSA officers are wasting time and resources by searching every airline traveler rather than using common sense and good detective work to single out suspicious behavior. If the TSA really wanted to make air travel safer, it would stop these invasive screenings and full body searches of grandmothers and toddlers, and focus its efforts on looking for terrorists.

Very truly yours,

(b) (6)

(b) (6)

(b) (6)

Harrisburg, PA 17112

Contact Us - Help with a Federal Agency

Submitted: November 22, 2010 00:20
IP Address: (b) (6)
From: (b) (6)
Email Address: (b) (6).com
Phone: (b) (6)
Address (Domestic): (b) (6) Dallas TX 75219
Topic: Help with a Federal Agency

Message: I am embarrassed that I have to ask this from my government or even report the following. I lodge a complaint to the TSA as during a new pat down I received I had to ask the screener to remove his finger from my anus during the new TSA pat down procedure. I have not received any response from TSA on this matter (other than an auto response email that did not have a reference number), which I filed on line at TSA.gov on 11/4/2010. This was at DFW airport, Terminal D, at approximately 7:45pm. I am humiliated for the fact I had to make this request of the screener, and for the fact this happened in public and that I have to ask you for help regarding this issue. I believe in security and am well accustomed to all of the challenges of modern air travel; I am a frequently flyer with over 800K flown miles on American alone and fly many times each month. However, this incident is wrong and someone in the government should be accountable. Can you please help me? I believe that my civil rights were violated. Please contact me by mail or by phone. Respectfully, (b) (6)

Nov 16 10 12:55a

(b) (6)

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p.1

(b) (6)
(b) (6)
Boynton Beach, FL 33437

November 16, 2010

Congressman T. Deutch
Fax 561-988-6423

Dear Congressman Deutch:

On October 31, 2010 a cruise that I had taken ended in San Juan, Puerto Rico and it was necessary for me to fly back to the Fort Lauderdale Airport.

When I went through the TSA metal detector I set it off, as I always do, due to the fact that I have a hip replacement. It should be noted I am a 66 year old, married, white American female.

A female examiner was called for and search of my body began which I found embarrassing and humiliating. The female searcher claimed that new procedures had just been instituted.

The search began with her patting down my hair and running her fingers through it. I asked her to stop but she refused. I would like to know what you would recommend to your female family members, not to have their hair "done" at the beauty parlor before or during a trip or to permit TSA to destroy it after it had been styled professionally?

Then the search became worse. The TSA agent felt my breasts and buttocks in a very thorough manner, much more invasive than in the past. She then lifted my blouse and took two fingers from each hand and stretched the elastic of my slacks and underpants by going completely around my waist inside my clothes, looking down into my underwear.

Next she felt my legs and thighs over my slacks and ended this intrusive search by grabbing my groin.

While I do not know the name of the agent who examined me, from what I gathered she was following orders. I have read several articles in USA Today and the Sun-Sentinel indicating that many other passengers were forced to go through the same humiliating and degrading searches.

Nov 16 10 12:56a

(b) (6)

(b) (6)

p.2

I am writing to you with the hope that you can intercede on my behalf to bring common sense back to TSA. As it stands, I dread the thought of having to go through TSA again, and I do not think that as an American citizen I should have to feel this way.

Thank you in advance for your assistance in this matter.

Sincerely yours,

(b) (6)

(b) (6)

Phone: (b) (6)

To: Greg Canfield <gcanfield@bellsouth.net>
Subject: legislative roundtable and another issue

Greg,

I continue to be impressed by your dedication to our community. Thank you so much for meeting with us for the Legislative Roundtable at Vestavia Hills City Hall to discuss issues regarding education.

I wanted to contact you on an issue that is not related to education. I am strongly opposed to the types of scanners many airports have started using. These are the types of scanners that reveal nude images of passengers. Really!! I understand that I have the right to refuse this type of scan and can instead subject myself to a pat down. From what I've seen, more groping goes on in one of these pat downs than the back seat of a 57 Chevy! What if, heaven forbid, I or my daughter wore a skirt to travel in? Oh dear! My husband is so undone by the thought of me or our daughter being groped in this manner that he is strongly encouraging me not to fly.

Greg, more than a personal violation, I feel that the central issue is the erosion of our right to privacy. Please don't allow this to happen. I do not believe that scanning or groping me and other passengers in this invasive, humiliating and degrading fashion will result in a higher level of safety.

Sincerely,

(b) (6) [redacted]
(b) (6) [redacted] 35223
(b) (6) [redacted]

(b) (6)



UNIVERSITY OF WASHINGTON
SCHOOL OF MEDICINE

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

November 15, 2010

Secretary Janet Napolitano
Department of Homeland Security
U.S. Department of Homeland Security
Washington, DC 20528

SCANNED/RECEIVED
BY EXEC SEC
2010 NOV 30 AM 8:45

Dear Secretary Napolitano:

I am a 68-year old woman with a total hip replacement. Since the surgery, of course, I set off all total body metal detectors in airports. I have been subjected to demoralizing directed pat downs when the metal detecting wand encountered the underwire, strap adjusters and hook and eye closure of my bra. The fact that the wand was infinitely more "sensitive" than the walk-through was exasperating. You may think it is trivial to stand with your legs spread and your arms extended palms up in a crowded airport while somebody moves their hands over the parts of your body that "beep". However, to me this evoked the photos from Abu Ghraib and I became more and more reluctant to travel at all by plane. For the past year I have tried to minimize the pawing by wearing pants with an elastic waistband and a loose sweatshirt with no bra. Little did I know what would happen next.

On November 2, 2010 I arrived at SeaTac Airport where, unbeknownst to me, the intrusive pat down protocol had been instituted. I really could not have imagined that some stranger would put her hand up my legs to my groin, down my buttocks, and across my breasts that were not even encased in a bra - and all this was done in with hundreds of people milling around free to watch the "show." My initial reaction was to scream or to use my hands to protect myself. I expect that would have led to my arrest. As it was I was being treated as if I were a criminal and I did not have the benefit of a lawyer. At the gate and on the plane, out of total frustration and anger I fought back tears. For the next four days while I was attending a major international scientific meeting I had difficulty falling asleep as I relived the awful experience. I had nightmares about it and wondered if I would have to travel across the country by train to get home. This difficulty falling asleep has persisted and the process of writing this letter has only worsened the insomnia. My husband, a (b) (6) says I have a form of Acute Stress Reaction.

When I arrived at Dulles Airport on November 6, 2010 for my return flight, I was directed to one of the lines for the metal detectors. I was not told there was a body scanner, nor was there a sign identifying its location. I have reservations that the

(b) (6) Campus Box (b) (6) Seattle, Washington 98195 (b) (6)
(b) (6) fax 206.616-7366 email (b) (6) @uw.edu

BA-101201-025

radiation exposure from body imagers might not be insignificant, given the major problems recently discovered with overdoses via CT scans, but I would have been willing to go through one this time to avoid the disgusting patting down that I knew would come. After the alarm sounded, I was aghast that the TSA agent actually asked me whether I had a knee or a hip! It was abundantly obvious that I did not fit any part of a terrorist's profile. When the female TSA agent came to escort me away, I requested a private screening and asked for her name because I have the right to know the identity of the person who is going to grope me. She then called her supervisor who informed me that I could have chosen the body imager. That was the first I learned that such an imager was available. When I requested to go through the imager I was told I no longer had that option because I had already gone through the metal detector. I felt as if all my rights as an American had been removed. I was powerless. Some strange woman was going to put her hands on my groin and breasts and I had absolutely no recourse. Once you ask for a private screening you are led away under escort of two, and in my case three, TSA agents. I was separated from all my belongings, including my identification, computer and wallet. In the cubicle with two TSA agents I felt even more vulnerable. In my case the agents were (b) (6) and (b) (6) and the supervisor was (b) (6). This time my waistband was inverted and the agent literally put her hands on my bare skin. And all the while the male TSA supervisor was standing outside the cubicle listening during what I consider to be molestation. I was literally sick to my stomach. When I returned to Seattle I resigned from a (b) (6), which meets in Washington DC, because I refuse to travel by air until this process is corrected.

How exactly does the current screening procedure make anyone safer? Why should a metal detector trigger a disgusting privacy invasion? The explosives used by the underwear bomber or the shoe bomber would not have set off the metal detector. Furthermore, they most likely would not be detected by a pat down unless their clothing had been removed. In fact, the pat downs can only be counterproductive. TSA agents are spending all their time sexually assaulting elderly people with artificial joints or people who forget to take their wallets out of their pockets. These circumstances must comprise 99.99% of TSA's "business." Has anyone calculated the number of people who must be humiliatingly examined to detect one person who should have been screened? Three agents spent 30 minutes dealing with me. Multiply this by the number of people who will likely choose private "screenings" after they experience their first horrific episode and the absurdity of the process is obvious. Rather than using actual intelligence to select people for special screening, old people are being systematically discriminated against. I would like you to imagine this manhandling of your mother, father, sister and children, let alone yourself, because if intelligent strategies are not being used to identify potential terrorists, everybody should be subjected to the same invasive screening.

Lest you think I am some chronic complainer, I'd like you to know that I do not use Facebook or Myspace, I neither read nor write blogs, and I use my email almost exclusively for business. I am far too busy maintaining both a clinical practice and a research program. I doubt you can provide any justification for this absurd policy. It is just a sham to fool people into thinking the government is doing something meaningful about the terror threat. In fact, the biggest problem is the failure of the Intelligence Service to identify real threats.

Sincerely yours,

(b) (6)

(b) (6)

cc. TSA-ContactCenter@dhs.gov

President Barack Obama
The White House
1600 Pennsylvania Avenue NW
Washington, DC 20500

The Honorable Jim McDermott
United States House of Representatives
1035 Longworth House Office Building
Washington, D.C. 20515-4707

The Honorable Patty Murray
United States Senate
173 Russell Senate Office Building
Washington, D.C. 20510-4701

The Honorable Maria Cantwell
United States Senate
511 Dirksen Senate Office Building
Washington, D.C. 20510-4704

Anderson Cooper
Anderson Cooper 360
CNN
1 Time Warner Center
4th Floor
New York, NY 10019

November 20, 2010

Subject: Pat Down Nightmare

I recently had the misfortune of flying Delta Airlines from Detroit Metro Airport to Orlando International. (November 7, 2010) I can honestly say that day was one of the worst days of my life

in 2007 I was diagnosed with high grade bladder cancer and had to have a procedure called a radical cystectomy. This procedure entails taking out your bladder, prostate and surrounding lymph nodes. There are several ways they can re-route urine flow, I chose to have an external appliance called a urostomy bag. In order to have this device the surgeons had to build a reservoir and a port (stoma) out of part of my intestine. The stoma is then routed through the stomach wall and the stoma drains into a urostomy bag. In order to mount the bag I have to actually seal a wafer to my stomach and then attach the bag. If the seal is broken then urine leaks all over my body and clothes. The surgery, for me, was life saving. There are tens of thousands of urostomy and colostomy patients in the United States alone.

When I went through the scanner at Detroit Metro the scanner evidently picked up on my urostomy bag and I was chosen for the new pat down procedure, which is now referred to in my house as "assault and battery".

When I learned that I was going to be subjected to a pat down I asked for some privacy, due to my medical condition. The two male agents seemed very perturbed by this request and when I tried to explain my condition to them they informed me they didn't need to know about my condition. I attempted 3 times to try to tell them about my medical condition but the one of the agents in particular kept saying "we don't need to do that".

Due to the placement of my urostomy bag, I have to wear my pants 2 sizes larger with a belt so I can tuck my bag without it leaking. Due to the fact that I had not yet put my belt back on after the scan my pants fell down to my knees. I had to request 2 times to put my pants back on! Finally, I was allowed to do so.

The agent then proceeded with the pat down. When the agent got to my chest I realized that the manner he was using to frisk me would definitely break the seal on my urostomy bag. He was not actually patting but using his open palm to run up and down my torso and I knew when he hit the bag it would lose the seal. I tried to warn him about this and he ignored me and continued with the same procedure and pressure. Sure enough, the seal on my urostomy was loosened and urine started dribbling down my shirt and into my pants.

I was absolutely humiliated, I couldn't even speak. I would have crawled through the wall to get out of that situation, but instead I had to walk through the airport, board the plane and wait until takeoff before I could even clean up. Not one time did either agent apologize or even offer to help. I had to insist they go and get my wife. I was so frustrated that I had forgotten that my wife had an earlier flight than me. I just wanted my soul mate by my side. Once the plane took off I went to the rest room and cleaned up as best I could and reapplied my bag. Thank God I always fly with extra equipment just in case something happens.

I am totally appalled by the fact that agents that are performing these pat downs have so little concern for people with medical conditions. I am wondering how anyone can think that this type of behavior is acceptable. What if the appliance had been damaged, or caused additional health issues, like a heart attack, or severe breathing obstructions. What if the method introduced germs and bacteria to the stoma which would enter the body and could quite possibly kill someone?

I am a good American and I want safety for all passengers as much as the next person, but if this country is going to sacrifice treating people like human beings in the name of safety then we have already lost the war.

While I as mostly humiliated I imagined what this would have been like shortly after my surgery before I had properly healed. I thought about other people I know that have worse conditions than me. I was concerned about trying to change my appliance without getting contamination in my stoma in the plane restroom. I even thought that as bad as it was for me it would have been so much worse if it were a colostomy bag.

My main concern at the present time is preventing this from happening to other people. If your security agents are not trained enough to recognize medical conditions then someone is going to get seriously injured, all in the name of safety. I think the worst part is that I tried to explain it to them and they didn't want to hear it, total lack of concern. Do these agents have any human understanding that ostomates have these appliances because they have had cancer and the appliances are the aftermath of a battle that was won! I happen to wear mine with pride but I am also very private about it. The last thing I needed or wanted was to have urine leak in an airport and feel that all the world was looking at me.

Besides being humiliated I was quite sure that if they didn't listen beforehand they certainly wouldn't have listened after the fact, and by then the damage was done and I had no desire to be put on a no fly list. I have to tell you though that now I am going to say plenty because I refuse to be treated in such a cold and disrespectful manner.

The new pat down procedure must be corrected immediately and no further pat downs should be conducted until all agents are trained in the various medical conditions that are not all that uncommon and deeply private to the people living with those conditions.

I never intended or wanted to become a poster boy for people with radical cystectomies with ileal conduits. But, I have been placed in this position for a reason and never want anyone to go through what I went through simply because I had bladder cancer and had to go experience the indignities of the new airport pat downs.

Respectfully,

(b) (6)

(b) (6)

(b) (6)

Houghton Lake, Michigan 48629

(b) (6)

</MSG

November 15, 2010

Dear Representative/Congressman Chaffetz,

I am requesting that you might read this incident report that I have filed with the Transportation Security Administration regarding an outrageous incident that occurred at Denver Airport on October 21st 2010. I would also additionally request that your voice be heard loudly regarding the total loss of personal rights that TSA has chosen to enforce in recent weeks.

(b) (6)

(b) (6) Herriman, Utah 84096

Tel # (b) (6)

E-mail: (b) (6) @aol.com

Attn. Transportation Security Administration Contact Center

October 28th 2010

Incident report from Thursday October 21st 2010

Denver International Airport-Colorado

It is now over a week since I endured the following incident at Denver airport and I am still in total shock and intensely sickened that a situation like this can occur at any U.S. airport. I was requested to report this incident to you by the TSA agents after the incident. I trust that it will be taken with the seriousness in which it is written and changes be made to your security procedures so as not to ever again cause the situation of total humiliation and violation of personal rights as described, to any other member of the traveling public.

I was travelling from Denver to Salt Lake City that afternoon and as somebody who has had an artificial hip for many years and there being no "full body" scanner available at that particular check in, I fully expected the usual "wandering" and pat down procedure. What I did not expect was a very brusque announcement by a young TSA individual that the rules, as of that day, had changed and I would be getting a "full body" pat down including "sensitive areas". Now the TSA language of "sensitive areas" has always alluded to the area of your operative site I might add, so I was not unduly alarmed. However after being directed to stand with my arms out, first my hair (which is short) was roughly examined from the back. (This had never been done before.) Then my right arm was "patted down" so vigorously that my clothes were virtually pulled off from the sleeve. I asked once that a little more care be taken because I was even losing my balance, and that I did not need to be undressed, but it continued so I further complained and a supervisor was called. He announced I could "ask nicely" to be able to hold onto my clothes (I had previously been ordered to stand with my arms out straight). This I did and the exam proceeded. The "sensitive area" words then came up again and I was told by the agent that she would have one hand on the outside of my leg and one inside and proceed with patting "until I hit bone," which she later referred to as "pelvic bone." Now realize that the "pelvic bone" in that area is the pubic bone! I gritted my teeth but never expected to be roughly, very roughly, examined up to, and at, my pubic area. I announced that this was "disgusting" and could not BE the accepted practice and was told by the supervisor that he could remove me from the airport if I did not comply and "did I want to go by Greyhound or Amtrak?" I was offered a private screening at this stage (and others), in a very caustic manner but I had no intention of being in a room with this agent without a witness. The second leg was also done the same way, incredibly humiliating, and observed by all the other travelers in the security area and the supervisor. Following this an astonishingly rough breast exam was performed with absolutely none of the previously somewhat discrete "back of the hand sweeps" of the past.

I am (b) (6) who teaches all over the world. I have NEVER been treated with such lack of respect in all the many miles I have travelled both here and internationally. Additionally, in my clinical practice I cannot imagine treating a

patient in this manner! It was dehumanizing and the only explanation I kept getting was "it is a Government ruling and we have to do it this way."

This was only beginning, however. As I waited for the next step the agent announced loudly that she had checked her gloves and I was positive for ("a lettered chemical name") explosives residue. With that, and not being allowed shoes or belongings, I was marched off with three people for "further pat down screening" (an announcement that could be heard throughout the area), to a separate room. At that point, and mercifully, another supervisor (b) (6) was called and when she arrived she at least did not immediately assume I must be a suspect, and very politely calmed everybody down. She explained she would have to do another body pat down but had the presence of mind to go get gloves and test them before she examined me. It took 5 pairs of glove to get one pair that did not give a false positive reading. So now they knew it was probably not me but the gloves, but between all these people, my brief case and purse were rifled through and inspected like they were bags of trash and I was never once told the required, "we are going to check your purse" etc. In my total bewilderment I remember being aware of TWO agents trying to remove my driver's license from my wallet at the SAME time, things were removed, tested and copied but NOTHING apparently showed any suspicious contaminant.

By this time I cannot emphasize enough that I was totally, but totally "shell shocked". Nothing like this had ever happened in my life before and I felt like I was in a totalitarian dictatorship. No rights, no belongings, no personal worth, nothing. I even tried to explain that I have the top Security clearance for entering the country from overseas from the GEOS system and showed them the card thinking at least it would confirm my approved background checks and integrity but was told "it means nothing to us here". I was nauseated to the extreme and could barely think. Of course by this time my flight had long departed. Still there was the total pat down to do again, but performed far more gently and considerately by (b) (6). Somewhat recovered I was able to ask each of the agents then if they felt this was acceptable and all agreed "no" but "the government said it had to be done," except for the initial agent whose only comment was "it's not personal." This agent incidentally should NEVER be allowed to pat down or have intimate contact with the travelling public. Either she was woefully undertrained or had another agenda altogether.

I was advised by (b) (6) and others to fill out this detailed complaint report, to always ask for a private screening in the future (does TSA have the facility to handle endless numbers of those and witnesses?) and I finally was free to put on my shoes, collect my belongings with the help of (b) (6) and some reassurance from an additional agent (whose name I do not have, but had recently transferred from San Diego), to find a way to my destination. I can only thank Delta Airlines for their compassion when I relayed the experiences and reason for my lost flight. They were immeasurably accommodating and reassuring to my shattered and violated self in getting me home. I will be forever grateful to them.

Now, after time has passed, and I have had space to think objectively as a trained medical person, I would like you to consider the following. This "to the bone" exam would mean that if an elderly or any person wearing a napkin, incontinence pad or a "Depends" or a gentleman with an external leg catheter

would be humiliated far worse than I, devastatingly so in fact. In a male exam "to the bone" one would be patting up beyond the genitals. Is that happening to men with this "new procedure"? Additionally the abdominal check which, in my case, involved initially VERY rough and vigorous swipes across that area would have totally disengaged a colostomy bag if in place, with potentially even more humiliating and disastrous results.

I can only hope somebody interpreting these new regulations is thinking of all these issues.

I am, and always have been, totally in agreement with the necessity of security checks at airports but the singling out of travelers with a metal implant/prosthesis who will always set off the security alarm, (when there is no option for a full body scanner as is fact at many airports), or a person with a pacemaker who may not go through the screener, and subjecting them to a physical check to this extreme, is horrendous. When I asked what the agents might be looking for I was told to "remember the Christmas Day bomber." However, my understanding was that the substance he was hiding in his underwear would not be found by the metal detector anyway and that means probably a very high percentage of the travelling public going through the standard detectors can do that with impunity in this respect.

The *FAA Aerospace Forecast Fiscal Years 2007-2020* predicts 768 million passengers to be flying this fiscal year, more-than one billion passengers by 2015, and 1.2 billion by 2020. When one then considers the number of travelers with a metal implant, (and more than 800,000 joint replacement procedures are done in the United States every year, according to the American Academy of Orthopedic Surgeons), and travelers with a pacemaker, (and there are about 3 million people worldwide with pacemakers, and each year 600,000 pacemakers are implanted, according to the Journal of the American Heart Association), then this problem is potentially monumental, therefore requiring your intense and immediate investigation.

I fully expect an expedient response to this complaint and an assurance that the information is taken seriously, that education will be done adequately and the culture of "guilty until proven innocent" be reviewed immediately.

(b) (6)

(b) (6)

(b) (6)

Herriman, Utah 84096

(b) (6)

E-mail: (b) (6) @aol.com

Cc: Denver International Airport, Administrative Office

Attn: (b) (6)

(b) (6) Col. 80249-6340

Senator Orrin Hatch, Utah

Washington DC Office 104 Hart Senate Office Bldg. Washington DC 20510-4402

Utah office, 1006 Federal Bldg. #324, 25th St, Ogden, Utah 84401

Jason Chaffetz, Congressman/Representative/Utah

Washington DC Office / 1032 Longworth HOB / Washington DC 20515

West Jordan Office / 3895 West 7800 South, Ste 201 / West Jordan, UT 84088

Jim Matheson, Congressman/Representative/Utah

Washington DC Office/ 2434 Rayburn House Office, Washington DC 20515

Provo Office, 51 S. University Ave, #317 Provo, Utah 84601

United States Senator Michael Bennet, Colorado

Denver Metro office, 2300 15th St. Suite #450 Denver, Col. 80202

United States Senator Mark Udall, Colorado

North Tower, Suite #1525, 999 Eighteenth St. Denver Col. 80202

Los Angeles Times Editorial Bureau

New York Times Editorial Bureau

CNN News

(b) (6)
(b) (6)
Golden, Colorado 80401

SCANNED RECEIVED
BY [REDACTED] SEC
2010 NOV 30 11 08:33

November 17, 2010

Secretary Janet Napolitano
Department of Homeland Security
U.S. Department of Homeland Security
Washington, DC 20528

Madam Secretary:

Having just returned from a trip last night, I still am fuming over my experience yesterday afternoon at the Ft. Lauderdale-Hollywood airport. I am sending carbons of this letter to my Representative, both Colorado Senators, and the Denver Post. To put it bluntly, I'm furious.

The TSA process at Ft. Lauderdale leaves much to be desired. The full-body scan machine is in use and the only choice a passenger has is the scanner or a considerably more intrusive pat-down. I managed to get both. I had - and still have - no particular objection to the body scan machinery. At Ft. Lauderdale, one is instructed to stand on two marked feet on the floor of the scanning machine, then to hold one's hands over one's head grasping one wrist with the other hand. Perhaps because of the considerably large number of aged people passing through the checkpoint at that airport, the examiner asks if you can do that. I could and did. After what seemed like an inordinately long time, I was permitted to exit the machine, and was instructed to place my feet on two more feet marked on the floor. Here, I was held while the unseen TSA agent behind the Oz-like screen "read" the results and the examiner positioned himself to ensure that I would not bolt and run into the main terminal. I was then asked what the "bulge" was in my pocket. It was my cotton handkerchief. The examiner said I then would have to accept a groin-to-toe pat down, which I did. Having no metal, no lotions or potions, no contraband or anything else that might be construed as disqualifying me from use of the commercial aviation system, I then was free to go.

Mme. Secretary, it appears that TSA is using real airline passengers as training devices for their own inexperience - I was told that the person "reading" the scanner results was a new employee. That is not an acceptable way to run a security operation. The mindlessness of the TSA adoption of body scanning technology and the proclivity to perform obtrusive pat-down of one's body is simply unacceptable. The Fourth Amendment has not been repealed, although it appears that TSA is trying to do just that with its arbitrary and capricious treatment of airline passengers.

I await a response from you to this letter.

Sincerely,

(b) (6)

TSA-101202-020

SCANNED/RECEIVED
BY EXEC SEC

2010 NOV 24 AM 9:39

November 12, 2010

Mr. John Pistole
Administrator, Transportation Security Administration
601 South 12th St.
Arlington, Va. 20598

Mr. Pistole,

My wife, (b) (6) and I recently took a trip from St. Petersburg, Florida airport to the Gulfport, Mississippi airport. We left on Monday November the 8th and returned on Thursday November the 11th. The St. Pete airport did not have a full body scan available, so my wife, who has had a right knee replacement his year. had to have a woman give her a body search. (b) (6) is 73. She found the pat down very intrusive and couldn't understand why parts of her body were touched. When we went through security at the Gulfport airport, (b) (6) told a male employee that she had a knee replacement and would prefer a full body scan, which they had available, rather than a body search. He said they were too backed up, even though only one person was being scanned, and made her have a body search by a woman employee. (b) (6) found this procedure more than intrusive, to the point of being sexually offensive.

I have never heard of any 73 year-old woman with a knee replacement causing any security risk either in the United States or elsewhere. I understand the need for security, but it appears that your employees follow different rules at individual airports. It seems to me that they need better direction and at least some discretion when it comes to body searches of elderly handicapped women. As a result of these intrusive and offensive body searches, (b) (6) is reluctant to travel anywhere. If we do, and a full body scan is available, I told her that she is within her rights to insist that they scan her rather than doing a pat down search.

* I would appreciate a reply to this complaint. Thanks.

(b) (6)

(b) (6)

(b) (6)

Lakeland, Fl. 33810

Phone: (b) (6)

✓ cc: Janet Napolitano
Homeland Security

TSA-101202-023

(b) (6)

SCANNED/RECEIVED
BY EXEC SEC

2010 NOV 30 AM 8:46

Madam

Please initiate your own investigation into this matter and report the results back to me. I am an American citizen and do not deserve this type of treatment from a civil servant. Along with Senator Webb, this letter was sent to Senator Warner and Congressman Goodlatt.

Thank you

TBA-101202-025

November 22, 2010

Congressman Bill Owens
2366 Rayburn House Office Building
Washington, DC 20052

Dear Congressman Owens:

As per our phone conversation on Friday, November 19th, I am writing to you with a brief account of the most mortifying experience I had at the airport.

I had a hip replacement a few years ago and, most often, when going through airport security I set off the alarm on the x-ray machine and have to be wanded. This also was the case on November 18th, however, the female TSA employee told me that the procedure had changed and they no longer used the wand but would do a thorough "pat down". This thorough pat down was horrifying. (Please forgive this most graphic and embarrassing description.) She ran her hand and "patted" (more like groped) every part of my body, all around and over my breasts, up my legs, and literally patted every inch of my groin – front and then back. I felt like crying, hitting her, curling up in a ball, and screaming all at once. I have never felt like I had been sexually assaulted before this incident. I was shaking and infuriated for hours. There is nothing, as far as I am concerned, except a violent criminal act by me that would justify this invasion of my privacy and violation of my civil rights as an American!!

As I was leaving the "pat down" (sexual assault) area I conversed with two other older women. Both had had knee replacements. The eldest (in her late 70's I would guess) was in tears. She could hardly walk and was also horrified. She had a dress on and couldn't believe where the TSA person stuck her hands. This has got to STOP!! I find this procedure mortifying, discriminatory, and a total violation of basic human rights. All any of us were doing is flying to see grandchildren or other relatives. We should NEVER be subjected to this kind of treatment. This just makes the terrorists the winners in this ugly battle. We lose our rights and freedoms because of the fear they've instilled in people of authority. This should NEVER happen in America – or anywhere else, for that matter!

Bill, please do everything possible to stop this physical assault of anyone who has to fly. Please!

With ALL sincerity,

(b) (6)

(b) (6)

Plattsburgh, NY 12901

11/18/2010 15:00

9072657175

HILTON ANCHORAGE

PAGE 01/02

Office of Senator Lisa Murkowski
510 L. Street, Suite 550
Anchorage, Alaska 99501-1956
Privacy Act Release Form

Date: 11/17/10 Location: Juneau / Anchorage

Name: (b) (6)

E-Mail: (b) (6) @alaska.gov

Social Security Number: _____

Address: (b) (6)

Juneau, AK 99801

Phone: (b) (6)

Dear Senator Lisa Murkowski:

I request your assistance in resolving the problem I am having with (agency) T.S.A.

Give highlights, necessary dates and locations. Attach second sheet if necessary.

I travelled from Juneau on 4th and since I have a knee replacement, I set off the metal detector everytime I fly -- I have had the implant for nearly 3 years & have flown as MVP Gold for 7-8 yrs. - not a notice. I was told on Sunday that because I set off the alarm, I had to be patted down more thoroughly & look for non-metal explosives (1) & after describing how they were going to search me, I requested a private screening. They touched my genital (4) times & then my breasts, I was sobbing by the end of it. We have no barriers in AK - which I would lose, so I am sentenced to this violation again tomorrow & everytime I fly. I am an abuse survivor & this is traumatic to require this violation.

Staff Member Assisting: _____ Office: _____

Casework Record Number: _____

WAIVER OF PRIVACY

I hereby give my permission to members of the Alaska Congressional Delegation to obtain any records pertinent to settle my problem.

page 2

(b) (6) SIGNATURE

Questions? Contact us at (907) 271-3735 Toll Free: 1-877-829-6030 Fax: 1-877-857-0322

11/18/2010 7:02PM

11/18/2010 15:08 9872657176

HILTON ANCHORAGE

PAGE 02/02

Page 2

I have no choice here and it is not right. I want safe skies but they can desist in the pat-downs for disabled & elderly when Alaska has no scanners to provide choice. I must fly home tomorrow & I don't know how I will get through it.

(b) (6)

Please call me with any questions.

(b) (6)

11/18/2010

Sen John Kyl
2200 East Camelback, Suite 120
Phoenix, Arizona 85016-3455

Via fax: (602) 957-6838

Re: TSA employee's certification and background checks

Dear Senator Kyl:

As an armed Posseman of the Maricopa County Sheriffs Office I am trained and certified in searching prisoners, including 'pat downs'.

Before this training occurs I was required to pass a strict police background check on many levels..

Regarding these people running their hands up and down small children and women and even men, I would like to know just how thoroughly has their background been investigated.

I fly a lot and I have personally watched people being 'felt up', not 'patted' in any way, but full open hand rubbing of crotch and legs, in public, by people that from my considered perspective would never make it to the police force.

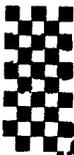
I would like to know exactly, chapter and verse, what the TSA screening process is to be sure that some form of sexual titillation is not going on in full public view.

Thank you

(b) (6)

(b) (6)

Scottsdale, AZ 85258



JOHNNY ISAKSON

UNITED STATES SENATOR · GEORGIA



Privacy Release Form

The Privacy Act of 1974 prohibits the government from revealing any information from personal files of individuals without the express written permission of the person involved. Disclosure of personal records to a Senator who is acting on behalf of a constituent is prohibited, unless the individual to whom the record pertains has consented.

I, the undersigned, hereby authorize the release of all pertinent information to Senator Johnny Isakson to make an inquiry on my behalf to the following Federal agency: TSA

(Name of Federal Agency)

Name: (b) (6)

Address: (b) (6)

City, State, ZIP Code: ATL GA

Social Security #: I don't give out Other ID#: GA

Telephone #: (b) (6) cell #

Signature: (b) (6) Date: Dec. 15, 2010

PLEASE GIVE A BRIEF DESCRIPTION OF YOUR PROBLEM BELOW:

I was told that I had to go through the scanner (body) or get a pat down - I am an American citizen who does not fit any terrorist profile anywhere at any time - yet because I would to have my body scanned I was subjected to a very humiliating pat down - TSA IS OUT OF CONTROL - I want to live in a free country again

Please return completed form to:
 One Overton Park
 3625 Cumberland Boulevard, Suite 970
 Atlanta, Georgia 30339
 Or fax to: 770-661-0768

OCT 14 2010

OCT 12 2010

(b) (6)

Houston, Texas 77079

September 24, 2010

The Honorable John Cornyn
United States Senate
Washington, D.C.

Dear Mr. Cornyn:

This is a protest against the trauma I suffered from a sexually perverted woman employed by our federal government in the Spokane, Washington, airport. When I related what happened to me, people said I should file a protest. Yet to whom do I protest? It is the Senate who has confirmed wicked judges on all federal courts, including the Supreme Court. These judges have given preferential treatment to the sexually perverted.

On September 9 I flew out of Hobby Airport in Houston to Spokane. Security was courteous. On September 12 I flew from Spokane. I had on the exact same clothes that I had on when I arrived because they are loose and comfortable. Security in Spokane subjected me to being exposed naked in front of that machine. Then, as if that was not embarrassment enough, a sexually perverted woman began to spend a great deal of time feeling all over my body. She kept going over and over and over the same private parts and around my breasts. I was traumatized and said, "I am a 71 year old woman, not a Muslim terrorist!" That just angered her so that she began the defilement of my body all over again! She said Muslims are not terrorists and that I was ignorant. She regarded me as the enemy and not Muslims!

I had a Jewish symbol around my neck. I suffered a small taste of what modest Jewish women suffered at the HANDS of the Nazis. No Muslim women would have been treated as I.

Our government is no longer the protector of senior citizens. It has become the sexual predator of senior women!

The Egyptian who spoke at Rice University in recent years stated that the goal of Islam is Sharia Law in the United States by 2013 and in the world by 2016. The Senate MUST restore Constitutional law to America and REMOVE JUDGES!

Yours truly,

(b) (6)

P.S. Please pardon the quality of the letter. My computer is from 1983 an Apple IIc with a thermal printer, so I have to go to the copy store for my letter! Thank you for your help.

(b) (6)

(b) (6)

LANDER, WYOMING 82520

(b) (6).com

November 5, 2010

The Honorable Mike Enzi
United States Senate
379A Senate Russell Office Building
Washington, DC 20510

Dear Senator Enzi:

I live in Lander & travel by air several times a month with my work as an executive for the (b) (6). I also have an artificial hip. I am accustomed to being "patted-down" since many/most airports do not have x-ray machines.

On November 2nd, flying out of Riverton I was subjected to the "new, more invasive" pat-down by a TSA agent. This now includes shoving a hand between my legs, pushing it up into my crotch, and grabbing & squeezing my inside thigh. This was repeated 4 times -- on each leg -- from front and back. That is 4 shoves, 4 pushes and 4 squeezes.

I am not overly modest -- but I was greatly offended and felt violated.

Fortunately, on my trip home yesterday afternoon the airport had an x-ray machine.

I do not believe that I (and everyone else with an artificial joint) should be subjected to this kind of treatment every time one wishes to board a commercial plane. You will most likely not hear a public outcry over this since only those of us who "beep" when we go through security are forced to endure this.

I am seeking your assistance. This is unacceptable treatment.

Yours very truly,

(b) (6)

Senator Jon Kyl (R – AZ)

18 November 2010

730 Hart Senate Office Building

Washington DC 20510

NOV 22 2010

Subject: TSA Procedure

Senator Kyl,

Last week I flew out of Phoenix Sky Harbor airport and was subjected to the new TSA 'pat-down' procedure. I found it invasive, obtrusive and wholly overboard, not to mention uncomfortable. I have been wanded, patted down, x-rayed, etc. for the past 12 years, after a hip replacement in 1998. All those procedures were acceptable. This new procedure is ridiculous and, in my view, another over reaction and seemingly does nothing more towards detecting 'bad stuff' and surely invades my privacy!

Please work with the Department of Homeland Security to stop this procedure. The American public will not stand for it and the airlines will surely pay the price in fewer passengers. I will drive before I take another flight.

Sincerely,

(b) (6)

(b) (6)

(b) (6)

Litchfield Park, AZ 85340

(b) (6)

(b) (6)@cox.net

Senator Cornyn,

I am writing you today from a position that I could have never imagined as a citizen of the United States, the freest and most advanced nation in the world. I am asking your protection from an agency of our own government who has grossly overstepped their constitutionally granted authority and are affecting my life, liberty, and pursuit of happiness. I was educated by the great state of Texas regarding my rights granted by the United States Constitution that places specific limits on the government's ability to conduct unreasonable search and seizure of my person or property. This is specifically addressed in Article Six of the Bill of Rights and ratified as the Fourth Amendment to the Constitution on December 15, 1791.

"Article the sixth ... The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized." – The Bill of Rights

I would like to relate to you an incident that occurred on Monday November 15th, 2010.

I departed the San Antonio International airport Monday morning at 6:00am to conduct interstate commerce as a representative of my company, (b) (6). As I progressed through security I was selected for additional screening through the backscatter X-Ray system even though I did not set off the metal detector. As a frequent interstate and international business traveler I have logged a considerable amount of airtime and make a conscious effort to limit myself to additional radiation exposure when possible. After researching the device I have made an educated decision to avoid using it. The TSA agent at Terminal B conducted an advanced pat down; while the search was invasive and unwarranted at no time did the agent touch my genitalia or injure me in any way. I proceeded to my flight and departed for Palm Beach Florida.

After concluding my business meetings in the Palm Beach area I drove to Fort Lauderdale to catch my next flight to Kansas City. Once again I passed the metal detector test and was selected for the backscatter x-ray device. After opting out I was selected for a full body pat down. My experience at the FLL airport was drastically different than that at San Antonio. The security agent, (b) (6) aggressively ran the side of his hand upward into my testicles 4 times during the "pat down". This action caused me physical pain each time. As a frequent business traveler I have unfortunately been subjected to advanced screening on several occasions in many different countries. This was the first time I had been assaulted in this manner. The result of this action also caused mental anguish. When I complained to the policeman at the screening facility I was briskly informed that this was a federal government matter and that "I have no rights here". I was not allowed to file an actual report at the checkpoint. Instead I was directed to the TSA website by (b) (6) the acting checkpoint manager. I have attached my original TSA complaint and their inadequate response along with this correspondence.

There are several issues here that warrant your involvement in a federal inquiry on my behalf.

- The first is the unreasonable search of my person by the Transportation Security Administration. Their policies are ill defined and vary greatly from airport to airport. When treated aggressively there seems to be no recourse for a citizen against TSA agents that have overstepped their bounds.
- The second was the uniformed Police Officer's repeated assertion that I had no rights or protections as granted by the United States Constitution simply because I was standing in an airport regulated by the Department of Homeland Security. Surely this is not the case, however after repeated calls to your office and others not a single person has been able to clearly define for me what my rights actually are. I am greatly alarmed by this.
- TSA is clearly mandated by their rules and regulations to disregard complaints by citizens at the actual checkpoints. It was not appropriate to ignore the fact that this specific agent touched me in an inappropriate manner that caused physical pain and mental anguish. I cannot understand how a uniformed officer would stand by and refuse a request to file a police report by anyone, regardless of the location. I should have been allowed to file a report at the actual site of the incident so the agent, the police officer and the TSA manger are held accountable for their actions.

I have been a frequent traveler for over 5 years. During this time I have been a willing participant as security methodologies evolved. The current practices of the Department of Homeland Security are beginning to negatively affect my work duties. I do not feel that it is appropriate to be groped and prodded on a regular basis in order to fulfill the travel requirements of my employer. I have no reasonable alternative mode of transportation as my territory is too vast to conduct business by car or train as suggested by Janet Napolitano. I serve this country as a small but important cog in the wheel of interstate commerce. It is in this Nation's best interest to allow me and my fellow travelers the freedom to conduct business without unreasonable obstruction or undue pain and mental anguish. There are legitimate health risks and Constitutionally defined freedoms at stake here. I would like for a representative from your office to respond to this request immediately as I have pending business travel arrangements that will require me to be exposed to the Department of Homeland Security again within days. I need to know my rights.

Thank you,

(b) (6)

(b) (6)

Nov 22, 2010

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Mail - Re: TSA Contact Us: Complaints <<(b) (2)>>

(b) (6)



(b) (6) <(b) (6)>@gmail.com

Re: TSA Contact Us: Complaints <<(b) (2)>>

1 message

TSA-ContactCenter <TSA-ContactCenter@dhs.gov>
To: (b) (6)@gmail.com

Fri, Nov 19, 2010 at 10:36 AM

Thank you for your e-mail regarding pat-down procedures conducted at our Nation's airports.

At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

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

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

We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSA's Web site (www.tsa.gov).

We hope this information is helpful.

TSA Contact Center

— Original Message —

From: <(b) (6)@gmail.com>
Received: 11/17/10 10:31:21 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b) (6)
Date Time: 11/15/2010 6:24:23 PM

Name:	(b) (6)
Email:	(b) (6)@gmail.com
Complaints:	Inappropriate Screening/Pat Down Screening

Nov. 22. 2010 12:33 PM (b) (6)

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PAGE. 7/ 7

Mail - Re: TSA Contact Us: Complaints <<(b) (2)>>

(b) (6)

Flight Info (If applicable. Enter Flight/Airline/Terminal/Airport/Gate/Etc):	FLL Airport Monday November 15, 2010 Terminal 2 (b) (6) acting (b) (6) - (b) (6)
Comments:	<p>After passing the metal detector test I opted out of the backscatter xray device for medical reasons. I was then selected for a full body patdown. The security agent (b) (6) aggressively ran the side of his hand upward into my testicles 4 times during the "pat down". This action caused me physical pain. As a frequent business traveler I have unfortunately been subjected to this level of screening several times. This was the first time I had been assaulted in this manner. When I complained to the policeman at the screening facility I was briskly informed that this was a federal government matter and that "I have no rights here". I was not allowed to file an actual report at the checkpoint. Instead I was directed here by (b) (6) the acting checkpoint manager. I expect for this matter to be taken seriously and have someone contact me to discuss this situation.</p> <p>(b) (6) (b) (6) @gmail.com</p>

----- TCC Control Number: -----

<<(b) (2)>>

1 of 4

ATTN.

Dear (b) (6)

As per our phone conversation on Nov 15th around 11:30 am, here is a copy of the letter that I e-mail to the Congressman. I have included dates and times as well as my signature.

I was hired for a job that required I take a plane across country pressing me to make the decision whether I was going to "opt in" or "opt-out" of the full body scan. This stressed me out a great deal for the days leading up to my flight. I had to decide should I let my body be irradiated and allow a stranger to look at naked photos of myself or let a stranger run their hands over my body, including those areas that in any other place or situation in the world would necessitate sexual assault charges being pressed.

As a professional researcher, I did a great deal of reading about the pros and cons of each of the two options available to me. I watched videos and read articles. I spoke to my friends, family, and especially my husband. Based on everything I learned from research, discussions, and deep consideration, I decided to "opt-out."

I was making the trip with two other people, on the morning of Saturday the 13th and they too decided to "opt-out", their decisions to do so are their own. The following incident happened between 11:30 a.m. and 1:30 p.m. I wish I could be more accurate about the time.

At the Raleigh Durham airport (RDU), after passing the sign that read "Only ticketed Passengers Beyond This Point" I asked the TSA officer who checked my boarding passes as to where the "opt out" line was. He gave me a greatly mumbled, non-committal grunt and pointed vaguely off to the area where the passengers were heading, down a roped cordoned. They were walking toward what I thought initially to be a very large and impressive metal detector.

My research had told me that there would be signage explaining which line to get into. I saw only one line heading to what I thought was the metal detector, and assumed that perhaps the "opt-in/out" was on the other side of it. I removed my shoes and emptied my pockets into the plastic bins. I also placed my laptop in a bin alongside my carry-on bag.

Because so many people were trying to use the bins and get through this security check point as quickly as possible I was separated from my companions. As I stood in line looking to see where they had gotten off to I heard one call out to me saying that there was no "opt-out" line. This frightened me, not only because I would not "opt-in" under any circumstances but also because I heard more than a few passengers behind me begin to ask "What does that mean?"

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When I reached the front of the line I asked a mustached TSA agent where the "opt-out" line was. His eyes narrowed and his face grimaced, he looked at me like I was some sort of black-hearted villain. He stood inside of the large machine and waved at me to approach him. Quickly I scanned my environment and saw that there were yellow foot prints inside the 'metal detector.' I sat at the machine more closely and saw the signs that were hung inside of it, the ones showing the naked woman standing spread-eagle. I shuddered suddenly realizing what it was – the full body scanner. I asked the mustached agent who I suspected had already decided that he did not like me "How do I know you'll not turn it on any way?"

With a heavy sigh, rolling his eyes and even making even more vigorously circular arm motions to approach he said, in a very disgruntled tone "Because you won't see the lights come and spin around you, now come on already." I tried to dash through as quickly as I could, but the mustached agent with his little bit power blocked the exit just long enough to be noticeable.

On the other side I was told to wait on a mat, next to the companions who I had long since been separated from. They were still waiting on a female agent to arrive and search us. When a female TSA woman agent arrived, she took my first companion to the side before a glass wall facing the food court area of the airport and began the search. I watched because I knew it was my friend's intent that she have a witness during her search process. A second female agent arrived on scene and took my other traveling companion away, also to the glass wall. As I tried to watch both of my friends, I heard from behind me a male voice speaking. It was a passenger asking the mustached TSA agent "Why doesn't she want to be scanned?" The TSA agent replied with some degree of disgust and disdain "Because she is ignorant and uninformed."

How dare he. How dare he use fear and intimidation to bully others into "opting-in" and using the scanner. It was wrong of him to do that and say the words he said, it was neither his place nor his job to do so. I spun around on my heels and confronted him, my voice raised so that the man who asked the initial question could hear my reply. More or less I said to the mustached TSA agent "I resent what you said. I am neither ignorant nor am I uninformed. I made myself very aware of this machine and this process. I will not let you bully or intimate me with fear."

Before I could continue speaking another TSA agent approached addressing himself as the supervisor, but not by name. He came right up to me, entered into my personal space and began to talk at me, telling me to calm down. "I am calm," I said to him "and I am also exercising my civil liberties." The supervisor never heard a word I said, he was doing as he was no doubt trained to do, talk over the person, move closer, and keep talking no matter what point was trying to be made or what basic human rights were being violated. Finally, when he paused to draw breath I said "I will not debate this or anything else with you." and turned my back to him as he continued to drone on.

2 of 4

Eventually my female agent showed up. Why the two other agents who had already searched my companions did not also search me, I do not know. My personal items had passed through the scanner already. She asked which belongings on the conveyer belt were mine, and I pointed them out. She was a woman of small frame and was obviously going to have some degree of difficulty carrying my two bins, sneakers and carry-on bag all in one trip for my turn before the glass wall. Anticipating this I said to her, "Please do not drop my sneakers on top of my lap top" to which she promptly did.

My TSA agent first informed me that the procedures had changed from what was posted on the web and that instead of using the back of her hand she would be using the front. She showed me using her own body where and how she would soon be touching mine. I was appalled, embarrassed, and admittedly, afraid. I did not want her or anyone to touch me like that, but what choice did I have. This body scanner never went to a public vote and I had a job that I was contractually obligated to perform on the other side of the country the next day.

When the woman finished her instructions I told her that I understood, and that although I did not like it what other choice did I have? She sadly shook her head at me. She was thorough and efficient and fortunately for me, was not rough as the agent who patted down my companion was. It was because of how my friend was treated that when her search was completed that she took her camera phone out of her purse and asked if she could record my process. I agreed immediately. My agent had to have heard our conversation and she made no comment to it leading me to believe that it would be acceptable. After all, many agencies use recording devices to protect not only their employees but also the individuals that they serve (malls, prisons, gas stations, etc.). Moments later, as I was being recorded with content by my friend, somewhere from six to eight male TSA agents descended upon and encircled her, all of them talking at her at one, all of them trying to use fear and intimidation to inflict their will upon her. They were trying to make her stop recording. She tried to stand up to them, telling them that there were no signs posted saying that said she could not record or take photos in the airport. They would not hear anything that she had to say, their bullying tactics would not allow for it. It was shameful what they were doing to her and how she was being treated and I was powerless to come to her defense. They told her that they were federal law enforcement agents and would never tell her why recording was not allowed, not even to say the words "it's just airport policy." Finally they then threatened to call in other federal agents and pointed off to the left toward a man some distance away who was in a dark blue uniform sitting behind a desk.

What was very interesting during this nightmarish scene was that these men all left their security post to harass and torment my friend who was only trying to look out for me. As they encircled her, the passengers who were in line to go through the full body scanner walked through, unsupervised and unscanned. They picked up their scanned but otherwise unobserved carry-on items on the other side of the security check point. My friend did put the camera away as I gathered up my possession. The three

4 of 4

of us left the glass wall area. I wish that she had managed to record any amount of what the guards had said to her, as unfortunately the camera function did not work properly.

I learned from my friend, the one with the camera, why she wanted to record me once we had left the area of the glass wall. The TSA agent who searched her was very intrusive. The TSA agent ran her hands all over her body and used enough force in touching her vaginal area to separate the fold of her skin. I was mortified and deeply hurt with her. Had this happened on a bus or train we would be calling the police for protection and assistance.

I have to take the plane back home. Because of everything that happened to us in RDU I am more than a little stressed out about how things will unfold in LAX. What can I do? What are my options, short of taking a train home (as this is financially impossible)?

I am also very curious as to what your opinion on this is matter is and what you, specifically, think I should do. Do you have to go through the body-scanner or have the full contact body search performed on you? If not, why? I have no police record, I set off not metal detectors, my bags were searched and scanned, I am on no watch list, pose no threat to the country I love or risk to the safety of its people. I am just an advocate of the Constitution and what it stands for. I believe in preserving a person's civil liberties even if they choose not to use or exercise them. I cannot afford to have a lobbyist work in my best interest nor am I able to take a private plane the few times a year I must travel for work. I feel that I am at a loss and without options. This full body scan went into effect without the people's vote, the news is not reporting on this issue. This machinery would be better used in shipping. It could scan cargo containers and catch human traffickers and drug smugglers. As well as preventing terrorist attacks.

Please help and advise me, I am leaving Nov. 20th. Thank you for your time and attention to this matter.

(b) (6)

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(b) (6)

Asheboro, NC 27203-8825

(b) (6)

(b) (6) @ Hotmail .com

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

Milford, Connecticut 06460

Congresswoman Rosa DeLauro
For the 3rd District, Connecticut
United States House of Representatives
Washington, DC 20515-0703

Thursday, November 11, 2010

Dear Congresswoman DeLauro:

My name is (b) (6). I reside at (b) (6), Milford, Connecticut. I am writing this letter to explain and also to complain about the way my wife (b) (6) and I were treated and detained at Tampa International Airport, Tampa, Florida on October 30, 2010 by numerous government authority figures, including but not limited to TSA personnel, 5-7 members of the Tampa Police Department and plainclothes persons who were all involved in holding, and questioning me.

My wife and I vacationed on Sanibel Island, Florida from October 22 to October 30, 2010. We flew from Bradley Airport, Hartford, Connecticut on the 22nd (Southwest Airlines flight#224) to Tampa Intl. Airport without any problems whatsoever. We drove to Sanibel and spent a lovely week there.

On October 30th, we drove to Tampa Airport. I returned my rental car after dropping my wife off at Southwest curbside check-in where she proceeded to check in two pieces of luggage. I met my wife in the airport terminal and we proceeded to the initial TSA security check point where we showed our drivers licenses and boarding passes to the TSA representative. We were told to proceed with no problem. We then took the tram, disembarked, and proceeded to the security check in lines. We were then cleared once again after showing our license and boarding passes. We placed our personal items in the plastic bins and then on the belt for screening. I had a briefcase, and a bag of souvenir items for my family in addition to the usual type of things required to be removed such as a cell phone, shoes etc. As I approached the TSA agent for what I thought would be the standard walk through inspection, he singled me out and said to step inside a new type of security inspection device. I believe it is called a Full Body Scan Machine. After spending quite some time inside this thing, the TSA agent informed me that I was to step onto Yellow footprints located on the floor adjacent to the machine and to raise my hands after removing and giving him my belt. I asked him if there was a problem. He did not answer me but just said to keep my hands up. My wife, who went through the normal screening process and passed as usual, began watching what was happening to me. Other travelers began staring at me and the TSA agents (now there were two of them detaining me, and a supervisor walking back and forth between me and a high dais where TSA officials sat looking down on the proceedings.) At this time I was told that I would be

brought to another location in the terminal for further security screening. I again asked, "What is the problem with me?" One of the TSA agents said I was the "guinea pig"; the security machine I was put through was installed the day before (10/29/2010), and I was the first person to set off some kind of alarm. When I asked "What did I do to set off the alarm?", the TSA agents, who now had me by either arm, one on each side of me, did not answer but marched me to a room in another part of the terminal. Upon entering the room I noticed a large stainless steel chair in the middle of the room (which to me looked as ominous as an electric chair without the diodes). At this point fear and anger began over-taking me. I knew my wife and I had entered the first security checkpoint at approximately 12:00 noon. Our flight was departing at 1:25pm. I began wondering if we were going to miss our flight and what had the TSA people done with my wife. The two TSA agents told me I was to be completely patted down and swiped. I told them I would take all of my clothes off if they wanted! In the back of my mind the idea that we might miss our flight, incur tremendous financial loss, and lose my wife temporarily to God-Knows-What....grew ever larger.

After the two TSA agents finished patting and swabbing me down, they then asked to check my satchel & bag. I said yes, and at that point one of the TSA agents looked at my boarding pass time and said to the other TSA agent and me, "Everything is going good here. So far you'll have plenty of time to get to your plane." They proceeded to swab down everything in the satchel and the gift bag, and then started going through my paper money, credit cards, and paper receipts which eventually wound up in a pile on a table. One of the TSA agents then said to the other one, "He's OK." Then he said to me, "I'll get my supervisor to release you." When the TSA agent opened the door to this cell-like room in which I had been detained he said, "Wow, the bureaucracy is here!"

Since the door was only partially open I was not able to see beyond it. I heard many voices outside the door, and I asked the TSA agent who was looking out of the door, "How many people are out there?" He started counting from one until he stopped at seven and said, "There's too many to count."

Suddenly, a man who identified himself as a TSA supervisor came rapidly through the door followed by at least three Tampa municipal armed and uniformed police officers plus assorted other TSA personnel and other unidentifiable plainclothes persons. The three Tampa police officers introduced themselves to me and asked me questions while intently scrutinizing me. Then a bald-headed male approximately 45 years old, dressed in a short sleeved casual polo shirt and baggy brown cargo pants stuck his face into my face menacingly and said "Who are you?" I said, "You've had my driver's license and my boarding pass since I came into this God-forsaken room!" He then proceeded to question me, all the while requiring me to keep my hands held above my head like a common criminal. He then demanded to know, "What do you do for a living?" I believe I said I was retired at which point he said, "What did you do before you retired?" I responded, "I WORKED!"

He then asked me whether I had fertilized my lawn in Connecticut to which I replied that I had in fact done that two weeks prior to going on vacation. Someone in the room spoke

out at that point and said, "We checked his shoes. They're clean." I said I didn't know where they were going with this line of questioning, but obviously, the shoes I wore to put fertilizer down at my own house would not be the shoes I would wear on vacation! At this point I felt that I was being intimidated, humiliated and psychologically challenged to respond to the way I was being treated. I asked about my plane flight and they said it was out of their control. I was thinking that my rights had been trampled and I could be facing a terrible economic impact from the missed flight.

Abruptly, someone said, "We're done. You're free to go." The plain clothes man who was in my face made a U-turn and left. Someone said, "It must have been an anomaly." At that point, someone picked up all my cash, credit cards, receipts etc. and dumped them into my satchel in a mess. As everyone was filing out of this interrogation room, a female blond Tampa police officer who upon initially entering the room stood against the wall and was observing everything that was going on said to me, "I commend you for your restraint after what you just went through." Hastily, I put on my shoes, grabbed my satchel and gift bag. I walked out of the interrogation room not knowing where my wife had been all this time, not knowing if we would miss our plane, not knowing what I had been suspected of. All the people who were involved with my detention had vanished. No apology, no "We're sorry", no nothing. They all just disappeared...ran while I was putting on my shoes. However, the TSA was not in fact "Done" with us after all. Low and behold, coming toward me was my wife, being escorted by two female TSA agents holding my wife by each arm. I exclaimed, "Now, I'm getting mad!" My wife put her finger to her lips – "Be quiet, it will be all right." When my wife had raised questions about my whereabouts and what was going on, the TSA supervisor told her, "You will also have to be completely checked with a full pat down because you are traveling with him." This had been told her well before I had been cleared to go, but even though I was now cleared; they detained both of us again. The two female TSA agents took my wife into the interrogation room. (Later my wife told me that she had been subjected to a full body search and all of her belongings were searched and swabbed. Before being searched she mentioned that she needed to use the ladies room and was told, "That's your problem-no.")

When my wife emerged from the room, we were told we could leave. I took a paper and pen from my satchel to get names, titles, etc. when the terminal PA system announced, "(b) (6) – Please report immediately to gate 30 – If you do not report within 2 minutes, your seats will be given to stand-by passengers." I managed to get the supervisors name and then we (66 and 65 years old) had to run clear across the terminal to our gate, and just made the flight.

Being the last persons to board, we found it necessary to sit apart in separate seats and rows; therefore, we couldn't immediately discuss "What in God's name just happened to us?" After talking to (b) (6) she said that after the TSA agents took me into the interrogation room she asked multiple TSA personnel "Where is my husband? "Why are we being detained?" "Is my husband still here in the airport?" "Is my husband being taken to jail" They offered nothing other than to say that she should sit on a bench outside the detention area and wait. Nobody told her where I was, or what was happening to me.

The plain clothes bald interrogator stood in front of her and said, "This is just routine." to which she responded, "That is a lie. Don't patronize me.....this is NOT routine." After being lied to, (b) (6) decided to inform them "Please, don't talk to me unless you bring my husband to me." Suddenly, while sitting there 5 to 7 police officers and more TSA and other plain clothes officials appeared. She heard the term "nitrates", and someone shouting something about, "He's with a child....find the child!" Then one of the police officers said loudly, "They checked luggage...we need to pull the luggage!" One person a commanding black man dressed in black clothing with some kind of insignia on his shirt, said, "There's no child...he is with his wife who is sitting right there." It appeared to (b) (6) that this man felt he was watching a type of "keystone cops theatre". Questions regarding our flight met with responses, that it was not their problem...they had no obligation to notify our airline that we were being detained.

In closing, when I was putting on my shoes to leave the interrogation room, I noticed that I was missing my belt....the one that they demanded that I remove after going through the Full Body Scanner. When we got back to Connecticut my wife told me that after they detained me, she stood by the inspection "conveyor belt" where my belongings were to try to keep an eye on them and to keep them from being rifled by persons unknown, but did not touch them for fear that she would be reprimanded. A TSA agent picked up my things and disappeared with them into the area that they had taken me, however, my wife noticed that they had left behind my belt and my hat. She gathered them with her belongings and proceeded to a bench to wait for me. Soon a TSA agent came up to her and demanded the belt and the hat, then changed his mind and said he wanted only the belt. He walked off with it. That was the last we saw of it.

Once home, I contacted Tampa International Airport on Saturday night and spoke to Operator #21 about my belt and told my story. Operator #21 was flabbergasted; but couldn't locate my belt and told me to call Sunday, October 31, after 10:00 am. On Sunday, I spoke to Operator#30 who said my belt was "mysteriously" found and it was Item#201010497. In order to get my belt back (which had cost me \$35.00 18 months previously), I would have to pay for it. After numerous phone calls up to and including TSA National Headquarters in Virginia (866-289-9673) I received the belt on Wednesday, November 3, 2010.

Was all of this necessary? A couple of days prior to my detention, there was a terrorist incident regarding UPS and Ink Cartridges in England and the Middle East. I would assume, therefore, there was heightened security focus. Better We be safe than sorry, the saying goes. However, as I told my story to over 100 guests at my home on October 31, when We become the Me of my story, it makes a person think about being the next Me in the line.

And what about Me. I am 66 years old married ((b) (6)) known to me since the age of 12), 3 wonderful sons, 3 beautiful daughter-in-laws, and 9 grandchildren. I fly the American flag on my flagpole (which is one of the highest private flagpoles in Milford) 365 day a year. At one time, early seventies, I had some of the highest security clearances this great country provides, working on missiles at Avco, Lycoming in Stratford, Ct. I was an

(b) (6)

by Congressman Bruce Morrison.

Now, I have responded to your request. I spent many a sleepless night since this experience wondering what I did wrong to deserve this type of treatment by my government. I, as well as many of my neighbors, friends, associates, and relatives am waiting for your response.

Thank you.

(b) (6)

Enclosures: #1 - Letter from U.S. Congresswoman Rosa DeLauro Office
#2 - Pertinent Information

cc:

U.S. Senator Joseph Lieberman
1 Constitution Plaza
7th Floor
Hartford, Connecticut 06103
Attention: Ashley

U.S. Senator Christopher Dodd
448 Russell Building
Washington, DC 20510

✓ U.S. Senator Elect Richard Blumenthal

Ps. I might also add a personal insight to this new Full Body Scanner endeavor. Subsequent to the above described debacle I was subjected to at Tampa airport, I did some investigating and research. When my wife and I left our rental condo on Sanibel on Saturday 10/30, the condo policy is to put all dishes, silverware, glasses, etc. into the dishwasher, and start the wash cycle just prior to leaving the unit. I did that, and in doing so, I unwrapped and handled a concentrated block of dishwasher detergent, placing it into the dishwasher detergent cup. Was this the source of the "Nitrates" on my hands that was mentioned in my wife's hearing by the TSA personnel? During questioning they asked me about "detergents". Is it possible that I was subjected to all of this humiliation because I did the dishes?

Additionally, prior to returning our rental car I stopped to fill the gas tank just outside of the airport. The policy of the rental company is to return the car with the gas tank full. The ride from Sanibel to Tampa is over 2 ½ hours and requires a fill up. Did this contribute to the scanner alarm? After reviewing this scenario with my wife, we know that I never did wash my hands during this time prior to the security checks. We knew we were arriving at the airport early (or so we thought) and would use the lavatories and pick up a snack before we got on the plane. Could all of the craziness have been avoided if the public was made aware of the quiriness of these new security detection machines? Even the TSA supervisor (b) (6) told us that "Lots of things have nitrates; medications, cosmetics etc. and we don't have to tell you what we were looking for."

Again, I know that it is said in these times that it is better to be safe than sorry, however, it is not better that American citizens be humiliated, dehumanized, berated, intimidated, detained against their will, searched, and have their property seized in the process of attempting to keep us safe. This is not the American way. Oh, yes, it is the way of some other well known countries, but my wife and I, have chosen not to live there.

I think we need some changes. I, and all of the folks I have mentioned previously, am waiting for your kind response.

(b) (6)

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A Family Trip to Fl

Enclosure#2

Addendum to Letter of November 11, 2010 – (b) (6) – TSA Complaint

Pertinent Information

1. Flight – October 22, 2010
Southwest Airlines Flt#0224 Departed Hartford Ct (BDL) at 9:50 am
Arriving at Tampa Intl (TPA) at 12:55 pm
Flight – October 30, 2010
Southwest Airlines Flt#1943 Departed Tampa Intl (TPA) at 1:25 pm
Arriving at Hartford Ct (BDL) at 4:00 pm
Passenger (b) (6) - Ticket# (b) (6)
Passenger (b) (6) - Ticket# (b) (6)

Confirmation Date: 4/30/2010 – Confirmation #QVRCDI and #QZ5CD4

2. TSA Supervisor (per her acknowledgement) at Tampa Intl. (TPA)
(b) (6) (b) (6) reluctantly gave her name and title when asked for it just before we left the interrogation area to run to our gate.
3. Phone Calls:
10/30/2010: 6:20 pm Tampa Intl Airport – 800-767-8882
Spoke to Operator #21 : Asked about belt
10/31/2010: 10:00 am Tampa Intl Airport – 800-767-8882
Spoke to Operator #30: Given #201010497 – Lost and Found
Item# - Transferred to Hillsborough County Aviation Authority
Spoke to (b) (6) – Extension# (b) (6)
Supervisor is (b) (6) – 813-870-8700 Ext# (b) (6)
Given Phone Number for TSA Headquarters – 866-289-9673
11/01/2010: Phoned TSA Headquarters – Spoke to (b) (6) in claims dept. Told process takes 90 days to 6 months. Would send claims forms within 7-10 business days
11/01/2010 Phoned office of U.S. Congresswoman Rosa DeLauro
11/01/2010 Phoned office of U.S. Senator Joseph Lieberman
11/01/2010 Left message with Supervisor (b) (6) – requested return phone call
11/01/2010 Received phone call from (b) (6) who asked for lost and found item#, my address, and my phone number.
11/01/2010 Received phone call from (b) (6) – asked who I have contacted regarding incident – advised him of above
11/01/2010 Received phone call from (b) (6) advising that belt would be sent out Fed Ex and received at house on 11/3/2010
11/03/2010 Belt arrived at house

FRANK A. LOBIONDO
2ND DISTRICT, NEW JERSEY



COMMITTEES:
TRANSPORTATION AND
INFRASTRUCTURE

SUBCOMMITTEES:
RANKING MEMBER
COAST GUARD AND MARITIME
TRANSPORTATION

AVIATION

WATER RESOURCES AND
ENVIRONMENT

ARMED SERVICES

SUBCOMMITTEES:
AIR AND LAND FORCES

READINESS

TERRORISM, UNCONVENTIONAL THREATS
AND CAPABILITIES

REPLY TO:

2427 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-3002
202-225-6572
FAX 202-225-3318

5914 MAIN STREET, SUITE 103
MAYS LANDING, NJ 08330-1746
609-625-5008
FAX 609-625-5071

1-800-471-4450

Congress of the United States
House of Representatives
Washington, DC 20515-3002

November 19, 2010

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

Dear Administrator Pistole:

I am writing to express my serious concerns about the new screening policies and how those policies are being executed by Transportation Security Administration (TSA) personnel at airports throughout the Nation.

Under the new guidelines established by TSA, passengers are subject to a mechanical full body scan, or a physical pat-down. The full body scan has created some worries about the negative on individuals' health due to the small amount of radiation utilized. There are also serious concerns that the scan amounts to a "virtual strip search" -- an invasion of privacy and an assault on personal dignity. While I am pleased that TSA has taken steps to address these concerns, such as separating the viewer of the scan images from the actual person being viewed and blurring sensitive "personal" areas on the images, I urge you to continue developing procedures that will both protect the safety and health and dignity of airline passengers.

I am sure you are acutely aware of the widespread skepticism and public outrage these policies are generating. While I fully recognize the need for enhanced security guidelines to maintain the safety of the airways and the fact that TSA instituted these new guidelines to protect passengers, commonsense must be part of the security equation. As a father and grandfather, I was particularly disturbed by the video of a three year old child being patted down by a TSA agent while the child screamed and cried in the arms of her mother. Surely, clarification and refinement of the guidelines must be undertaken, as well as enhanced or remedial training for TSA agents.

I look forward to your prompt reply to my concerns.

Sincerely,

TSA 101203-056

EX-110
OFFICE OF THE
EXECUTIVE SECRETARY

Frank A. LoBiondo

Frank A. LoBiondo
Member of Congress

NOV 30 P 12:04

FAI

TRANSPORTATION SECURITY

October 21, 2010

Transportation Safety Administration
TSA-6 Civil Rights & Liberties
601 S. 12th Street
Arlington, VA 20598

To Whom It May Concern:

I have traveled all over the world – both before and after 9/11. In fact, I was in-flight during the 9/11 attacks and stranded in England for an entire week because of the attacks. Therefore, I am quite familiar with the screening that occurs at airports. In December of '07, I had a hip replaced with titanium and have been subjected to more intense screening since that time. I know when I walk through the metal detector that I will set off the alarm resulting in the wanding procedure. I've had no feeling of being subjected to any kind of undue pressure or embarrassment, until November 18th.

On Wednesday, October 13th, I flew out of Amarillo to Denver. I went through the usual wanding in the Amarillo airport. I flew back Monday, October 18th – out of the Denver airport. As I always do before even starting through the metal detector, I told the person directing me that I would be setting off the alarm because I have a hip transplant. She told me to come ahead and when the alarm went off, she pointed me to one side and called for a female agent. This woman asked if I was familiar with the procedure that was to take place. I said, "yes, you'll use a wand over my person", but she said they no longer use a wand because there are items made of material other than metal that could be dangerous. She explained she would be using her hands, including going up the outside and inside of my legs, around my waist and chest area, etc. I was then subjected to a very demeaning and embarrassing experience.

I told the woman that this was a most unusual thing to be happening to a 74 year-old woman and my family and friends would be interested and surprised to hear about it. She said she believed that Timothy McVeigh would have probably also thought it not a good experience if he'd been searched in this manner. Well, Timothy McVeigh was a 27 year-old male – not a 74 year-old female. Her comment was asinine and uncalled for. Her next comment was that "they don't all wear towels on their heads" and "even 74 year-old women are suspect". As you should know, NONE of the 9/11 terrorists wore "towels on their heads". By the way, it's called a "turban" and the Sikhs in India wear them. Rarely do Muslims wear them. Furthermore, 74 year-old women are NOT suspects. This TSA agent's comments were out-of-line, utterly preposterous, and insulting to my intelligence.

She then ran her hands up my inner thighs, all around my bra, and even asked me to raise my shirt in the back and then in the front when she then ran her hand all around the inside of my waistband. I stood there in full view of the people walking through that area – many stopping in amazement and amused surprise to see an elderly lady being hand frisked in full view of the public. Why isn't some kind of screen put up there for that purpose? I felt like a criminal – humiliating. Furthermore, if the wands are no longer used (as this security person told me), why was there a wand lying on the same chair my personal belongings were placed on and why was it used in Amarillo just a few days previously?

This woman "frisking" me also said she advises me in the future to consider going through the smaller booth that would eliminate such a personal search. I asked her if that was the x-ray machine that has received so much publicity recently. She said it wasn't really an x-ray but more like the radiation exposure you'd receive using a cell phone. I told her I'd

TSA-101213-041

RECEIVED
11/17/2010

(b) (6)

9:00am

Page 2

certainly consider that in the future. As ugly and demoralizing as that also seems to me, if the image that machine shows is kept from public viewing, it certainly would be more private than what I'd just went through.

If wandong isn't to be used in airports, then a warning sign of some kind should be prominently displayed so people who don't want to through this "hands-on" ordeal, can make the optional choice of the x-ray. Furthermore, at the very least, a screen should be used for the patting-down procedure.

I haven't minded the delay or inconvenience we all go through in airports now in order to keep our flights safe – unfortunately, it's become a necessary part of our lives. This experience I went through certainly changed my mind about how screening for dangerous items on airplanes is being handled. I'm convinced that what the majority of travelers have to go through now because of a handful of terrorists, is idiotic. The political correctness that is infecting our country has become ludicrous and we all wonder how much further it can go before we lose all common sense and liberties. When a 6-foot tall black man robs a store, the police don't also go looking for a 70-year old white woman, so as not to "offend" blacks. They look for a person matching the description of the suspect.

Please look into this new screening policy and do something about it so other people don't have to go through what I did. Thank you.

Sincerely,

(b) (6)

(b) (6)

(b) (6)

Amarillo, TX 79119

(b) (6)

e-mails to: Representative of Texas, Mac Thornberry
Denver Post, Editor
Amarillo Globe, Editorial Editor
Denver Airport Media/PR Dept

December 1, 2010

(b) (6)

(b) (6)

Chapel Hill, NC 27516

(b) (6).com

TSA-2 Chief Counsel
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

To the Chief Counsel of the TSA,

On November 23rd, 2010, I endured the most humiliating event of my life at the hands of TSA agents at a security checkpoint at the Raleigh-Durham Airport. I have included a detailed description of those events in the attached print out from my blog post about the incident. My "pat down" ended with a uniformed TSA agent sticking his hand inside the waistband of my underwear.

I can't believe that such invasive, dehumanizing treatment is sanctioned by the TSA or that it is even legal. I am writing today to ask you whether this incident violated my rights and to ask you what legal authority, if any, the TSA has to treat me this way.

Specifically, I'd like to know the following:

- 1) Are TSA agents sworn law enforcement officers and do they have the legal authority to detain people?
- 2) Does the TSA have the legal authority to subject some people to whole body scanners but not others? If so, how does the TSA determine who is selected for whole body scanning and who isn't?
- 3) Does the TSA have the authority to require that an individual subject himself to the whole body scanners in order to go through the security checkpoint or does an individual have the right to opt-out?
- 4) Is everyone subject to whole body scans or are there exceptions? Can people refuse whole body scans on religious/moral grounds? Are there exceptions for VIPs? Are all government officials subject to the same whole body scans as everyone else?
- 5) If an individual opts out of the whole body scanner and chooses to go through a metal detector, why is that person given an "enhanced pat down" when other people going through the metal detectors in lanes without whole body scanners aren't given the same treatment? Does this constitute profiling?
- 6) If a TSA agent damages my property while I am going through a security

- checkpoint, will the TSA compensate me for my loss?
- 7) Does a TSA agent have the authority to feel my testicles through my clothes as part of a "pat down"?
 - 8) Does a TSA agent have the authority to put his hands inside the waistband of my underwear and feel all around my body as part of a "pat down"?

I appreciate your time and attention and am hopeful that you can reassure me that the humiliation I endured at the TSA checkpoint is the an exception and not the rule of law. I know there is a lot of public interest in TSA checkpoints, so I intend to make this letter and your response publicly available.

(b) (6)

cc:
Representative David Price
Senator Richard Burr
Senator Kay Hagan

Wednesday, December 1, 2010

(b) (6)

My fiancée and I were traveling on AA flight 1069 from RDU to DFW on November 23rd. Not sure exactly what time we arrived at the airport but I think it was about an hour ahead of boarding time. At the security checkpoint where they check your ID and boarding pass, she directed my fiancée to the left side lanes and directed me to the right side lanes. The right side lane split into two lanes and the TSA agent directed me to the farthest. Unfortunately, I did not realize this was the lane, the only lane as far as I know, that had a whole body scanner in place. Believe me, if I had known that lane had a whole body scanner and if I had a choice in the matter, I would have chosen one of the other lanes. (Coming back from our trip, the DFW security checkpoint we were at had a whole body scanner, but it was not in service.)

At the security checkpoint I did everything the TSA agents told me to do. I took off my shoes and belt as instructed. I took my laptop computer, camera, and all of my other electronics out of my luggage. I took my toiletries out of the luggage and put them in the trays.

I sent all my belongings on through the X-ray machine and then went to the check point. They had a whole body scanner on the right and a metal detector on the left. The TSA agent directed me to the whole body scanner and I told her I didn't want to go through the scanner. She told me if I opted out I would have to go through a pat down and then directed my through the metal detector. I went through the metal detector and they told me to wait for a supervisor. So I did.

While I waited for the supervisor, I watched as the people in all the other lanes were going through the metal detectors without having to go through an extra pat down. So I don't know why I was forced into the whole body scanner line and I don't know why I was put through the extra pat down when no one else had to do it. But it appeared to me that I was being punished for opting out of the whole body scanner.

The supervisor told me to follow him and I did. We went to the other side of the x-ray machine and he told me to identify my stuff, which I did. I had two trays of stuff, my back pack, and my suitcase. A TSA agent piled all my stuff up with the laptop on the bottom of the pile! I asked him to please not pile things on my laptop because it is fragile and could get broken. You would think that a TSA agent who works the security checkpoint all day every day would know this. So I can't help but wonder if he deliberately did that to punish me for opting out.

The supervisor then took me to the pat down area. He made me spread my legs and face him. This is very intimidating. I think they do it deliberately to intimidate people. He told me that I was going to have an enhanced pat down. He told me he was going to run his hands up and down my legs including the inside of my legs and then he was going to insert his hands inside the waistband of my underwear. He said I could have the screening in a private area if I preferred. Well, it was already humiliating enough to stand there partly undressed, being made to stand in that humiliating position, with all of my belongings piled on the floor beside me. So I told him I'd rather be in a private area.

At this point, my fiancée had made her way through security and she came over because she saw that I had been singled out. She asked what was wrong. The TSA agents tried to make her go away, but she refused to be cowed. She stood her ground and followed us when they took me to the private screening area. They kept asking me who she is and I told them it's my fiancée. At this point she pulled out her camera and started taking some pictures of what was going on.

I was so humiliated at this point I couldn't even think what to say. But they took my to the screening room. There was the supervisor and one other TSA agent in the room. It was better than being in public but not much. I was facing away from the door so I am not sure, but I don't think they closed the door because I could still hear all the sounds coming from the security checkpoint area. They kept my fiancée out of the room.

The supervisor went through the whole drill again. He told me he was going to give me an enhanced pat down. He told me he was going to run his hands over my body including the inside of my legs and then he was going to put his hand inside the waistband of my underwear. I can't remember the exact words he used. At this point I was just trying to endure the process without losing it. So he told me to hold my arms out and he felt all over my torso. I had put my boarding pass, and driver's license in my shirt pocket. He felt these and told me to take them out. He confiscated these from me.

Next he starts on my legs. He ran his hands over every square inch of both my legs. It's not just that he touched my clothes. His touch was firm enough that he felt the shape of my legs. This includes feeling around my crotch enough that he could clearly feel my testicle through my jeans. I couldn't believe it.

But the worst was yet to come. He then walked behind me, pulled my shirt tail out of my pants and then stuck his

About Me



http://claimid.com(b)

Blog Archive

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 - Halleluja Chorus Flash Mob
 - ▶ November (4)
 - ▶ October (12)
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 - ▶ June (9)
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hands down the back of my pants. And just like he said he was going to. He walked all round my body with his hands inside the waistband of my underwear.

I've never been so humiliated in my whole life.

They let me put my hands down and pointed to my stuff which had been dumped on the floor behind me. I reached by for my belt first so I could tuck my shirt back in and put it on and feel like I was clothed again. While I was getting dressed my fiancée was allowed to join me. She asked me what happened and I yelled out, "He put his hand in my underwear." Actually, I think I might have inserted an f-bomb or two in there, but you get the idea.

My fiancée had the presence of mind to ask the supervisor what his name was. He gave it to us, but I am not going to publish his name online. The supervisor then makes us go back into the screening room and he confiscates my fiancée's boarding pass too. He then copies down a bunch of information into his notebook. Now keep in mind, my fiancée has already been through screening, was not singled out for whole body scanning or anything. So why did he have to get her information too? All he would say is that he was going to file a report with some office at the TSA. Great. Just great. So now I'm going to have a file on me some place at the TSA. Now I'm going to be on a list someplace.

He finally got done copying all of our information. He gave us our IDs and boarding passes back and told us we could go.

Like I said, this was the most humiliating experience of my life. But I've decided that I am sticking to my guns. I will not consent to the government taking naked pictures of me with the whole body scanners. There is already one well-documented case of TSA agents taking the naked pictures from a whole body scanner and using it to humiliate the subject. In the particular case I am aware of, they were using it to humiliate a co-worker. But that doesn't matter. It just shows you the type of people they are hiring to run the TSA check points. And it proves that they have the capability to save these pictures for future use.

Remember Joe the Plumber? When he asked a critical question of the President, all of a sudden people were looking up his government records and sharing them with the press. So how can I be sure that if I speak my mind in public government agencies won't publish naked pictures of me on the internet? There is already one documented case of naked pictures of people being saved and leaked publicly. The only way I can exercise control over my privacy is to make sure the pictures are never taken in the first place.

I have read that the government is going to deploy body scanners at every single checkpoint next year. I hope that the government will always allow us to opt out of whole body scanners. But I can't help but wonder what will happen if they day comes when the government will not let you on board a plane unless you consent to letting them take a naked picture of you. I don't know what I will do. But my fiancée has already told me she will support me if I decide not to fly any more. So maybe that's what I'll do. I'll be losing a huge number of frequent flyer miles, but I'll still have my dignity.

What next? I'm going to find out if any of my rights were violated. I am going to file a complaint to the TSA. And I am going to find out which of my legislative representatives, if any, have any clue about the concept of human dignity.

Posted by (b) (6) at 8:42 AM  

Reactions: thumbs up (0) thumbs down (0)

0 comments:

Post a Comment

December 5, 2010

Honorable Charles Dent
Suite 200
701 Broad Street
Bethlehem, PA 18018

DEC 07 2010

Congressman Dent,

The following experience occurred at the Ft. Lauderdale Airport on 2 December 2010 at approximately 8:00AM in Terminal 3. To say the least, the experience was both intimidating and humiliating.

To begin, I was selected to have a body scan. Since my husband and I were returning from high altitudes (10-12,000 ft) and a number of flights, I requested to opt out due to the amount of radiation I had been exposed to during the prior two weeks. Additionally, my gastro-intestinal system was in poor shape and I was feeling sickly.

I thought being a gray-haired 68 year old travelling with an 82 year old husband they could show some flexibility. The TSA agents only said - you are not going to avoid the body scan or a "pat down". I began to break down and started to cry. Immediately I was surrounded by 3 TSA agents, all who

DEC 07 2010

began yelling at me. I asked to blow against something for a few minutes in hope of regaining my composure. All to no avail. They continued to harass me and say "you are going through the scanner". Suddenly another TSA agent is on her knees giving me a full "pat down" (including legs, private areas, etc). That should have been the end, however, I was pushed into the scanner.

My husband was observing the situation yet could do nothing. A TSA agent saw him and said to him "she'll be OK". He advised her of the radiation danger and asked her do they calibrate the machines frequently to ensure that radiation levels remain as low as possible. He thinks she didn't have a clue.

According to an article in USA Today, John Pictore says every 10th person is selected. Pictore was then asked if the 10th person has reason not to take the scan can an agent select #11. He (Pictore) said TSA agent can make that decision. Where is the communication between the head and tail of the "donkey".

My husband and I were approached by

DEC 07 2010

several airline personnel to see if we were OK. They all told us that they see this go on every day and something must be done to stop it. They (airline crew) feel helpless as well since they are having problems getting attention to stop the phony "theater".

TSA/Homeland Security consistently react to the last terrorist attempt summary-ly without being proactive. How can one feel secure when we appear to be fighting the last war.

For now I will not fly again until there are modifications made to security checks that consider people and the 4th Amendment to the Constitution.

Homeland Security should reflect upon a famous and pragmatic American when he said "If we surrender our freedom for security we shall have neither" - Ben Franklin

Respectfully yours,

(b) (6)

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(b) (6)

BREINIGSVILLE, PA 18031

(b) (6)

(b) (6)
(b) (6)
The Villages, FL 32162
December 1, 2010

SCANNED/RECEIVED
BY EXEC SEC
2010 DEC 13 AM 11:57

Secretary Janet Napolitano
Department of Homeland Security
U.S. Department of Homeland Security
Washington, DC 20528

Dear Secretary Napolitano,

I recently traveled thru Orlando International Airport and was humiliated by your recent TSA aggressive "pat down". Having two artificial knees, I knew from past experience that I would be subjected to further examination. After passing thru the metal detector I requested a scan and was told it was not available. During the "pat down" the TSA employee gave such a severe chop to my groin that it not only hurt, but knocked me off balance. Not a word of concern from this employee. Her attitude was "if you want to fly, lady, you take what I hand out"!!!! My husband experienced an equally humiliating exam and claims he's going to get a cup like he used to wear when he played sports in order to protect his privates.

On our return trip at the Columbus Ohio airport, we experienced the equally aggressive examination, but this time when we asked for the scan we were told it wasn't working!

Your agents appear to enjoy their new aggressive pat downs and humiliating the passengers. If they are going to play Gynecologists, they should learn some bedside manners!!

If you think the public feels safe because of these new measures, you are mistaken. The public will not feel safe until you examine all packages in the cargo area, not just passenger luggage.

This 76 year old grandmother looks forward to hearing from you.

Sincerely,

(b) (6)

Cc:
Sen LeMieux
Sen Nelson
Rep Stearns

TSA-101214-034

(b) (6)

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

Bellevue, WA 98006-4062
December 2, 2010

SCANNED/RECEIVED
BY EXEC SEC

2010 DEC 14 PM 12:16

Janet Napolitano
Secretary of Department of Homeland Security
U.S. Department of Homeland Security
Washington, D.C. 20528

Dear Ms. Napolitano:

I am writing to you on behalf of my 8 year old disabled and medically fragile son. He requires thickened drinks to prevent him from choking. He is unable to tolerate water or thin liquids without the risk of aspiration. Due to his medical conditions, we have always traveled with Simply Thick Thickening Gel and Resource Thickened Juice.

On Wednesday, December 1, 2010, we were scheduled to return home on Alaska Airlines Flight 555 from Palm Springs California to Seattle Washington. In accordance with TSA policies, our son's individual packets of Simply Thick Thickening Gel was contained in a quart-sized clear plastic bag. Two 8-oz single serving containers of Resource Thickened Apple Juice was also placed in a separate bag. Both the Gel and Thickened Juice went through the security x-ray in bin separate from any other carry-on items.

Upon clearing x-ray screening, a TSA agent stated we were not allowed to bring these items on board. I explained that they were medically necessary, and provided her with a physician's note on letterhead, as well as TSA policy. She refused to look at either and requested the assistance of her supervisor. TSA supervisor (b) (6) informed my husband and I, that in order to bring my son's medically necessary supplemental drink on board the aircraft, we would both be subject to a "pat down". I attempted to provide (b) (6) with both the TSA printout from its website regarding "liquids needed by persons with disabilities and medical conditions", as well as a letter of medical necessity from our son's physician - which he refused to view. (b) (6) continued to state that because the Thickened Juice was in a closed container from the manufacturer, it was not allowed on board without a "pat down". He further explained that if the liquid was in an "open container", it would have been permitted. (b) (6) stated that I could leave the security area, return to the airport, purchase a container, fill it with the thickened juice, and return through security. Upon questioning the safety of an open container versus a package from the manufacturer, he stated that "things change hourly", and he could not provide an explanation. Again he stated that in order to allow my son his medically necessary beverage, we could either surrender his supplement or be subject to a "pat down".

TSA-101214-035

Janet Napolitano
December 2, 2010
Page 2

Due to our son's fragile medical and physical conditions, prior to any airline travel, I have always kept up to date on traveling restrictions, and more specifically the TSA website information regarding 'Travelers with Disabilities and Medical Conditions'. In the multiple airline flights - both domestic and international - during our son's 8 years of life, we have never endured such harassment and discrimination as we did today.

Per the TSA website, at <http://www.tsa.gov/travelers/airtravel/specialneeds/index.shtm> " Additionally, we are continuing to permit prescription liquid medications and other liquids needed by persons with disabilities and medical conditions. This includes:

- All prescription and over-the-counter medications (liquids, gels, and aerosols) including petroleum jelly, eye drops, and saline solution for medical purposes;
- Liquids including water, juice, or liquid nutrition or gels for passengers with a disability or medical condition;
- Life-support and life-sustaining liquids such as bone marrow, blood products, and transplant organs;
- Items used to augment the body for medical or cosmetic reasons such as mastectomy products, prosthetic breasts, bras or shells containing gels, saline solution, or other liquids; and,
- Frozen items are allowed as long as they are frozen solid when presented for screening. If frozen items are partially melted, slushy, or have any liquid at the bottom of the container, they must meet 3-1-1 requirements.

However, if the liquid medications are in volumes larger than 3.4 ounces (100ml) each, they may not be placed in the quart-size bag and must be declared to the Transportation Security Officer. A declaration can be made verbally, in writing, or by a person's companion, caregiver, interpreter, or family member."

Declared liquid medications and other liquids for disabilities and medical conditions must be kept separate from all other property submitted for x-ray screening."

I appreciate and understand the importance of security, but am at a loss of how to safely travel with my son and his medically necessary liquids and other medical equipment. I am therefore requesting information on HOW to travel with my son's medically necessary liquid in the future.

Looking forward to your prompt response, in order to prevent confusion on our next flight.

Sincerely,

(b) (6)

November 30, 2010

Secretary Janet Napolitano
Department of Homeland Security
U. S. Department of Homeland Security
Washington, DC 20528

SCANNED/RECEIVED
BY EXEC SEC
2010 DEC 13 AM 11:57

Dear Madam Secretary:

I am a (b) (6) stationed at Reno, Nevada. My job requires me to fly fairly frequently. I do not expect, nor do I receive any special treatment at the airports. I have an artificial hip, which was implanted eleven years ago. It always sets off the magnetometer alarms at the airports.

I have no problem with the complete body scanners. Most of the airports I use do not have them. I am a supporter of all reasonable security precautions.

I do, however, strenuously object to the complete groping body so-called pat downs to which I am now being subjected. They are intrusive, degrading, and humiliating. The so-called private screening procedure does not in any way change my view of them. I realize the need to assure safety in flying, but believe these pat downs are going too far.

The pat downs are inconsistent with reasons given for abandoning wand in favor of pat downs, i.e. that the wands do not detect explosives; I believe a small swab is taken from those subject to pat down which is run through an explosive detecting device. People who do not alarm the magnetometers are not searched or swabbed at all. The magnetometers certainly do not detect explosives. The wand was a fairly extensive procedure -- the so-called pat searches don't seem to me to add much. They are excessive in respect to what the traveling public is reasonably entitled to expect for airport security.

TSA-101214-036

The so-called pat searches are not pat down searches at all – they are full all over searches.

Some of TSA personnel conducting the so-called pat searches are proving to be very aggressive and demanding, even hostile. Apparently they realize that they have control over you and that the public objects to the searches.

I do not expect you to respond to this letter if you might be inclined to do so. I hope you are receiving many more like it, and that the present system can be changed.

Very truly yours,

(b) (6)

(b) (6) <CTR>

From: (b) (6) (b) (6) [aol.com]
Sent: Tuesday, September 21, 2010 9:28 PM
To: civil.liberties@dhs.gov
Subject: Mistreatment

I travel frequently (approximately 15 round trips per year) both internationally as well as nationally. I have a hip replacement and am patted down by a TSA agent each time that I travel. Most agents are considerate and sensitive. Unfortunately, during my last trip from LAX to Chicago, the agent was aggressive, using excessive pressure and touching me in private areas. When I winced, she stated in a hostile tone that I could have a private screening if I chose. I would never even consider being in a private booth with this agent, or with her supervisor, who was called to the scene, out of the view of my husband and other travelers. The supervisor was equally hostile. She did not watch the agent who continued to touch me aggressively, but turned away. When I asked for a complaint form, she said that they did not have them at that airport and that I had to file a complaint online. When I asked for her name and the name of the agent, she was reluctant to give it. When my husband insisted, saying that we had a legal right to the information she finally gave us her name, but not the full name of the agent.

The name of the supervisor is (b) (6) and the agent's first name is (b) (6). The date of travel was September 13, 2010. The flight was AA flight 1544, leaving at 10:50AM. Please let me know the outcome of your investigation

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

The name of the supervisor is
Sent from my iPad

December 8, 2010

Office of Congressman Norm Dicks
1019 Pacific Avenue, Suite 806
Tacoma, Washington 98402

Dear Congressman Dicks,

I wish to resolve a past and any future travel incidents with the Transportation Security Administration. Let me say that I desire to cooperate with the TSA. They have assumed a weighty responsibility for the security of the American people, and I am grateful for their vigilance.

My job requires that I travel by air to destinations around the United States. I would estimate that I fly for professional as well as personal reasons approximately 12-15 times a year. Last week was my first experience with the new "full body pat down" procedure. I flew out of SeaTac on Wednesday 12/1 going through TSA security at the north end of the terminal. I did not see a full body scanner operating at those gates. I have knee replacements so I alarmed at the metal detectors. I was taken to a chair and asked if I would prefer a private screening. I asked what the new procedure entailed so that I could make a reasoned decision about the question. I was told I would be given a full body pat down. I asked what that entailed and was asked again if I would like a private screening. I explained that I had a hard time making that decision without more specific information. I was again asked if I would like a private screening. I declined to pursue the issue of lack of information because time was ticking away, and I did not want to miss my flight – particularly when I had expressed myself clearly and was getting no helpful response from the TSA worker.

The TSA worker then touched most of my body with firm strokes. I have a history of physical as well as sexual abuse, and I experienced the rough touching as violating. I have also had a bilateral mastectomy and am sensitive to being touched around the area of my surgery. My PTSD kicked in, and I began to cry. I was again asked if I would like a private screening but to a person who has been violated, there is less security in being in a private area than being in a public area. I declined. I stood there sobbing while the TSA worker finished her job.

When I arrived at my destination, I contacted Alaska Airlines, my carrier, to enquire about options for myself so that I would not need to experience that same invasion and

I flew my return leg out of the Atlanta airport on 12/5. I asked a TSA supervisor prior to entering the screening line if there was a way I could comply with TSA without being touched. He assured me that if I agreed to the full body scan that there would be no need to touch me. I agreed. He placed me a line for the full body scanner operating at that security check point. I went through that procedure and was asked to wait. I was then told I needed to agree to a full body pat down. I tried to explain my reluctance and that I had been assured by a supervisor that I would not need to undergo that procedure. A different supervisor came over as well as 1-2 other TSA workers, and I was told that I could proceed no further if I did not agree to the pat down. I was again asked if I would like a private screening which I again declined. By now there were 4-5 TSA workers gathered around me focusing attention of other travelers on me. I again began to cry and shake. It seems to me that the person doing the pat down took more time doing the procedure, and asked me to reveal more such as asking me to pull down my turtleneck shirt so that she could feel the fabric around my neck, asking me to pull out my pockets so that she could check that there was nothing in them, and asking me to raise my shirt above the waist band of my slacks. There was absolutely nothing in my pockets. I was not wearing a necklace or scarf nor was there a zipper or button on my slacks. I felt that in an effort to work with TSA as well as take care of myself that I was subjected to a more difficult, invasive and trauma-inducing experience.

I am a strong person. I know all the coping techniques for handling a trauma inducing situation and my techniques failed me. I am articulate. I am well-mannered, and I support the TSA. I have air travel planned for 12/16, 12/20, 12/24 and 1/4/11. I am not looking forward to repeating the experiences of last week. I want to be free to travel by air and enjoy my professional as well as personal rights to life, liberty and the pursuit of happiness. And, I need a way of working with TSA that will allow both of us to handle our responsibilities and protect our freedom. Mr. Dicks, I need your help in order to resolve this issue.

Thank you,

(b) (6)
 (b) (6)
 (b) (6)
 Tacoma, Washington 98406
 (b) (6) home
 (b) (6) work

PRIVACY RELEASE FORM
Congressman Tom Price, M.D.
Sixth Congressional District of Georgia

Date: November 24, 2010

Name: (Mr./Mrs./Ms.) (b) (6)

(b) (6) Roswell, GA 30076
Street Address City/State/Zip

() N/A (b) (6)
Home phone FAX/Cell Phone

Social Security # _____ and/or A#, VA#, etc. _____

Date of Birth _____ AGENCY Involved TSA

Spouse/ Other Contact (b) (6) - (b) (6)

.....
Please provide a brief explanation of your situation with the above agency and specify how our office may be of assistance. Continue on another sheet if necessary. Send *photocopies only* of any documents you may have to support your claim. It is important for you to retain the originals for your files.

I would like the TSA to adopt a more logical method to screening flyers. Having never set off a metal detector in my life, I don't see why I have been singled out twice in 6 weeks for enhanced pat-down screening. The TSA should only select people for further screening if they have set off the metal detector. I would also like to see some sort of sensitivity training be given to these employees who are currently doing the screening. My experience was beyond demeaning and I know that many people have shared the same experience. Further, I would like to see the TSA follow the Israeli security model, if possible, by which I mean that they should screen potentially dangerous people and not little kids, grandmothers, wheelchair-bound individuals, nuns, etc. Unfortunately, it appears that the TSA is trying to prevent terrorism by harassing the most harmless looking people it can find.

Privacy Act Release

I hereby authorize Congressman Tom Price and those acting in his behalf, in order to attempt to be of assistance to me, _____ laws and regulations, information pertaining specifically to this matter.

SIGN (b) (6) DATE 11/24/10
HERE _____

Once complete, please return it to: **Congressman Tom Price**
3730 Roswell Road, Suite 50
Marietta, GA 30062
770-565-7570 FAX

(b) (6)
Roswell, GA 30076
(b) (6)

November 16, 2010

Representative Tom Price
3730 Roswell Road, Suite 50
Marietta, Georgia 30062

Re: Enhanced Airport Screening

Dear Mr. Price:

The purpose of this letter is to express my outrage over the new TSA enhanced airport screening procedures. Coming home from St. Maarten through Ft. Lauderdale Saturday night I was selected for enhanced screening along with three other people who were even more harmless-looking than I am, if that's even possible. (I'm 4'11" and middle-aged). I guess I should tell you right now that I am not a terrorist. My only brush with the law has been two speeding tickets from 1991.

The experience is beyond demeaning. Picture the nastiest, surliest, grossest, most belligerent, DMV employee you've ever encountered and now picture that this person has the right to put their nasty, vile, gross hands all over you. And be verbally abusive as well. The thug who groped me whispered something in her compatriot's ear and they both apparently had a good laugh at my distress.

It is not too strong to say that people who have suffered sexual abuse in the past will have a particularly hard time dealing with this personal invasiveness.

I would really love to know what criteria they use to single people out. It has happened to me twice since August. Coming from Hawaii was bad, but not nearly as bad as Ft. Lauderdale. So all I can surmise is that they're trying to fight the war on terrorism by harassing the most harmless, innocent people they can find.

As my elected official, if there is anything you can do about this hideous situation, please do so. Feel free to contact me, if you want. I would hate to give up flying, but if I have to, I will.

Very truly yours

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

(b) (6)

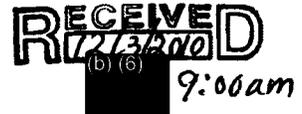
(b) (6)
(b) (6)
Mayfield Village, Ohio 44040-9619
(b) (6)

November 24, 2010

Transportation Security Administration
Office of Civil Rights and Liberties (TSA-6)
External Compliance Division
601 S. 12th Street
Arlington, VA 20598

Complaint, TSA personal at Raleigh, N.C.

CLE-RDU November 19, 2010- CO 5864
RDU-CLE November 21, 2010- CO 5955



I am a 3rd generation Jewish, US born white male 73years old 6' tall, about 250 pounds, brown hair, blue eyes with two titanium hips plus rods, screws, etc. in my back around L4 and L5. I am in pain all the time. It hurts to stand or walk any distance.

In Cleveland I was prepared to go through the full body scanners. They were there, but not in use. As I have trouble walking I was in a wheel chair. I told the person with the chair that I wouldn't get through the metal detector as I have two artificial hips and three rods with assorted hardware in my back. I was told to get up and walk through the metal detector, if I could. I did and the alarms went off. I suggested using the wand to find the metal in my back and hips. I was told that you no longer use the wand. WHY? The TSA officer was kind and gentle and all went well.

Now Raleigh is a different story. On November 21st at approximately 12:45-1:00 pm EST., there was no scanning equipment to be seen, only the metal detectors in terminal 1. I again told the person with the wheel chair about my disabilities. I stood, went through the detector, set off the alarm and was taken into a small glass area with one open end. Three TSA officers came in and another stood guard so that I couldn't get out the other end which was open facing the detector. A female officer sat in front of me, say 10 feet away, on a platform watching everything and nodding her head about the way they were patting me down! The officer had asked me if any-thing was sore. I said that I had a torn right shoulder rotator cuff. He then asked me to hold my arms up. I said I couldn't. He said that I had to anyway. The pat down took about three to five minutes and I finally lowered my shoulder as the perspiration rolled off my forehead from the pain. The officer who was doing it kept looking as the other two that were watching to see if he was doing it right. They would point to their own leg or other body parts and the officer would go back and try again until the two watchers were satisfied. The officer must have been in training and I don't feel that's right! Do You?

Now I am over weight, Say 250 pounds. I had no belt on and the officer after first doing my front, sides top and back, went back to the front of my waist and grabbed my fat. He said "what do you have in here?" I said it's me, my skin. He then put his hand down my leg about an inch or two under my jeans, after pulling out my shirt and undershirt, to feel my skin and fat! This is going too far! Then the three of them chuckled, laughed and let me go to my gate. I am still shaking every time I think about how I was treated! I am barely sleeping....every time I fall asleep I wake up sweating and shaking. I am going to the doctors today.

Your practices discriminate against the handicapped as you give me no option except the pat down with untrained rude people! Shame on you! We are being screened using the pat down method 100 out of 100, not the 3 out of 100 that you talk about on news shows. **I don't know if I will ever fly again but the handicapped need help.**
THANKS TSA!

(b) (6)

Copies sent to:

**U.S. Senator George V. Voinovich
524 Hart Senate Office Building
Washington, D.C. 20510**

**Congressman Steven LaTourette
2453 Rayburn House Office Building
Washington, D.C. 20515**

**Federal Aviation Administration
800 Independence Avenue, SW
Washington, DC 20591**

**U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, N.W.
Disability Rights Section - NYAV
Washington, D.C. 20530**

**Continental Airlines, Customer Service
P.O. Box 4607
Houston, Texas 77210-4607
(Re: DIQTKK, CO-AE472343)**



U.S. Department of Transportation
 Aviation Consumer Protection Division, C-75-D
 1200 New Jersey Ave., SE
 Washington, DC 20590

Complaint Concerning Accessibility of Airline Service

Racial Discrimination/Profiling

At: Rhinelander Airport

For reporting incidents believed to constitute discrimination against a passenger with a disability or a violation of DOT's accessibility rules under the Air Carrier Access Act (14 CFR Part 382). Please complete this form and mail it to the above address. Please type, write legibly, or print, in black ink. You may wish to keep a photocopy of this form. If available, enclose a copy of your airline ticket or travel agency itinerary sheet.

Passenger Information

Name: (b) (6) # *G6E7N6 - confirmation*
 Street Address: (b) (6)
 City: *Independence* State: *MO* Zip: *64052*
 Telephone: Home: (b) (6) Business: _____
 (with area code)
 E-mail address (if any): (b) (6)@aol.com

Person to contact about this complaint, if other than the passenger:

Name: (b) (6)
 Street Address: (b) (6)
 City: *Lake Tomahawk, WI* State: *WI* Zip: *54539*
 Telephone: Home: (b) (6) Business: (b) (6)
 (with area code)
 E-mail address (if any): (b) (6).net

Flight Information List only the flight(s) on which the discrimination or accessibility problems occurred.

Date	Airline	Flight number	From (city)	To (city)
<i>November 22 2010</i>	<i>Delta</i>	<i>DL3183</i>	<i>Rhinelander Wisconsin</i>	<i>Minneapolis</i>

PRIVACY ACT STATEMENT: The authority for collecting this information is contained in 49 U.S.C. 46101. We need this information in order to investigate your complaint. The personal information will be used primarily for enforcement and compliance purposes. The Department will not disclose the name or other identifying information about an individual unless it is necessary for enforcement activities against an entity alleged to have violated Federal law, or unless such information is required to be disclosed under the Freedom of Information Act, 5 U.S.C. 552, or as is allowed through the publication of a routine use in accordance with the Privacy Act of 1974, 5 U.S.C. 552a. To further the Department's enforcement activities, information we have about you may be given to appropriate Federal, State, or local agencies. Additional disclosures of information may be made to members of Congress or its staff; to volunteer student workers within the Department of Transportation so that they may perform their duties; to the news media when release is made consistent with the Freedom of Information Act and 49 CFR Part 7; and to the National Archives and Records Administration and General Services Administration to perform records management inspection functions in accordance with their statutory responsibilities. Furnishing of the requested information is voluntary, except that the failure to provide such information may result in our being unable to process your complaint.

Issued 4/99

DOT Use

Case number:

Date logged:

Complaint code:

RECEIVED
 12/3/2010
 (b) (6) 9:00am

I. Describe the incident (including where it occurred). If possible, include the names of those involved, or of any witnesses. Describe the nature of the disability and any accommodations that were required. Provide details (including dates) of any contacts prior to the flight date in which assistance was requested. State when the passenger checked in for the flight(s). If you already have a letter or other written statement that includes this information (see next section), you may simply enclose it rather than completing this section.

On the evening of November 22, 2010, (b) (6) a U.S. citizen of Jordanian descent attempted to board Delta flight DL3183 out of Rhinelander airport. She was the guest at the Nicolet College Art Gallery which had its opening show of artworks depicting the theme of "Diversity, Tolerance, and Co-Existence." When (b) (6) was at the boarding gate, she fell victim to racial profiling and discrimination. Out of the 30+ white passengers, one Arabic woman was singled out for invasive screening. (b) (6) was taken into a private space and was groped and exposed to embarrassing touching and subject to many personal questions. (b) (6) asked the agents why she was singled out from all the others. They told her it was because her skirt was longer than usual. That was a lie!

II. Resolution Describe any efforts to resolve the complaint through the airline's Complaint Resolution Official (CRO) or other airline staff. Enclose copies of any correspondence to or from the airline.

We are researching this area. Complaint will be filed with ACLU. Delta did, waive a \$200. rebooking fee for a previous lapse in proper service, so maybe they will listen to public outcry and resist or speak up for what is right.

III. Other Action Have you filed or do you plan to file a complaint about this incident with a court or another agency? Yes No If yes, please provide details, including the name, complete address and telephone number of the court or agency and the date that any complaint or court action was filed. Enclose copies of any correspondence or filings with courts or other agencies.

We are examining our options. Dr. Ron Paul, Congressman of Texas is examining means to challenge the unconstitutional violations of TSA practices. We are following the advice of those who have led the way for decency and freedom from tyrannical government intrusion.

Signature:

(b) (6)

Date: November 24, 2010

(over)

We all know why she was singled out for the new invasive, humiliating, screening. It was because her name and race were not white and her birthplace was Jordan. (b) (6) was brave and polite at the airport but she was very upset by the way they treated her. She said it was horrible. The inappropriate touching of the private areas of her body was bad, but being singled out because of her race is discrimination and obviously racial profiling.

Mr. John S. Pistole, Administrator
Transportation Security Administration
U. S. Department of Homeland Security
Washington, D.C. 20528

December 2, 2010

Dear Mr. Pistoli:

On November 30, 2010 I flew home to Philadelphia from the Denver Airport on Southwest Airline flight # 3509. Three of your employees blatantly lied to me.

When I asked the woman who checked my ID and boarding pass if the new scanners were being used, she said they had the scanners for over a year and quote: "I wouldn't believe what the media says".

As I got closer to the machines, I noticed a metal detector next to the machine I was about to go through. I told the man I had just had breast cancer surgery and my doctors did not want me to have any radiation. He said there was no radiation from the machine only radio waves. I asked if I could go through the metal detector, but he instructed me to go through the scanner. I thought that from what the woman said about having these machines over a year and what the man said that it was radio waves and not radiation, that this was not one of the AIT scanners. After going through I was instructed to stand on a mat. I then saw the images that the media has shown for the AIT scanners and realized I had gone through the new scanner and radiation. I had a sick feeling in my stomach. I told the woman on the other side of the scanner that I should not have gone through. She asked me to raise my arms and proceeded to pat down my arms, shoulders and sides. I asked her why when I had just gone through the scanner. She said it was because of my watch. You know that is not true

When I returned home I called the Denver airport and was told the AIT scanners were installed in November of this year, not over a year ago.

I am presently recovering from a second breast cancer surgery in 12 years. I chose alternative treatments knowing the negative effects of radiation. I may never fully recover from this last surgery and now my health has been compromised by the radiation I was exposed to because of three uncaring people who refused to listen to my concerns about my health issues and on top of it all, my 4th amendment right to privacy was violated "without probable cause". I would like to know the names of the three individuals who lied to me and what you intend to do about this incident.

Sincerely:

(b) (6)

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

Ambler, PA 19002

(b) (6)

cc: Rush Limbaugh, Glenn Beck, Sean Hannity, Bill O'Reilly

TSA-101221-025

Senator Hutchison,

I am writing you today from a position that I could have never imagined as a citizen of the United States, the freest and most advanced nation in the world. I am asking your protection from an agency of our own government who has grossly overstepped their constitutionally granted authority and are affecting my life, liberty, and pursuit of happiness. I was educated by the great state of Texas regarding my rights granted by the United States Constitution that places specific limits on the government's ability to conduct unreasonable search and seizure of my person or property. This is specifically addressed in Article Six of the Bill of Rights and ratified as the Fourth Amendment to the Constitution on December 15, 1791.

"Article the sixth ... The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized." – The Bill of Rights

I would like to relate to you an incident that occurred on Monday November 15th, 2010.

I departed the San Antonio International airport Monday morning at 6:00am to conduct interstate commerce as a representative of my company, (b) (6). As I progressed through security I was selected for additional screening through the backscatter X-Ray system even though I did not set off the metal detector. As a frequent interstate and international business traveler I have logged a considerable amount of airtime and make a conscious effort to limit myself to additional radiation exposure when possible. After researching the device I have made an educated decision to avoid using it. The TSA agent at Terminal B conducted an advanced pat down; while the search was invasive and unwarranted at no time did the agent touch my genitalia or injure me in any way. I proceeded to my flight and departed for Palm Beach Florida.

After concluding my business meetings in the Palm Beach area I drove to Fort Lauderdale to catch my next flight to Kansas City. Once again I passed the metal detector test and was selected for the backscatter x-ray device. After opting out I was selected for a full body pat down. My experience at the FLL airport was drastically different than that at San Antonio. The security agent, (b) (6), aggressively ran the side of his hand upward into my testicles 4 times during the "pat down". This action caused me physical pain each time. As a frequent business traveler I have unfortunately been subjected to advanced screening on several occasions in many different countries. This was the first time I had been assaulted in this manner. The result of this action also caused mental anguish. When I complained to the policeman at the screening facility I was briskly informed that this was a federal government matter and that "I have no rights here". I was not allowed to file an actual report at the checkpoint. Instead I was directed to the TSA website by (b) (6) the acting checkpoint manager. I have attached my original TSA complaint and their inadequate response along with this correspondence.

There are several issues here that warrant your involvement in a federal inquiry on my behalf.

- The first is the unreasonable search of my person by the Transportation Security Administration. Their policies are ill defined and vary greatly from airport to airport. When treated aggressively there seems to be no recourse for a citizen against TSA agents that have overstepped their bounds.
- The second was the uniformed Police Officer's repeated assertion that I had no rights or protections as granted by the United States Constitution simply because I was standing in an airport regulated by the Department of Homeland Security. Surely this is not the case, however after repeated calls to your office and others not a single person has been able to clearly define for me what my rights actually are. I am greatly alarmed by this.
- TSA is clearly mandated by their rules and regulations to disregard complaints by citizens at the actual checkpoints. It was not appropriate to ignore the fact that this specific agent touched me in an inappropriate manner that caused physical pain and mental anguish. I cannot understand how a uniformed officer would stand by and refuse a request to file a police report by anyone, regardless of the location. I should have been allowed to file a report at the actual site of the incident so the agent, the police officer and the TSA manger are held accountable for their actions.

I have been a frequent traveler for over 5 years. During this time I have been a willing participant as security methodologies evolved. The current practices of the Department of Homeland Security are beginning to negatively affect my work duties. I do not feel that it is appropriate to be groped and prodded on a regular basis in order to fulfill the travel requirements of my employer. I have no reasonable alternative mode of transportation as my territory is too vast to conduct business by car or train as suggested by Janet Napolitano. I serve this country as a small but important cog in the wheel of interstate commerce. It is in this Nation's best interest to allow me and my fellow travelers the freedom to conduct business without unreasonable obstruction or undue pain and mental anguish. There are legitimate health risks and Constitutionally defined freedoms at stake here. I would like for a representative from your office to respond to this request immediately as I have pending business travel arrangements that will require me to be exposed to the Department of Homeland Security again within days. I need to know my rights.

Thank you,

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

(b) (6)

E-Mail Viewer

Message Details Attachments Headers Source

HTML

From: "webforms@sarbanes.house.gov" <webforms@sarbanes.house.gov>
Date: 11/11/2010 9:59:46 PM
To: "Congressman John Sarbanes" <md03ima@mail.house.gov>
Cc:
Subject: IMA MAIL ON Transportation

Hello Representative Sarbanes,

I normally do not write my congressman but feel compelled at this time. I am very upset about the new screening system at the airports; the body x-ray scanners. I am upset as my husband and I are frequent travelers and feel we are taking unnecessary health risks but exposing ourselves to the radiation each time that we are scanned. In fact, I feel if the x-ray body scans continue, the real threat to our country will not be from terrorism, but from the health issues associated with the radiation from the body scan machines. My husband and I have opted for the pat downs, but have found them to be invasive and humiliating. We are often forced to stand for the pat down in the exact area of the ventilation vent of the scanning machine.

If the current method of body scan screening continues, we will indeed limit our flying.

Please advocate for us.

Thank-you!

Close

(b) (6)



Headquarters
5005 LBJ Freeway, Suite 250, Dallas, TX 75244
1-877 GO KOMEN
www.komen.org

SCANNED/RECEIVED
BY EXEC SEC
2010 DEC 23 AM 11:17

November 23, 2010

Secretary Janet Napolitano
Department of Homeland Security
U.S. Department of Homeland Security
Nebraska Avenue Center, N.W.
Washington, DC 20528

Dear Secretary Napolitano:

Susan G. Komen for the Cure® has been watching with interest the recent controversy over new airport screening requirements by the Transportation Security Administration (TSA). Specifically, we are concerned about reports from breast cancer survivors that they have been subjected to invasive and disturbing secondary screenings after initial body scans turn up evidence of implants, prostheses or breast cancer surgery.

One survivor says she was told to remove her prosthesis; another experienced pain for days following a particularly hard "pat-down" on her chemotherapy port, and others say they felt invaded and humiliated.

While we wholeheartedly support TSA's efforts to ensure the safety of our citizens, we expect TSA agents to consistently follow TSA's policies, and to treat with respect the millions of Americans with medical devices or evidence of surgery. For our part, we are referring breast cancer survivors to TSA's website so that they are aware of TSA's policies and what they can expect.

Going forward, we look forward to working with you and your team to provide input on guidelines and training, to ensure that the needs of the nation's 2.5 million breast cancer survivors are taken into account.

Thank you for doing what you can to ensure the proper balance between security and respect for the dignity of breast cancer survivors is practiced.

Respectfully,

Elizabeth Thompson
President

TBA-101227-005

Breast cancer knows no boundaries – be they age, gender, socio-economic status or geographic location.

1
(b) (6)

Secretary Janet Napolitano
Department of Homeland Security
U. S. Department of Homeland Security
Washington, D. C.

SCANNED/RECEIVED
BY EXEC SEC
2010 DEC 23 PM 12: 15

Honorable Janet Napolitano:

I am a flight attendant with Delta Airlines, with over 43years experience. On December 9th,2010, I was going through TSA screening checkpoint 6 in the MSP airport about 8am for my morning flight. I chose to go through this checkpoint because they use the full body scanner. I have a knee replacement which activates the other detectors, there by requiring a body "pat down" which I prefer not to have done if possible. On a previous flight on December 6th, I used the body scanner at checkpoint 6, without delay, however on the 9th, after the scanning, I was told I would be required to submit to a "pat down".

When I questioned the reason for this, I was given no answer other than I would have to submit to the "pat down either publicly or in private. I chose private. I asked to speak with a supervisor. Who after being briefed on the situation still gave no reason but stated that "it's at the discretion of the individual TSA screener". I then had a "pat down" from the waist up which was so abusively rough, that it left bruising on my left arm. After this all took place, they took my ID badge, disappeared with it for a few moments, then returned it to me. I suppose I'm now in some computer data base. I feel quite sure the TSA individual was letting me know that her authority was indeed indisputable.

I fully understand the need for security, being a flight attendant but this treatment had nothing to do with airline safety - it had to do with power and unquestionable authority of these TSA individuals.

(b) (6)

-mailed on 13 Dec '10

(b) (6)
(b) (6)
Edina, Minnesota 55436

cc;
Amy Klobuchar D-Minnesota, Al Franken D-Minnesota, Eric Paulsen R-Representative
Minnesota,Delta Airlines

TSA-101227-013

SCANNED/RECEIVED
BY EXEC SEC

2010 DEC 23 AM 11:17

(b) (6)

December 8, 2010

Dear Mr. President,

Yesterday I had the unfortunate experience of being patted down at the Philadelphia International Airport on my return to Phoenix, AZ. I did not set off the metal detector. I did have on a sweatshirt and the agent said that I therefore had to be patted down. I have since learned that this is an arbitrary decision made by the agent at the time. I had been wearing a similar garment when I flew out of Phoenix and had no problem. Upon being told I was going to be subjected to a pat down I immediately started crying so I was then offered the opportunity of a private screening room which I accepted. After a few minutes I was ushered into a private room by three women all of whom remained with me. I wanted to take my shirt off and was told federal law does not allow that. I found that very hard to believe and started to lift up my shirt and was told if I continued they would call in the police. My choices were to be patted down or to not fly. These are not choices. That airport does not have full body scanners yet. The woman who actually patted me down was very nice about it. That is not my complaint. My complaint is that I had no rights whatsoever. Why couldn't I take my shirt off? I am a 69 year old breast cancer survivor who cannot believe I was subjected to such a humiliating experience. Imagine how you would feel if this were to happen to one of your daughters. If nothing else, please give me the right to take off my shirt.

Sincerely,

(b) (6)

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

Sedona, AZ 86336

cc: secretary Napolitano

TBA-101227-015



NATIONAL CENTER FOR LESBIAN RIGHTS

SCANNED/RECEIVED
BY EXEC SEC
2010 DEC 28 PM 1:55

December 17, 2010

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

Dear Administrator Pistole.

As the holiday travel season continues, we write to urge you to take immediate action to end the mistreatment of transgender travelers at our nation's airports. In a national survey, nearly one in five transgender travelers report having been harassed or disrespected by TSA agents or other airport workers. The undersigned organizations are deeply concerned by reports of serious mistreatment of transgender travelers at airports in the last few weeks. As we have previously expressed to your agency, we strongly encourage you to issue guidance and training to TSA agents to ensure that security checkpoints are managed in a manner consistent with safety and dignity for all travelers, including transgender people.

Like many Americans, we were deeply unsettled by TSA's recent decision to implement on a routine, national basis search techniques that are far more intrusive than anything previously seen in the United States. Like many other organizations, we are opposed to the routine use of so-called "enhanced" pat-downs and the current whole-body imaging technology as primary methods of airport screening. Routine use of these techniques poses serious privacy concerns for all travelers. The invasive and intimate nature of these search procedures also creates many more opportunities for transgender people in particular to experience mistreatment or harassment.

We commend the efforts of TSA, and in particular Special Counselor Kimberly Walton and the Office of Civil Rights and Liberties, to engage in a dialogue with us and other transgender advocates and to clarify and improve its policies, procedures and trainings to ensure respectful treatment of transgender travelers. This dialogue has already enabled us to provide more accurate and helpful information to transgender travelers, which we believe will ultimately result in fewer difficulties and inappropriate incidents at airports.

At present, however, our organizations continue to hear from transgender travelers about seriously troubling encounters at security checkpoints. Incidents in the last few weeks alone have included the following:

- A male transgender attorney was detained for two hours on his way to an out of town court hearing by TSA agents because his intimate anatomy, as indicated by a whole-

body image scan and a subsequent pat-down, did not conform to agents' expectations of what a man's body should look or feel like. While detained for two hours and interviewed by local police and a bomb appraisal unit, the man was subjected to humiliating personal questions and comments. The man missed his flight and was instructed that he might or might not be permitted to board any subsequent flight, and should carry a physician's letter regarding his transgender status whenever he flies. Fortunately, the man was able to board another flight and to return from his business trip without further incident.

- A transgender man traveling to an international conference was forced to undergo a humiliating ordeal at another airport that included being forced to remove chest-binding undergarments and pull down his underwear to show a prosthetic device to TSA officers. Though cleared for flight, he reported being understandably disturbed by the experience. When his flight was subsequently cancelled, the man was shuttled to a nearby airport where he was cleared through security without incident.

These men were not carrying any prohibited items on their persons or engaging in any inappropriate or suspicious behavior – they were simply going about their professional and personal business. Incidents like this should not be permitted to happen to any law-abiding passenger in an American airport. Transgender people in particular remain very apprehensive about air travel in light of new TSA procedures and stories of inappropriate conduct by TSA agents.

We urge TSA to take swift action to ensure that travelers are not subjected to harassment, abuse, or additional invasive screening based on their gender identity, gender expression, or physical attributes. Specifically, we urge TSA to take the following actions as quickly as possible:

- Immediately update TSA's Traveler Civil Rights Policy to expressly prohibit discrimination on the basis of gender identity;
- Ensure that TSA officers at all airports have received adequate training to deal respectfully and address privacy concerns adequately with special traveler groups, including transgender people;
- Include transgender people in training sessions;
- Develop educational materials, using pictures or demonstration devices, to explain to TSA officers various prosthetic devices and other atypical anatomies and the specific TSA procedure for screening travelers with these issues;
- Develop clear, uniformly-applied policies that reasonably limit the use and scope of "pat downs" for transgender travelers, and ensure that an individual's gender identity, gender expression or physical attributes will not, in and of themselves, be a basis for suspicion or additional, intrusive screening measures; and,

- Work with transgender community leaders to develop and post guidelines for transgender travelers on the TSA website outlining how screening procedures may apply to them, how to prepare for screening, and emphasizing TSA's commitment to maintaining a safe and dignified security process for all travelers.

We recognize the difficult job that TSA faces in protecting the nation's transportation systems and, most importantly, its travelers. We strongly believe that TSA can fulfill its security mission while respecting the rights and dignity of all passengers, and we look forward to continued dialogue and collaboration with your agency.

Sincerely,

Mara Keisling, Executive Director
National Center for Transgender Equality
1325 Massachusetts Avenue NW, Suite 700, Washington, DC 20005 • (b) (6)
(b) (6).org

Kate Kendall, Executive Director
National Center for Lesbian Rights
870 Market Street Suite 370, San Francisco CA 94102 • (b) (6)
(b) (6).org

Masen Davis, Executive Director
Transgender Law Center
870 Market Street Room 400, San Francisco, CA 94102 • (b) (6)
(b) (6).org

cc: Secretary Janet Napolitano, Department of Homeland Security
Jennifer Carmichael, Director, Office of Civil Rights and Liberties, TSA
(b) (6) (b) (6) External Compliance & Public Outreach Division, Office
of Civil Rights and Liberties, TSA
Kimberly Walton, Special Counselor, TSA

Congress of the United States

Washington, DC 20515

RECEIVED

DEC 4 - 2010

The Honorable Congressman Bill Posey
2725 Judge Fran Jamieson Way
Building C
Melbourne, FL 32940-6605

321-632-1776
321-639-8595 Fax
888-681-1776 Toll Free
www.posey.house.gov

By Congressman Posey's Office

NOTICE

The PRIVACY ACT of 1974 requires that written consent be obtained from the constituent before information can be disclosed from records with a federal agency. So that I might act on your behalf, I would appreciate it if you would sign the following statement. (If you are inquiring on behalf of another person, it is necessary that they sign the statement).

DATE: 11-30-10 EMAIL: (b) (6) @hotmail.com
NAME (Mr.) (Mrs.) (Ms.) (Dr.) (Rev.): (b) (6)
ADDRESS: (b) (6) APT #:
CITY: Rockledge STATE: FL COUNTY: Brevard ZIP CODE (+4): 32955

I am a permanent resident of Brevard, Osceola, Polk or Indian River County (yes) [checked] (no)

HOME PHONE: (b) (6) WORK PHONE: NA CELL: (b) (6)

***When applicable please supply the following information:

SOCIAL SECURITY/MEDICARE #: DATE OF BIRTH
ALIEN #: A VETERAN CLAIM #: C
ID #: Federal Agency (ies) you request I contact Homeland Security's T.S.A. Airports

Please state the problem briefly: (additional information, pertinent documents explaining the situation may be attached)

Please see attached statement on our civil rights as U.S. Citizens at Airports

What outcome do you hope to gain? Review, investigation of the TSA's selection and training of their agents, especially TSA agents called (b) (6) and (b) (6) specific to this event.

SIGNATURE: (**required) (b) (6)

**Please note, if the matter in which you are requesting assistance may be limited in authority or I may be precluded from intervening on your behalf due to Congressional Code of Ethics. Please forward all state matters to your local State House or State Senator's attention for their review. Their numbers are listed in the front section of your local phone directory. (Typically state matters include HRS matters, food stamps, child support issues, Medicaid, Voc Rehab, State Workers Comp., Brevard Workforce, State Unemployment.)

TSA events of my return trip home.

With my two cats I requested a private screening.

I had successfully done a private screening at the beginning of our trip in Orlando International Airport.

THIS IS WHAT HAPPENED:

After showing my I.D./boarding pass and requesting the private screening the TSA agent asked us stand aside and wait. After 20 minutes passed I again inquired about a private screening. The agent asked us to wait. Some time later we saw the agent talking to a second agent and pointing to us. This second agent approached telling us to go through the security line with the other passengers. I told this second agent we were waiting for private screening; but this agent only looked at the first agent who said to me, "We give the orders here, not you". Now the second agent and a third person named (b) (6) dressed in plain clothes told me to, "Stop talking and just follow orders". I was forced to go through the metal detector with no opportunity to take the metal ID tags/leach off my cats so all the alarms were set off while confusion and chaos escalated. Agents now began treating me as "uncooperative" and their threatsboth verbal and physical... began which included:

(b) (6) less than 6" from my face in a threatening stance and tone said, "Stop talking, I will remove you from this flight and you will not fly again", "You are causing a big disruption" (I was asking for "private screening" for my cats), " You will be quiet and be pat-down I can remove you from this flight", suggesting I could be put on the no fly list, arrested.

(b) (6) was saying this to me during the advanced pat-down by a female TSA agent who was quietly apologizing to me saying she was just "following orders" being given by (b) (6). My two cats were patted-down while I was being told the cats could have a "bomb" on them. All our valuables were left on the table beyond the x-ray unattended.

During this 1 hour of trauma I was crying, afraid of loosing my cats, very scared for my safety, feeling like I was blindsided and a victim of my own government.

The goal of this report is to give my voice as a United States citizen to what I believe is wrong with the selection and training of TSA agents. Weeks later I found out plain clothed (b) (6) was the TSA Supervisor!!

I have been a registered nurse with a masters in clinical psychology for the past 30 years. The damage to me is done....but I hope our government can recognize this is wrong and help us protect our freedoms not lose them.

(b) (6)

(b) (6)

Passenger on United Flight #6563 @1:23pm Oct. 14, 2010 .

DEC 3 2010

Please complete this form and return to:

Senator Charles E. Grassley
210 Walnut St. - 721 Fed Bldg
Des Moines, IA 50309
Phone: 515-288-1145
FAX: 515-288-5097

(b) (6)

CONSENT FOR RELEASE OF PERSONAL RECORD INFORMATION

The Privacy Act of 1974 limits the disclosure of personally identifiable records by federal executive agencies, absent permission from the person involved.

Accordingly, to facilitate my constituent casework request, I, the undersigned, hereby authorize Senator Charles E. Grassley and employees in his office to receive information in my file on my behalf.

(b) (6)

Name (please print)

(b) (6)

Spouse's Name

(b) (6)

Date of Birth

Social Security Number

Social Security Number

Dec 1, 2010
Date

Date

Date of Birth

Date of Birth

Address: (b) (6)

Address: Shore

West Des Moines, IA 50266

(b) (6)

Phone (day time)

Phone (date time)

Cell Phone

(b) (6)

Email Address

com

STATEMENT OF PROBLEM - In detail

I am a 47 year old white haired female with a hip replacement who enjoys flying, especially to foreign countries. Every time I go through a TSA security check, I set off the alarm. I have no problem with being a full body scanner, if it is available, nor a wandering of my body. However, the pat down I recently experienced caused my great distress. I asked for and was taken to a private

Please feel free to use additional sheets, if necessary

screening room, walked barefoot through the air
between two female guards. I felt like a
criminal! I was touched, more than once, in
areas of my body I consider private! I feel
strongly that this procedure is an unreasonable
search under the constitution of the United States.
I thought that I will have to undergo this
procedure every time I fly out of the Des
Moines airport has made me reluctant to
ever fly again. Is there anything to be done
for me and all the other good people
who have had joint replacements? Common
sense has obviously been ignored at the
ISA headquarters. Is there a better way
to use my tax dollars and still protect the
citizens of this country? I've been told that
members of Congress do not have to go through
security. Is this true? Maybe I need to
run for senator when you retire.

(b) (6)

(b) (6)

From: (b) (6) @TSACC.SYSINTEGRATION.COM
Sent: Monday, November 29, 2010 10:16 AM
To: (b) (6) (b) (6) @tsacc.sysintegration.com;
(b) (6) TSACC.SYSINTEGRATION.COM;
(b) (6) @TSACC.SYSINTEGRATION.COM; (b) (6)
(b) (6) @TSACC.SYSINTEGRATION.COM;
(b) (6) @TSACC.SYSINTEGRATION.COM; (b) (6); (b) (6)
(b) (6) @tsacc.sysintegration.com
Subject: TSACC-I demand a specific answer to each of the questions below

1Is a TSA agent allowed to spread my labia in her inspection IF AND ONLY IF the ONLY reason I am subjected to such a molestation in the first place is because I have had metal implants put into my hips?

2Why, when an x-ray screening machine is available, must I be subjected to the molestation? Why can't the TSA agent be required to use the machine if it is present?

3Why is a TSA agent allowed to put so much pressure on my breasts that she leaves bruises? Is this standard procedure?

4When I ask the TSA agent to touch her own body where she intends to touch mine – so I can get a true and honest understanding of her techniques – why is she allowed to refuse providing such explicit information? It would go a long way toward relieving my anxiety and fear about being man-handled (no matter that she is the same gender, it feels as if a MAN were molesting me!)

--- Original Message ---

From: (b) (6) <(b) (6).edu>
Received: 11/15/10 7:26:46 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: Re: TSA Contact Us: Complaints

Your response is not satisfactory and did not address the issues raised in my complaint. I demand a specific answer to each of the questions below:

1. Is a TSA agent allowed to spread my labia in her inspection IF AND ONLY IF the ONLY reason I am subjected to such a molestation in the first place is because I have had metal implants put into my hips?
2. Why, when an x-ray screening machine is available, must I be subjected to the molestation? Why can't the TSA agent be required to use the machine if it is present?
3. Why is a TSA agent allowed to put so much pressure on my breasts that she leaves bruises? Is this standard procedure?
4. When I ask the TSA agent to touch her own body where she intends to touch mine – so I can get a true and honest understanding of her techniques – why is she allowed to refuse providing such explicit information? It would go a long way toward relieving my anxiety and fear about being man-handled (no matter that she is the same gender, it feels as if a MAN were molesting me!)

Because my family has to eat and I have to work and I have to fly to do my work I will have to allow the TSA to continue abusing and molesting me in the name of National Security. But, I don't have to like it! And I am still an American citizen who has the right to speak openly about my discomfort, pain and disgust at the continual bulleying that I experience at the hands of your less than well trained and inconsiderate agents. I can only imagine Osama Bin Laden laughing his head

off in some dark cave because he has succeeded in getting you, the TSA, to terrorize, victimize, bully and molest honest law-abiding citizens in the name of National Security. Yet, unless a potential bomber is stupid enough to have metal implants, he/she will never set off the metal detector and your invasive, , immoral, debasing and dehumanizing disregard for my civil rights will go on and on and on – with no increase in my safety because the bomber will walk free.

Surely there is someone at TSA who is intelligent enough to come up with a better way of screening would-be terrorists. I am tired of being treated as a criminal who is considered guilty until proven innocent and am forced against my will to subject myself to such humiliation and debasement. Would you want someone molesting your daughter? Or your wife? Or your grandmother?

Shame on you!

On 11/15/10 9:39 AM, "TSA-ContactCenter" <TSA-ContactCenter@dhs.gov> wrote:

Thank you for your e-mail regarding pat-down procedures conducted at our Nation's airports.

At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

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

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

We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSA's Web site (www.tsa.gov <<http://www.tsa.gov/>>).

We hope this information is helpful.

TSA Contact Center

--- Original Message ---

From: <(b) (6) .edu>

Received: 10/31/10 3:24:01 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>-----
-----Remote Client IP (b) (6) Date Time: 10/30/2010 3:39:35 PM---

Name: (b) (6)
Email: (b) (6).edu

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: I have had both of my hips replaced with metal implants; therefore, I must go through a screening and pat down procedure every time I fly. My job requires me to fly 2 to 4 times per week. On Friday, Oct. 29, I was subjected to the most humiliating and demeaning physical exam by a TSA employee. I understand that she was "only doing her job" but this kind of mandated inspection where a federal agent manipulates my breasts and feels my crotch is not acceptable in a free society. My only crime is getting hip replacements. I am an honest, law-abiding citizen and feel that this new screening procedure is unconstitutional and discriminatory. I respectfully request that TSA cease and desist with this procedure and return to a more humane and less invasive manner of screening passengers with medical implants who must fly to do their work.

----- TCC Control Number: -----

>

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

UTeach Institute

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

1 University Station G2550
College of Natural Sciences
University of Texas at Austin
Austin, TX 78712 - 0549

Phone: (b) (6)
Fax: 512-232-1491
Web: uteach.utexas.edu

(b) (6)

(b) (6)

Chicago, IL 60601

September 20, 2010

Transportation Security Administration
3848 Northwest Drive
Atlanta, GA 30337

Dear Transportation Security Administration Staff,

I would like to file a complaint about the disrespectful treatment I experienced last month at both Chicago O'Hare International Airport and Hartsfield-Jackson Atlanta International Airport. While I very much desire safe, uneventful air travel, I also expect to be treated respectfully, in a manner that does not foster unnecessary fear or distress.

The first incident occurred on Sunday, August 22, 2010 at O'Hare (Terminal 2, before Delta flight 1677 to Atlanta). It was inappropriate, physically violating, and humiliating.

After placing my carry-on items on the x-ray belt and preparing to walk through the usual metal detector, a male TSA officer asked me to step to a second line. There was a second officer on the other side of a larger, new detector, and I asked if this was the machine that shows people's naked bodies. The officer told me that *she* would not be able to see my body. I asked what type of radiation was used, but the officer was clearly becoming frustrated that I was taking too much time to assess the potential harm of this new security procedure.

I seemed to have 3 options, none of which were both safe and dignified:

- 1) Subject my body to radiation and viewing by a stranger - it was unclear whether or not this image would be stored or discarded
- 2) A physical search in public but within view of my belongings
- 3) A physical search in private without a view of my belongings.

I chose option 2. I have undergone physical searches a few times in the past, and while they are uncomfortable, they are usually performed quickly and professionally.

However, I was horrified when the female security officer moved her hand *slowly* across my body. Most distressing were the slow, massaging motions around my breasts and at the top of my legs. Male passengers were stopping to watch, and one right in front of me was openly staring and smirking, clearly enjoying the show. I turned around and complained to the security officer about the man, but then I could no longer watch other passengers reaching over and around my laptop, medications, and carry-on bags. I was reduced to tears - it was an utterly humiliating experience. The security officer asked if I would like a private screening, but I did not want to be separated from my personal belongings. I was traveling alone and had no companion to gather my belongings for me. And I was fearful of how much more physically violating a private screening would be.

It was additionally distressing to note that primarily young, slender women and older gentlemen were being "randomly" selected for this invasive screening. It did not feel

random at all. In fact, it was disconcerting to me that the majority of passengers were not subjected to this invasive screening, which seemed to be based on a passenger's appearance.

The second incident occurred on Tuesday, August 24 during my return trip from Atlanta (before Delta flight 2512 to Chicago O'Hare). I once again was "randomly selected" to undergo the invasive screening procedure. As in Chicago, this selection did not feel random - it once again seemed that TSA officers were targeting slender young women and older gentlemen.

In Atlanta, there were signs explaining the radiation and showing examples of the images security officers see. While people's faces in the signs appeared blurred, one could clearly see their underwear and bodies. These signs heightened my concerns about the privacy and inappropriateness of this type of screening. The women TSA officers on either side of the screening device were hostile - the second one actually raised her voice in a threatening manner and entered the screening booth with me. She accused me of thinking that security is unimportant. This was extremely upsetting to me - as though she were trying to instigate a fight with me.

Of course I think security is important! I do not want my flight to crash! By accusing me of not caring about security, the TSA officer seemed to imply that I am somehow a terrorist or un-American. I feared I would be arrested for not wanting people to view my naked body or give me a slow, massaging pat-down.

Afterward, a male TSA officer called over one of his supervisors, who listened respectfully to my concerns and offered me a complaint card. But once again, I burst into tears as I gathered my belongings. Several passengers came over to console me, and a second TSA officer suggested I speak to a manager at the TSA kiosk. Two female TSA managers respectfully listened to my concerns, urged me to visit the TSA website to view additional examples of how non-violating the images are, and told me that I could always ask for a private screening and that my belongings would come with me during the screening. The one manager also told me she would speak to her staff about accusing people of not valuing security. I am grateful that these managers listened to me, and I hope that TSA officers are treating passengers more respectfully in Atlanta.

While I sincerely appreciate efforts to make air travel as secure as possible, random public humiliation of innocent civilians is unacceptable. It seems to only foster fear, rather than alleviate it. I have viewed the description of the advanced imaging technology at the TSA website, but I am still distressed by the violating clarity of the images.

I urge you to seek alternate methods of securing passenger safety that do not violate passengers' physical bodies and emotional health.

Sincerely,

(b) (6)



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or manager, or by mail.

Date: 12/07/10 Time: 3pm Airport: TJL54

Date/Time of Travel: 12/6/10 3pm Airline & flight number: SWA 958

Checkpoint/area of airport: MAIN Security TSA Employee(if known): (b) (6)

COMPLIMENT/COMPLAINT(summarize):

I travel over 50 flights a year. I find policies vary widely EVEN at the SAME AIRPORT. Yet there are some things that defy understanding. For example, I NEVER USE the scanner - not a protest but rather a matter of safety. I have no objection to a pat down - But yesterday I had to remove a belt for the pat-down. I challenged the request and WAS FACED with ARMED Security/police.

Passenger's Name: (optional, so we can follow-up with you) (b) (6) (over)

(Optional) Phone number (b) (6) e-mail: (b) (6) .com

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsclaims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C.114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0030, which expires 8/31/2008.

TSA-101230-003

All this because I asked to see the policy that requires someone to remove a belt during a pat-down (this has never been asked of me in any other airport).

I am a business man in a suit. I don't intimidate easily. I can only imagine how the average person feels when confronted in such a massive way.

We must be safe, but I decry your SMASH-mouth, Sledgehammer approach. Why can you not do better?

Are we doomed to have a kind of Post office to run our important security functions?

Working with you 60+ times a year is frustrating, disappointing and even depressing.

E-Mail Viewer

Message Details Attachments Headers Source

From: "Web forms" <webforms@www1z1.house.gov>
Date: 12/8/2010 5:35:33 PM
To: "ne03ima" <ne03ima@mail.house.gov>
Cc:
Subject: IMA MAIL ON ISSUES

HTML

(b) (6) None
(b) (6)
Gering, NE 69341-4020
(b) (6)
(b) (6) @gmail.com

Congressman Smith,

I hope you remember me from serving on your Youth Advisory Council years ago when you served in our state legislature.

Recently, my wife and I traveled through the Raleigh/Durham Airport in North Carolina. My wife is pregnant and was forced to go through one of the new scanners! The TSA agents guided her into a security line ahead of me and before I knew it a TSA officer was in front of me saying, 'The scanners are safe, your wife will be fine.' I looked over and my wife was looking back at me and the TSA officer in front of her told her she had to go through the scanner. She asked to talk to me first and he told her, 'What do you need to talk to him for? You have to go through.' She told them she was pregnant and they still made her go through! Why in the world would they make her do that SHE'S PREGNANT!

We called our doctor right away when we got home. The doctor told us that there is no way to know if it is safe yet or not because no testing has been done. They said it could alter DNA! The doctor was concerned that she went through the scanner. The TSA officers said it was SAFE. Why did they lie to us?

Also, I now understand that she had a right for a pat down. She was not given that option; instead they forced her through. Also, she had a right to a pat down in private with me present. She was treated as if she could not even talk to me! I don't even recall if there was a female TSA officer present to perform a pat down on my wife.

I had no time to act and they separated us in the line. What do I do? I'm so angry, I'm worried about our baby, and I don't know what recourse I have? Can you please help? Where do I go next?

Sincerely,

(b) (6)

Close



SOUTHWESTERN
BAPTIST THEOLOGICAL SEMINARY

December 1, 2010

Mr. John Pistole, Administrator
Transportation Security Administration
601 S. 12th St.
Arlington, VA 20598

Dear Mr. Pistole:

As a consistently law-abiding U.S. citizen and by necessity a frequent flier, please accept this expression of deepest concern and profound disappointment over the recent move of the TSA toward abridgement of personal rights and harassment of law-abiding citizens by the TSA in the name of the protection against terrorism. Body searches and exposure to radiation in some wild scenario might be conceived as necessary but not until the TSA and the American government has done everything else that it could.

The TSA and the American system of counterterrorism is a constant laughingstock to security people in Israel and in other lands where they do not abide by the absurdity of not profiling. As a minister of the gospel, I am seriously in favor of the rights of all and regret that profiling becomes necessary, but the truth is that we have actually favored Muslims and discriminated against faithful American citizens by failing to profile. Were the TSA to begin profiling all Muslims and extending their search strictly to them, it would not be long until good Muslims, which constitute by far the majority, would put so much pressure on the evil ones that we might even have a return to the halcyon days when all of these security precautions were not necessary. Islam is a religion that endorses violence. While the majority of the followers of Islam would not proceed with that ticket, they need to be given all the help that they need to restrain those who would, and that restraint can only come from the Islamic community.

In conclusion, if it were not absolutely mandatory that I fly, I would refuse to do it. If I had a young daughter and she was subject to either of the most recent means of security check, whether that be groping or exposure to radiation and imaging of the entire body, I would exhaust every penny within my means to find a way to sue the federal government for invasion of privacy and for molestation of children. The TSA's intent may be noble enough, but until you can guarantee the character of every person employed by the TSA, which will never be possible, then the possibility for all that remains completely realistic.

Please, Mr. Pistole, for the sake of law-abiding Americans and for the freedoms that we cherish and love, desist from this absurd and destructive policy and get out of the lives of your faithful citizens. We desperately need the federal government to protect our borders and beyond that to let us pursue our lives as we see fit. Thank you for your consideration.

Sincerely,

Paige Patterson
President
Southwestern Baptist Theological Seminary
Fort Worth, Texas

PP ■

TSA-110104-028

OFFICE OF THE PRESIDENT

December 13, 2010

Transportation Security Administration
Routing #TSA-1 TCC
601 South 12th Street
Arlington, VA 20598

Re: Incident at LA International Airport
American Airlines Flight #1920
November 21, '10 7:40 A.M.

Dear TSA Representative:

There occurred a very serious incident on the above date as my husband, (b) (6) and I arrived at the airport in Los Angeles.

We were to board American Airlines Flight #1920 at 7:40 A.M, Terminal 4, Gate 42B to fly to San Francisco when I was taken to a separate room after passing through two (2) security check-off points. In the company of two TSA agents who did not answer any of my repeated questions as to why I was selected for personal examination one of your agents went through my purse to get a photo ID. Every time I motioned the agent in order to get her my Driver's License she refused to allow me to get into my purse. She vigorously searched my purse as if she did not know my identity, after having passed through two security check-off points. In the process she broke my pair of sunglasses.

At the point she began to pat me I continued to question the reason for all of this activity. After a considerable while the TSA agent mentioned that I carried something in my groin area. At that point I really got scared from all the patting and pulled out a feminine napkin that I wear because I suffer from incontinence.

Awaiting a Claim Form I decided to register my complaint and these are the points that I want to stress with TSA:

1. There was no need to rumble through my purse under the pretext that your agent wanted to establish my identity because I was set aside for personal examination;
2. There was no need for the TSA agent not to answer my repeated questions as to what caused the need for my personal examination.

TSA-110104-03A

In the process of boarding my flight from Los Angeles to San Francisco on November 21st, '10 I was exposed to an extremely arrogant, deliberately humiliating, and personally invasive procedure caused by your TSA agent. Not to mention that I was exposed to radiation through having been exposed to an X-ray machine.

I am seeking recovery of some sort for the huge mistreatment that I received from your TSA agent on November 21st, '10 at Los Angeles International Airport.

(b) (6)

(b) (6)

(b) (6)
Douglaston, NY 11363

(b) (6)

Email: (b) (6)@.edu

(b) (6)

December 17, 2010

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

EXECUTIVE SECRETARIAT

2010 DEC 30 P 3:14

Dear Mr. Pistole,

I feel compelled to write a letter at this point because of how I was treated at the Denver International Airport earlier today. I have included a photograph of me and my 13-year-old son. The picture I have is what I was wearing when they went after me. We made a one day trip to Denver to see a basketball game. Just so you know, I am a (b) (6) While that doesn't mean that I'm special, it's a reasonable sign that I am not a complete idiot. The way I was treated made me never want to fly again. In the future I will just make the 8 Hour to Denver by car. It will be easier and certainly less demeaning.

Apparently, I tripped something positive on the full body scanner going through security. I have no issue with using that device, assuming of course, that it works for its intended purpose (I have no information on that, although I am growing skeptical). Ultimately, however, my episode was shown to be a false positive. However, before that was determined, I was treated like a criminal, separated from my son, taken into a separate room (my 13yo son was then alone in DIA) so that I could have the very demeaning total pat down that for some reason takes three men to perform. I don't even have much of a problem with that (for me), but the whole outfit seemed confused, they didn't know what step was to be next, they repeated steps and all around appeared incompetent, but *very* authoritative. I don't care all that much about a pat down for me, because I'm used to taking abuse from uneducated people in my line of work. I will say, however, that if they tried to treat my son that way I would have punched the guy, and I don't care what punishment would follow.

I don't even have a problem with the whole incompetence thing. But do I really have to be treated as if I am a criminal from the beginning with a bunch of attitude from the overweight 60+ year old guy who is trying to show that he's the big boss and is in charge? Look again at my picture. Does ANYONE really think that my scanner finding was going to be ANYTHING but a false positive, and a waste of the passenger's (American citizen's) time? I freely submit to the

TBA-110104-035

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

Billings, Montana 59101

search, but does it have to come with the "I'm with TSA and I'm in charge here, you criminal" thing? A little apology for the inconvenience up front (none was ever given to me at any time, by the way) would go a long way, SINCE WE ALL KNOW THAT YOUR TRUE POSITIVE RATE IS MINUSCULE.

Would you please send out a memo or include in your training that your employees are taking time away from us citizens at the very least, possibly making us submit to a VERY demeaning search, and inferring the unspoken accusation that we may be a mass murderers, all with a less than 0.01% chance of actually doing something helpful. An acknowledgment of those circumstances would make at least a more tolerable waste of time.

I expect you not to respond to, or even actually see, this letter. Please know that I would much rather have no response than a patronizing response about how everybody is doing their best. If this is your best, woe is us.

Very Sincerely,

(b) (6)

(b) (6)

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

Billings, Montana 59101



**One Hundred Eleventh Congress
U.S. House of Representatives
Committee on Homeland Security
Washington, DC 20515**

December 21, 2010

The Honorable John Pistole
Administrator
Transportation Security Administration
601 South 12th Street
Arlington, VA 22202

Dear Administrator Pistole:

As you noted recently on *Good Morning America*, evolving terrorist tactics coupled with the Transportation Security Administration's (TSA) poor results on covert testing over the past several years, and instances where traveling passengers brought prohibited items, such as firearms, through screening checkpoints prompted you to enhance the passenger screening protocols employed by Transportation Security Officers (TSOs).

Considering the controversy surrounding the widespread deployment of advanced imaging technology (AIT) machines and TSA's new pat down procedures, TSA needs to demonstrate its commitment to reducing the vulnerabilities identified in covert testing conducted by the Government Accountability Office and TSA's Office of Inspection. It is for this reason that I write to request a briefing to learn more about the additional training TSA has provided to TSOs to ensure they have the tools they need to protect the traveling public and stop individuals and items that would do us harm. In addition, I would like details on the impact these enhanced screening protocols and training have had on TSOs' ability to identify and stop dangerous and prohibited items from passing through the security checkpoint.

Thank you for your consideration of my request. Should you have any questions, please do not hesitate to contact me or (b) (6) of the Republican Staff of the Committee on Homeland Security at (b) (6). I look forward to continuing to work with you and your staff to ensure the safety and security of the Nation's traveling public.

Sincerely,

GUS M. BILIRAKIS
Ranking Member
Subcommittee on Management, Investigations,
and Oversight

OFFICE OF THE
EXECUTIVE SECRETARY
2010 DEC 30 P 3:14
ATTACHED

TBA-110105-002

December 17, 2010

Director, Transportation Security Administration
601 S. 12th Street
Arlington, VA 20598

**Re: Incident, Denver International Airport,
Denver, CO
12/8/10**

Dear Sir or Madam:

Enclosed is a copy of 4 cards which I filled out on December 8, 2010, after undergoing scrutiny one should not have to endure because of two replaced joints. It was one of the worst experiences of my life, and one which I hope not to have to undergo again while traveling the short distance from Denver, CO to Los Angeles, CA.

It was a waste of my time; a personal affront to my body; and abuse I should not have to endure as a citizen in good standing of the United States of America.

Ordinarily, I am not one to complain; however, even the TSA answers to someone, namely, God and the President of the United States.

Please read the enclosed and investigate this thoroughly as I never ever want to be subjected to this kind of mental, physical, and emotional abuse again, especially anywhere in the United States of America.

I would appreciate an investigation and a response.

Sincerely,

(b) (6)

(b) (6)

Enclosure

Cc: Director, Office of Civil Rights, TSA
President Barack Obama

2010 DEC 30 P 3:14

EXECUTIVE SECRETARIAT
OFFICE OF THE

2010 DEC 30 P 3:14

TRANSPORTATION SECURITY

TSA-110105-003

Airport DIA Location Denver, CO
Time 11:50-12:10 pm Date 12/8/10

today involves discrimination I was treated like a "terrorist" and all I am is a 61 y.o. woman who has undergone a left hip replacement in 2007, a rt. knee replacement in 2008, and a rt. knee " " in 2009. I informed the attendant before I went thru the scanner of this lane 4 and he is the only one of TSA came in close contact with who treated me as a human being and w/ respect.

Airport DIA Location Denver, CO
Time 11:50-12:10 pm Date 12/8/10

I want the President of TSA to receive these 4 cards, and I expect a response from TSA after 12/15/10 when I return to Denver. It is now 12:35 pm and I feel like this has been a waste of my time. I thought I would have been subjected to today is DEPLORABLE. I suggest you know would be better about looking for terrorists

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

Airport DIA Location Denver, CO
Time 11:50-12:10 pm Date 12/8/10

I am very displeas'd w/ my experience w/ TSA today. It was not busy, yet I waited for 8 mins for a female. Screened due to 2 neck joints. 3 cards over LS were made before a TSA woman approached me. In the meantime I asked a screening agent where my stuff was. He laughed and said "Can't you see it?" I said "no, and it's not funny." He repeated my remark to a co-worker. The TSA appeared (finely) and I wanted to hear and said "Here Jan" She proceeded to give me details about the pat down.

Airport DIA Location Denver, CO
Time 11:50-12:10 pm Date 12/8/10

I said "I've done this before" She proceeded to give me details. I said "yada yada yada" She informed me I was "hostile" and that she could make this pat down take as long as she chose. She further said she could involve a TSA higher up. I said "fine." A TSA higher up approached and she told her I was "very aggressive and hostile." Then get the full pat down. This whole process I experienced

(b) (6)

From: (b) (6) @TSACC.SYSINTEGRATION.COM
Sent: Tuesday, December 07, 2010 10:44 AM
To: (b) (6) @tsacc.sysintegration.com;
 (b) (6) @TSACC.SYSINTEGRATION.COM;
 (b) (6) @TSACC.SYSINTEGRATION.COM; (b) (6)
 (b) (6) @TSACC.SYSINTEGRATION.COM;
 (b) (6) @TSACC.SYSINTEGRATION.COM; (b) (6) (b) (6)
 (b) (6) @tsacc.sysintegration.com
Subject: tsacc-if you are going to allow Pilots to skip the Imaging and Pat downs,

are you going to do a thorough back ground check on each one before they are allowed to fly?? Why should this be any different?They are not above anyone else!!!

--- Original Message ---

From: <(b) (6) @sbcglobal.net>
Received: 11/20/10 2:33:31 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Security Issues

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

Remote Client IP (b) (6)
 Date Time: 11/19/2010 5:12:27 PM

Security Issues	All Other Security Issues
Name:	(b) (6)
Email:	(b) (6) @sbcglobal.net
Message:	As we have seen before some Americans have also been Terrorist Agents. If you are going to allow Pilots to skip the Imaging and Pat downs, are you going to do a thorough back ground check on each one before they are allowed to fly?? Give me a break here! How many times have Pilots flown under the influence of, etc., etc. The "problem" Pilots are not always caught. Why should this be any different?They are not above anyone else!!!

TSA-110105-007

358393

U.S. Department of Justice
Civil Rights Division
Disability Rights Section

RECEIVED
CIVIL RIGHTS DIVISION
2010 NOV -3 P 12: 55
DISABILITY RIGHTS STAFF

OMB No. 1190-0009

Title II of the Americans with Disabilities Act Section 504 of the Rehabilitation Act of 1973 Discrimination Complaint Form

Instructions: Please fill out this form completely, in black ink or type. Sign and return to the address on page 3.

Complainant: (b) (6)

Address: (b) (6)

City, State and Zip Code: Gardnerville, Nv. 89460

Telephone: Home: (b) (6)

Business: \emptyset

Person Discriminated Against:
(if other than the complainant)

Address:

City, State, and Zip Code:

Telephone: Home:

Business:

Government, or organization, or institution which you believe has discriminated:

Name: T.S.A., U.S. Dept. Homeland Security

202-16-0
DEPARTMENT OF JUSTICE
NOV - 3 2010
RECORDED
CIVIL RIGHTS DIVISION

Address: U.S. Department of Homeland Security

County: _____

City: Washington D.C.

State and Zip Code: Virginia 20528

Telephone Number: 202 282 8000 - Citizen Line

When did the discrimination occur? Date: Oct. 19, 20, 21

Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated (use space on page 3 if necessary): Inappropriate PAT Downs touching buttox, palm down, frisk of legs up to crotch. Estimate 10-12lbs of pressure

Have efforts been made to resolve this complaint through the internal grievance procedure of the government, organization, or institution?

Yes No _____

If yes: what is the status of the grievance? Unknown

Has the complaint been filed with another bureau of the Department of Justice or any other Federal, State, or local civil rights agency or court?

Yes No _____

If yes:

Agency or Court: T.S.A., Homeland Security

Contact Person: not known

Address: _____

City, State, and Zip Code: _____

Telephone Number: _____

Date Filed: _____

Do you intend to file with another agency or court?

Yes _____ No X

Agency or Court: _____

Address: _____

City, State and Zip Code: _____

Telephone Number: _____

Additional space for answers:

My complaint: I am an Airline Pilot at U.S. Airways, I have two metal hips. I am not an occasional passenger. I must go through this 3-4 times every week. This is a new procedure for the T.S.A, it is unacceptable practice, especially for crews of Airlines. Please help me in my (and others) plight.

Signature: (b) (6)

Date: 10-24-10

Return to:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Disability Rights - NYAV
Washington, D.C. 20530

last updated October 3, 2007

(b) (6)

From: (b) (6) @TSACC.SYSINTEGRATION.COM
 Sent: Monday, December 06, 2010 3:10 PM
 To: (b) (6) (b) (6) @tsacc.sysintegration.com;
 (b) (6) @TSACC.SYSINTEGRATION.COM;
 (b) (6) @TSACC.SYSINTEGRATION.COM; (b) (6)
 (b) (6) @TSACC.SYSINTEGRATION.COM;
 (b) (6) @TSACC.SYSINTEGRATION.COM; (b) (6) (b) (6)
 (b) (6) @tsacc.sysintegration.com
 Subject: TSACC-your new method /If I had worn a dress, would they have to stick their hands up

my dress or pull it up to reach my groin area? I often wear dresses on flights, what's your procedure there?

--- Original Message ---

From: "(b) (6)" <(b) (6) @yahoo.com>
 Received: 11/14/10 1:12:51 PM EST
 To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
 Subject: Re: TSA Contact Us: Complaints

I have 2 metal hips and have been very comfortable with your safety measures in the past. This new strategy is creepy, disgusting and from my perspective, pointless. Therefore I am interested in knowing about your new method of keeping our country safe by touching my groin area 4xs.

- (1) What is the purpose of getting felt all over and in addition touched in the groin area 4 times?
- (2) Thank God, I wore pants on my most recent trip. If I had worn a dress, would they have to stick their hands up my dress or pull it up to reach my groin area? I often wear dresses on flights, what's your procedure there?
- (3) Why don't you check the bottom of my feet anymore?
- (4) WHY came up with this idea?
- (5) Is this done to passengers to keep the president safe when traveling if it is such a great idea?
- (6) What type of background check do you do on your "agents"? How can I feel assured they are not sexual deviants?

I don't even want to fly anymore if I have to be subject to this degradation every time. Your prompt response is appreciated.

(b) (6)
 (b) (6)
 www(b) (6) .net

office phone: (b) (6)
 cell phone: (b) (6)

(b) (6)
 Fort Mill, SC 29715

BA 110105-034

SEARCHED
 SERIALIZED
 INDEXED
 FILED

Contact Us - Homeland Security

Submitted: December 16, 2010 14:45
IP Address: (b) (6)
From: (b) (6)
Email Address: (b) (6).edu
Phone: (b) (6)
Address (Domestic): (b) (6) Riverside CA 92506
Topic: Homeland Security

Message: Dear President Obama I write this letter on behalf of my wife and the hundreds of other women and children who are being traumatized by our government's highly personal intrusion of privacy of their genitals and psyches all in the name of national security. My wife, 71, a highly respected (b) (6), (b) (6), (b) (6), and (b) (6) was reduced to a traumatized victim while going through airport security in Nashville, TN on the weekend of December 4, 2010. Having rejected radiation screening because of a recent bout with skin cancer, she was subjected to the most intimidating and humiliating sexual molestation I have ever witnessed. As a former rape victim in college, she was made to relive this horrific event as she was reduced to tears and trembling. An experience I have come to find out since, in conversations with TSA supervisors, is not as uncommon as our government would like us to think; numerous women who fly daily experience similar trauma, many quietly, as our government uses these highly sexual and intrusive measures to "protect" us. My wife's horrific experience has caused this once or lion mile flyer subsequent nightmares, sleepless nights, and a genuine fear of flying. In the eyes of TSA and this administration, another bit of collateral damage in our government's war on terror. I would ask that our government not go where others have gone, that is, stripping people of their dignity and personhood through this highly intrusive personal sexual groping. These so called "pat-downs," fly in the face of all the constitutional protections and freedoms we have enjoyed as Americans. By adopting these measures, we as a country have handed a victory to the terrorists we wish to defeat. I hope you take this plea for dignity and sanity seriously or soon we will have joined those dictatorships we so claim to abhor. As a husband, father, and grandfather, would you want your wife's, daughter's or granddaughter's genitals and breasts touched by strangers in this humiliating form of sexual molestation? Please let me know what your office intends to do to provide a more intelligent and dignified approach to this issue. Respectfully, (b) (6)

EXECUTIVE SECRETARIAT
OFFICE OF THE

2011 JAN - 5 P 3: 51

OPERATION SECURITY
REGISTRATION

SCANNED / RECEIVED
BY EXEC SEC

Tuesday, December 7, 2010

2010 DEC 29 PM 1:43

Dear Secretary Janet Napolitano,

I am appalled by the new TSA "security" measures. We are now living in so much fear that our government has taken away its citizens' basic rights to privacy and reasonable search, and sexual assault is a condition of flying on our airlines. In order to fly we must submit to some stranger taking pictures of our bodies without clothing. This is particularly senseless given there is technology available that is much less detailed and therefore far less offensive and intrusive. Body scan images from a Florida court house have been leaked and those were supposed to be secure as well. But we are supposed to feel secure about this: I don't. Somebody is going to figure out a way to make them public. Another issue with the body scanning is the fact that we are exposed to radiation. Granted it is a low level, but still radiation that we don't want young children, the elderly, pregnant women, cancer survivors, and pilots exposed to. All this low level radiation adds up and we are putting our citizens at risk. How extensively has the risk been studied? What if there is a malfunction?

So we can choose to opt out of the body scan, but then we will be subjected to an "enhanced" pat down which anywhere else would be considered sexual assault. The fact that we are doing this to our children (over 12 is still a child) is absolutely horrendous to me. After years of teaching our children your body is yours, no one can touch your private areas without your permission (with the possible exception of parents or doctors in an emergency), we are now going to stand by while a perfect stranger in an airport touches our children inappropriately?! It brings me to tears when I think of all the children that have already been the victims of abuse being put through this. Picture that 13 year old boy who has been abused by an adult already and now his own government is taking pictures of him naked or letting some guy touch him where no adult should be able to touch a child and he can't do anything about it AGAIN. How do people sleep at night knowing this? I would say the terrorists have won this battle. They don't even have to touch us or be on U.S. soil: they have gotten our government to harm its own citizens.

I feel less safe with these measures in place: there is the certainty of additional radiation and/or an intrusive, humiliating procedure that can certainly be defined as sexual assault versus the remote possibility of a terrorist attack. I will avoid flying unless absolutely necessary until this is changed.

Please reconsider these measures and the impact they have on our citizens.

Sincerely,

(b) (6)

(b) (6)

(b) (6)
(b) (6)
Westlake, Ohio 44145

SCANNED / RECEIVED
BY EXEC SEC
2010 DEC 29 PM 1:43

December 15, 2010

Secretary Janet Napolitano
Department of Homeland Security
U.S. Department of Homeland Security
Washington, DC 20528

Dear Madame Secretary,

I'm writing to you to complain about the body scanners being used at airports for security before boarding a plane, and the pat-down searches that people are being forced to submit to if they refuse to go through the scanners.

I know that the scanners are intended to combat terrorism, because of incidents like the man accused of trying to bring down a jet going to Detroit last Christmas with explosives hidden in his underwear.

But travelers are unhappy with being felt-up by TSA agents, and elderly people like my grandparents, are humiliated by the whole process. I know you have asked for air travelers to be patient and cooperative with full-body scanning and pat downs this holiday season, but the entire process goes too far, and in my mind it is an invasion of privacy.

This entire controversy is causing you a great big headache. There have been reports of pilot unions refusing scanners due to the fear of the harm caused by radiation. Other large groups are also planning boycotting the scanners.

If we put up with this, will these tactics spread to sporting events and train station or malls and high school football teams? The reality is that if these measures are not changed to protect our rights as American citizens, they won't go away. They might even spread to other forms of transportation, like buses, ships, and you name it!

I think you should consider one possibility that might make the public happy, and that is the use of profiling at airports. where the TSA would single out specific passengers for extra screening based on available information. I've read that 70 percent of Americans back the idea. Please seriously consider it as an alternative to what you are doing now.

Thank you for your consideration, and happy holidays.

Sincerely,

(b) (6)

(b) (6)

(b) (6)

(b) (6)

Chicago, Illinois 60626

October 19, 2010

Secretary Janet Napolitano
U.S. Department of Homeland Security
Washington, DC 20528

Dear Secretary Napolitano:

I am a frequent traveler and have flown many times since our airport security rules have changed as a result of September 11th. Although I have submitted a formal complaint with the Transportation Security Administration, I feel that you also need to understand how a woman was treated after a full body scan at O'Hare Airport on October 14, 2010. While you are a member of the President's cabinet, as a woman you need to understand that procedures may border on sexual assault.

I travelled through O'Hare Airport the morning of October 14, 2010 with my husband. (b) (6) on our way to a family wedding in New Jersey. After removing all jewelry except a stone necklace and my gold rings I went through the full body scanner. Something must have shown up or I was selected for a random additional screening with the wand.

I was not asked to remove any additional jewelry nor was I told what the problem was with the screening. Additionally, I was not told that I had a right to privacy for the additional screening. In public the agent, a woman by the name of (b) (6), used the wand along my entire body and then proceeded to pat my breast area with her hands in a very invasive manner. She did not change her gloves for this procedure which means she had touched other people before me.

(b) (6) touched my breasts on the sides and under them while I stood in front of other agents and passengers, including my husband. It was disgusting and abusive. When I said that I thought the process was wrong, she responded that I should be glad because I could get in the air and be sad if something happened.

As I put on my shoes I realized how upset I was and asked for the supervisor. He came and talked to the agent but said he could not remove her from the line because it would slow things down. This is also wrong. If an employee is abusive they need to be immediately removed.

I am a 61 year old white woman who stands 5'11" tall. I was wearing jeans and a t-shirt. I do wear an underwire bra but a similar body scan at O'Hare in July did not result in additional screening. I believe that the full body scanner should have showed this type of underwear. I did not set off any alarms and the agent seemed to receive information over an ear set.

OTSA-101102-017
NTSA-101102-018

October 19, 2010
Page 2

I understand things changed after September 11th. I understand that we have given up some constitutional rights to privacy when we make an airline reservation. The question is really have we give us human decency at the same time. I thought the full body scan was the most invasive privacy breach that can happen to us but I was wrong.

If I had been violated in this manner on a Chicago Street I could have called the police and asked them to arrest the person. If I could have I would have asked that the agent be charged with sexual assault. Believe me I would have followed through with the charge.

While I do believe in civil rights and constitutional rights, I do think it would be better to start profiling rather than randomly violate passengers. I have been flying since I was 13 years old. I even worked for US DOT for 8 years. My records are clear. I have never been a threat to anyone.

Incident details: Thursday, October 14, 2010. O'Hare Airport, F Concourse, Checkpoint T1, CP3. Time approximately 0930 to 0940. TSA employee (b) (6). Travelling to Newark Airport on UAL Flight # 7460.

The assault of the traveling public without any threat to anyone else needs to stop. I hope that you will provide some response to this letter.

Sincerely,

(b) (6)

(b) (6)

Cc: Representative Jan Schakowsky
Senator Richard Durbin
TSA Administrator John Pistole
Customer Service Manager, TSA, O'Hare International Airport



Transportation
Security
Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box or to a TSA supervisor or manager.

Date: 10/14/10 Time: 9:45 Airport: O'Hare

Date/Time of Travel: 10/14/10 10:47 Airline & flight number: UAL 7460

Checkpoint/area of airport: T1 CP3 (A4) TSA Employee(if known): (b)(6)

COMPLIMENT/COMPLAINT(summarize): I have basically been assaulted by a female TSA employee. After removing all jewelry except a necklace and gold rings I was directed to the full body scanner. Something must have shown up but I was not asked to remove any more jewelry & go through again. I was ^{indecisively} patted down in public in a very invasive manner, touching my breasts & under my breast

Passenger's Name: (optional, so we can follow up with you) (b)(6)

(Optional) Phone num (b)(6) e-mail: (b)(6)@gmail.com

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsa.gov or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0030, which expires 1/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA/601 S. 12th Street, Arlington, VA 22202. ATTN: PRA 1652-0030.

TSA CUSTOMER COMMENT CARD



Transportation
Security
Administration

The Transportation Security Administration (TSA) pledges to ensure that your experience at the security checkpoint is expedient and customer-friendly. Please help us to meet these goals by telling us about your screening experience. Suggestions, compliments and complaints are welcomed and encouraged.

If you want to provide feedback at the airport:

- Ask to speak with a TSA screening supervisor or manager, or
- Contact the TSA customer service representative at the airport, or
- **Complete the back of this card** and return it to a TSA supervisor or manager or place in drop-box.

You may also contact TSA by:

- Calling the TSA Contact Center toll-free at 1-866-289-9673 (voice), (800) 877-8339 (TTY/TTD), or
- Sending an e-mail message: TSA-ContactCenter@dhs.gov.

- Mailing this card: **Customer Support Manager
Transportation Security Administration
O'Hare International Airport
P.O. Box 661010
Chicago, IL 60666-1010**

It would be helpful to provide the following information: airport and terminal, date and time of your trip, airline and flight number, name and badge number of TSA employees you spoke with, and any other pertinent information.

1-Nov-10

(b) (6)
(b) (6)
Phoenix, AZ
85050
(b) (6)
(b) (6)@cox.net

The Hon. John Kyl
2200 East Camelback, Suite 120
Phoenix, Arizona 85016-3455

SUBJ: TSA PATDOWNS

Purpose. To ask for your help in immediately changing TSA policy on required same-gender security patdowns of passengers.

Background. The Transportation Security Administration (TSA) is implementing new security procedures soon. As I understand the sequence, if a passenger sets off the metal detector, that passenger is then sent to the Body Scanner. If the passenger chooses not to be body scanned, he/she is then sent for a full body patdown, including all "private" areas of the body.

Discussion. Aside from the issue that both the body scanner and patdowns are largely ineffective and a waste of time/resources, the issue that concerns me most is the gender of the person patting down a passenger, in this case – me. Despite several polite correspondences to the TSA addressing this gender issue, I received that standard TSA insipid, inane, and insulting non-answers. Though the procedures are ineffectual and a waste of time, I do not have an issue with the performance of the patdown. I do not have a problem if it is performed in view of the public. However, I do have strong, VERY STRONG OBJECTIONS, to having my genitalia touched by males. I'll ask for a female and if not given this choice, I'll warn the male NOT to touch my groin area. If he does, this will result in my punching the screener, something I'd like to avoid since I have always been a screener advocate. I'll also sue the TSA. Fact is that we passengers are not criminals. When a criminal is apprehended, he/she gives up the right to choices. The vast majority of travelers are basic, everyday, church-going, voting, tax-paying Americans, and we DO have a right to choose who touches us. As passengers, we must submit to reasonable screening procedures and the patdown is one of those. However, we

also have the right to feel as comfortable as possible with the procedure. Likewise, the screener needs to feel comfortable performing the procedure. Thus, TSA must immediately change its nonsensical policy to allow the passenger to choose the gender of the person touching him/her. Screeners should be given the options that they will patdown only males, only females, or both as their comfort level dictate. I can see no reason why TSA would object to such a policy save its pandering to the homosexual community.

Recommendation. Have TSA IMMEDIATELY change patdown policy to allow the passenger to determine the gender of the screener conducting the patdown. Immediacy is mandated by the implantation of these new policies within days.

Thank you for your assistance.

V/R,

(b) (6)

E-Mail Viewer

E-Mail Viewer

Message	Details	Attachments	Headers	Source
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HTML

From: (b) (6) (b) (6) net
 Date: 10/24/2010 5:17:38 PM
 To: "MD081MA" <MD08WYR@housemail.house.gov>
 Cc:
 Subject: IMA MAIL ON CASE

<APP>SCCMAIL
 <PREFIX>(b) (6) </PREFIX>
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 <SUFFIX></SUFFIX>
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 <ADDR2></ADDR2>
 <CITY>Kensington</CITY>
 <STATE>MD</STATE>
 <ZIP>20895</ZIP>
 <ZIP4></ZIP4>
 <PHONE>(b) (6) </PHONE>
 <ISSUE>CASE</ISSUE>
 <EMAIL>(b) (6) @comcast.net</EMAIL>
 <MSG>

Good Afternoon,

I am compelled to write to you after my experience today with the new airport scanners. When flying from Boston Logan to BWI with my 17 year old daughter she had quite an unpleasant experience due to the new TSA scanner. When my daughter was asked to walk through the scanner, there was some confusion of whether there was a scan or not. She was told that she needed to submit to a full pat down after being told "it did not scan". Being 17 she had no idea what that meant or how intense a full detailed full body pat down can be. Even when she began to cry, the TSA agent continued the pat down. My daughter felt molested and humiliated and as a parent I was helpless to stop this violation. (Also, the gentleman behind her had a full body pat down which leads me to believe the machine was not working for anyone. However his pat down was not as intense as my daughters.)

My daughter who is a seasoned traveler and even visited Israel this summer has never experienced such extreme searches. If they were to have asked her the reason for her travel, as they do in other countries, they would have learned she was no threat and was merely on a college visit to MIT.

As a parent, I have serious concerns that such a search would conducted on a minor. This search crossed the line. It would be one thing if they suspected she was carrying something, but to be subjected to because the machine did not scan is a violation and unacceptable. She even asked for an alternate method of search, such as walking through the metal detector. They refused.

I intend to contact Boston Logan Airport and Southwest Airlines, but in addition wanted to you to know what a student has to endure travelling between DC and Boston. After this experience I am not in favor of these scanners, but most importantly our children should not be subjected to this treatment and should not learn that this is acceptable, because it isn't!

Kordy
 (b) (6)
 (b) (6)
 Kensington, MD 20895
 <MSG>
 </APP>

Close

(b) (6)

Phone: (b) (6)

Email: (b) (6) @att.net

ID:

(b) (6)

San Antonio, TX 78232
Bexar County

Promoted From Correspondence

Transportation Security Administration
571-227-2717
571-227-2559 (Fax)

I am a registered voter in Bexar County San Antonio TX. I am also the (b) (6) voting precinct.

I have submitted a complaint to TSA regarding the following incident. I am providing this information to your office to ensure a proper investigation and response.

On Thursday October 14, 2010 at approximately 4:30 PM at the San Antonio TX airport Terminal 2 Gate 36 American Airlines Flight 1507. This occurred in the boarding area after passing through security.

A male and female TSA agent came into the boarding area and announced they were going to perform "Random Pat Downs". My wife and several other passengers were frisked in front of every other passenger without regard for privacy.

When did "Random Pat Downs" become a procedure? I am aware of the screening procedures and any "Pat Down" should have occurred at the Passenger Security Checkpoint not at the boarding gate. This should only occur when the passenger sets off the metal detector.

I believe these TSA agents overstepped their authority. They were not professional and they did not offer to perform the "Pat Down" in private. It was performed in front of everyone.

Does this act not violate our privacy rights? When does anyone have the right to perform a "Pat Down" without some form of probable cause. I believe this is a very serious incident.

Please provide me some feedback on this issue.

Thank you,

(b) (6)

NOV 10 10 12 AM '10

NOV 10 10 12 AM '10

TRANSPORTATION SECURITY

GENE GREEN

29TH DISTRICT, TEXAS

2372 RAYBURN
WASHINGTON, DC 20515
(202) 225-1688

256 N. SAM HOUSTON PKWY. EAST
SUITE 29
HOUSTON, TEXAS 77060
(281) 999-5879

11811 E. 10 EAST
SUITE 430
HOUSTON, TEXAS 77029
(713) 330-0761

909 DECKLER
SUITE 124
BAYTOWN, TEXAS 77520
(281) 420-0502

WWW.HOUSE.GOV/GENE

TRANSPORTATION SECURITY
Congress of the United States
House of Representatives
2010 NOV 8
Washington, DC 20515-4329

October 22, 2010

COMMITTEE ON ENERGY AND COMMERCE

- SUBCOMMITTEE ON ENERGY AND ENVIRONMENT
- SUBCOMMITTEE ON HEALTH
- SUBCOMMITTEE ON COMMERCE, TRADE AND CONSUMER PROTECTION
- SUBCOMMITTEE ON OVERSIGHT AND INVESTIGATIONS

COMMITTEE ON FOREIGN AFFAIRS

- SUBCOMMITTEE ON THE WESTERN HEMISPHERE
- SUBCOMMITTEE ON THE MIDDLE EAST AND SOUTH ASIA

DEMOCRATIC AT-LARGE WHIP

Ms. LaVita LeGrys
Assistant Administrator for Legislative Affairs
Transportation Security Administration
TSA-5
601 South 12th Street
Arlington, Virginia 20598-0001

Dear Ms. LeGrys:

One of our constituents has contacted our office upset with treatment she received at the McCarran International Airport on her return flight from Las Vegas, Nevada to Houston, Texas. Upon going through normal security she was told to go through the Advanced Imaging Technology (AIT) screening machine. Once through the screen she was detained and told to go to a private screening room for further checks.

In the private screening room she was patted down, swabbed and rechecked with a hand screener until the officers cleared her. Our constituent feels that she was harassed and her privacy was invaded with all the checks with no justification. She was never told why she was being singled out. Her family had to stand by and watch her get searched then be taken to a private room with no clarification.

Ms. LeGrys, our office would like to know what the procedures are for the AIT screening machine and when a passenger would be taken from that point to a private screening room. Our constituent is very upset and would like to know what the TSA regulations and standards are for this type of screening. We would appreciate your prompt attention in this matter so that we may let our constituent know. If you have any questions, please contact (b) (6) in my office at 281-999-5879.

Sincerely,

Gene Green
Member of Congress

2010 NOV 8 P 4: 58
TRANSPORTATION SECURITY

GC (b) (6)

0 TSA-10115-009
N TSA-10115-916

Partial Set - 29 Record(s)
for Text=tax

#	Sender Name & Address	Selected Name & Address	Entered	Subject
1	(b) (6) (b) (6) Pendleton, IN 46064-8722 (b) (6)	(b) (6) (b) (6) Pendleton, IN 46064-1325 (b) (6)	OCT -5 10/4/2010	✍ Complaint about the use of Full Body Scanners at Airports and the TSA

From: (b) (6) <(b) (6)>
 Date: 10/4/2010 2:21:06 PM
 To: "webmail@lugar-iq.senate.gov" <webmail@lugar-iq.senate.gov>
 Cc:
 Subject: Complaint about the use of Full Body Scanners at Airports and the TSA

<IP>71.98.117.19</IP>
 <APP>SCCMail
 <PREFIX>(b) (6)</PREFIX>
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 <STATE>IN</STATE>
 <ZIP>46064</ZIP>
 <PHONE>(b) (6)</PHONE>
 <EMAIL>(b) (6)</EMAIL>
 <ISSUE>Transportation</ISSUE>
 <MSG>Dear Senator Lugar,

As a long time supporter of you and your beliefs, and a "Frequent Flyer" who travels 26+ weeks a year, I am very concerned about the use of full body scanners at the Airports, not only in IND, but other States as well. On my business trip last week, I "opted out" of using the scanner, knowing that I would get a "pat down" in lieu of the scanner. Why you ask? Well, the last time I allowed the scanner to be used, I got "patted down" after the scan anyway...and the reason? They indicated they "could not see everything" they wanted to see! How much more do they need to see? The scan basically strips you naked...and leaves little to the imagination. When I questioned more about "why" the additional pat down, the only reason they would give me is that "body weight" plays a roll in this process and if "weight distribution" blocks the scan, then they have to do a pat down. Was this a nice way of saying "you are overweight?" That was certainly my perception of this experience! So this trip, I opted out of the scan, received the pat down, and then the TSA Agent informed me that in the future, because of NEW legislation being pushed through, the "pat downs" will become "much more involved AND invasive/intrusive"...so much so that I might find them "offensive"...so I should re-consider using the body scanner...and the only way to stop this "intrusive" pat down that is about to become the law, I should contact my Senator and complain. Well, I'm now complaining! I believe in safety and security as much as anyone else...maybe more so since I travel as much as I do...but this is over the top. It's already outrageous that Flight Crews are allowed to carry their cup of Coffee through Security, and bottles of water strapped to their Crew Bags without issue, and appear to be "exempt" from the same type of screening as the public, but when the traveling public tries to carry a 3.5 ounce bottle of hand sanitizer through security, it's a big security issue. How is this fair? And now, the TSA is telling us, the traveling public, that we have to be "strip searched" by a machine or the option is being "groped and handled" in order to go through security? Senator, please do not support this type of action being introduced and vote against the mandatory use of Full Body Scanners and the newly proposed "Invasive Pat Downs". I find it very "intrusive" and a violation of my personal privacy to be subjected to such scrutiny. I am a Father, a Husband, a Business Traveler, and a Tax Payer, but certainly NOT a threat to the safety of the Aircraft I'm flying on.

Thank you for taking the time to read my concerns.

Best Regards,

(b) (6) </MSG>

</APP>

(b) (6)

(b) (6)

Spring, TX 77382

November 9, 2010

Office of the Administrator TSA-1 HQ
601 S. 12th Street
Arlington, VA 20598

RE: Clarification of Security Directive for Airline Crewmember Searching

Dear Mr. John Pistole:

I am writing you concerning the new measures in effect on/about November 1, 2010 which authorize "enhanced pat down" searches of crewmembers who are employed by certified US air carriers.

My questions to you are:

1. In fact, are such searches approved by the Transportation Security Administration (TSA) for US airline crewmembers?
2. What Security Directive (SD) (if any) authorizes such searches? What is the date of the SD (if any) that directs the TSA to conduct such searches?
3. Under what authority is such searches (if any) conducted?
4. As an airline crew member for a US airline conducting scheduled domestic and international operations, do I have a right to view this SD or others that mandate crewmember searching?

I am an airline pilot who has employed by a U.S. major airline for more than 13 years. I have been in the airline industry since 1980. I was once a manager of an airline security operation (scheduled) with an approved Revised Model Security Program (RVSM) adapted by the airline in the early 1990's.

Given the recent circumstances in October, 2010, where a crewmember was denied entry to an airport for refusing to submit to searching and subsequently disciplined, I am interested in better understanding my rights and responsibilities with the changing requirements set forth in SD's. Thank you for taking the time to make this information available.

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

(b) (6)

(b) (6)

Fort Lauderdale, FL 33312

November 12, 2010

Office of the TSA Administrator HQ-1
601 S. 12th Street
Arlington, VA 20598

FOLLOW UP BY CERTIFIED MAIL RETURN RECEIPT: 7010 1060 0001 1735 1847

Dear Mr. John Pistole:

I am writing you again concerning the new measures in effect on/about November 1, 2010 which authorize "*enhanced pat down*" searches of crewmembers who are employed by certified US air carriers.

As required under the Administrative Procedures Act (*as amended*), I respectfully request you to direct the Transportation Security Administration (TSA) or (*Agency*) to cease and desist from such searching which is done outside of the authority granted the TSA under the Aviation and Transportation Security Act of 2002.

Thank you for your assistance and understanding in this matter.

Sincerely,

(b) (6)

(b) (6)

NOV 12 2010
11:11 AM
TSA



(b) (6)
(b) (6)
Athens, Georgia 30601

(b) (6)
ATTORNEY AT LAW
EMAIL: (b) (6)@gmail.com

TELEPHONE: (b) (6)
FACSIMILE: (b) (6)

October 26, 2010

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

Kristen Lee, (TSA-4) Assistant Administrator for
Strategic Communications and Public Affairs
601 South 12th Street
Arlington, VA 20598

2010 NOV -3 P 2:33
RECEIVED
TRANSPORTATION SECURITY ADMINISTRATION

RE: Complaint against TSA Employee

Date/Time: October 24, 2010, approximately 8:45 a.m.

**Location: Security Screening, McCarran International Airport,
Las Vegas, Nevada for D gate**

**Employee: TSA Officer: Male, age in late thirties/forties, possibly African
American or Latin American, with one earring in ear, name tag
possibly said "(b) (6)"**

Dear Mr. Pistole and Ms. Lee:

I went through security at McCarran International Airport on Sunday, October 24, 2010, the location and time is specifically set forth above. A female supervisory officer (white, age sixties, short curly gray hair) motioned for me to come through the gate. An alarm apparently sounded. She asked if I had any metal on me and I said I had only my watch, earrings, wedding rings and an underwire bra. The female officer then said for me to try and send my watch through the machine. I did that, however, the machine still "alarmed" when I walked through. At that point, a male supervisory officer approached and "took over" the female officer's role. The male officer was in his late thirties/forties, possibly African American or Latin American, with one earring in his ear, and a name tag that said he was a "supervisory officer". I believe his name was "(b) (6)" however I could be mistaken on that.

O TSA-101117-016

N TSA-101117-016

John S. Pistole, Administrator (TSA-1)
Kristen Lee, Assistant Administrator (TSA-4)for
Strategic Communications and Public Affairs
October 26, 2010
Page Two (2)

This male officer instructed me to go back through the machine several times. I did. He was very rude and hostile toward me. I do not know why. At one point, he asked me to stand to the side and not move. He glared at me. I asked him in very calm voice if I could retrieve my watch which was sitting loose in a plastic container at the end of the screening machine. I was worried that someone might take it. He said I could not move and that it wasn't his job to watch my belongings. He seemed to enjoy my discomfort and humiliation.

Another female officer (white female, graying long hair, in her fifties) then approached and instructed me to come with her. I then had to undergo an intrusive pat down search in clear view of other travelers and airport employees. I was instructed to stand, hold my arms out while an officer put her hands on my body. I was never given the option of going through the AIT screening, which I now understand is an option.

The alarm had been set off by my underwire bra. While I appreciate the fact that the second female officer who conducted the pat down was professional and non-threatening, I do not understand why I was forced to undergo such a humiliating experience in clear and open view of other persons.

This experience marred what had been a very enjoyable vacation. The male supervisory officer treated me as if I were some sort of criminal. His attitude and demeanor was incredibly rude and condescending. Other travelers noticed it and commented on his unprofessional manner. I have never been arrested before in my life. I am an American citizen. I had done nothing wrong. I am a professional person, a mother, a wife, a sister, yet I was made to feel like a criminal and spoken to very rudely by this male TSA officer.

Perhaps it is pointless to write this letter to you; I sometimes wonder if people in government even care anymore. I do, however, fear for other people who must encounter such a hostile employee of your agency. Perhaps this officer was having a bad day; regardless, he ruined my day and seemed to take great satisfaction in my humiliation. I suspect I am not the only one who has had similar encounters with this person. I just thank God that my six year old daughter was not with me because I believe she would have been truly frightened to see her mother being treated in such a manner by your agency personnel. Seriously, it was enough to make me not want to fly anymore.

I am bringing this to your attention. I hope you will look into it.

(b) (6)

(b) (6) <CTR>

From: (b) (6) (b) (6)@yahoo.com]
Sent: Friday, September 24, 2010 5:01 PM
To: Liberties, Civil
Subject: TSA complaint

To whom it may concern,

I am filing a complaint against TSA supervisor (b) (6)

My name is (b) (6) I am a doctor who went to El Paso to do some medical work. I flew from Dallas Love Field to El Paso. As is usually the case, the TSA employees in Dallas were courteous and professional.

My flight back from El Paso to Dallas was Southwest Flight 2197 on Thursday September 23rd, from El Paso to Dallas, and it was scheduled to depart at 6:35 PM. I arrived about one hour early.

I went to the area where the TSA was screening passengers and became a little irked. I was in Harlingen on Monday the 20th, and it was not pleasant. I had gone through the scanner, had my boarding pass in my pocket, and had my leg patted down. When I asked why I was searched, I was told that I had something in my pocket.

So I am in line in El Paso waiting to be scanned, and I notice that women and children are being sent through a conventional metal detector but no men. This irked me even more. What are these new machines I wonder?

I empty all my pockets. I go through a scanner. I am ready to get my bag and get on my flight. A female TSA agent tells me that I need to stop and face my bags. I get upset. I ask if I am going to be searched and am told yes. I ask why I am being searched if I have just gone through the scanner. I am referred to the supervisor.

The supervisor, who later identified herself as (b) (6) asks me if I need help. I tell her that this is the second time I have been searched in a week, and I ask why I have to go through the scanner if I am going to be searched anyway. She says this is not an either or type situation even though the either/or situation is EXACTLY how it is described on the TSA placards I saw when entering the screening area.

I ask once again what is the point of a search. I am not given an answer. Frustrated, I ask if I can leave. She then checks with her agent. The female agent says no. A male TSA agent then searches me. He starts at the waist, then TOUCHES MY SCROTUM AND BOTH OF MY TESTICLES during his search. This search was done right in front of the TSA supervisor.

(b) (6) then informs me that I can file a complaint. I ask again why I was searched. She does not know. I state that I have read these body scanners are so sensitive that they can see if I have hemorrhoids. She assures me that they are not that sensitive.

(b) (6) handed me a complaint form and a pen. I write down her name. She says that there is a box to put the complaint in. I write down her name, hand back her pen, and say that I will not be filing a complaint in El Paso. Her eyes widen.

This is an image that I found on the internet of one of these body scanners,
<http://rupture.co.uk/Terminal%204.html>

This looks pretty sensitive to me.

I just want to know the next time I fly through Harlingen, El Paso, or anywhere else that has these scanners.

1. Will I again have to be subject to radiation and an electronic strip search? Or do I have the option to go through a metal detector like the women and children did?

2. If I have to go through the radiation and electronic strip search, will my scrotum and testicles be fondled again?

My email is (b) (6) @yahoo.com and my phone number is (b) (6) if you need to communicate with me further.

SCANNED/RECEIVED
BY EXEC SEC

November 3, 2010

2010 NOV 17 AM 10:25

Secretary Janet Napolitano
Department of Homeland Security
U.S. Department of Homeland Security
Washington, DC 20528

Dear Secretary Napolitano,

I have written once before to the TSA (October 30, 2010) and am now doubtful that anyone has the intention of dealing with or answering my email but I will try again because I am an honest, law abiding citizen whose rights have been trampled by the government that is supposed to serve me, not abuse me.

Yesterday, Tuesday, November 2, 2010, at the Tallahassee Regional Airport a female TSA agent sexually assaulted me. She was conducting the new invasive and humiliating physical exam required of all individuals who trigger the metal detector alarm. Unfortunately for me, because I could not walk 5 years ago without extreme and excruciating pain, I chose to have both of my osteoarthritic hips replaced with metal implants. Although the surgery gave my life back to me, it has turned out to be my worst mistake. I am now assumed to be a criminal every time I pass through a metal detector because my hip implants trip the alarm system. I am treated as guilty until proven innocent by an invasive, immoral and illegal penetrating physical exam of my genitals and breasts. Your agent manipulated my breasts - pushing her hand under and in between them to determine if I had hidden any weapons of mass destruction. Then she proceeded to tell me that she was going to check my inner thighs, starting at the juncture of my upper leg. However, your agent was either so ignorant of human anatomy or simply a sexual pervert hiding behind a badge because she rammed - and I emphasize the word rammed - her hand up in between my labia until it hit my pelvic bone. Then she spread my labia and felt all the way down my leg for whatever she felt I must have been hiding. I thought at first that this was a clumsy and insensitive move on her part but she repeated the same procedure when "investigating" the left hand side of my labia and inner leg. I know that I should have determined her name and badge number but I burst into tears at this demeaning and dehumanizing invasion of my privacy and could not think or see clearly.

I have no choice but to fly every week - sometimes two or three times - so I must subject myself to the physical, invasive torture every single time I trip the metal detector - which will be every time because of my metal implants in my hips. I love my job and desperately need the work but I

TSA-101118-031

may have to quit because I am becoming depressed and moody. To be honest, I feel that I am suffering from stress that is typical of victims of sexual assault. I feel hopeless and helpless. I can't sleep, I can't eat and I am finding it difficult to do my job. And I can't complain or raise any objections to whatever the TSA agents choose to do to me because the signs that are posted everywhere in the screening area make it perfectly explicit that being "rude" to a TSA agent is interfering with a federal agency and that is a criminal offense. I know full well that they have the power and authority to deny me access to the plane that I need to board to go to work or return to what little sanctity I have left in my home.

I do not believe for a single moment that the TSA is interested in protecting the safety of law-abiding American citizens. My only crime is that I have had the fortune to have my crippled hips replaced. You have presumed me guilty until proven innocent and have treated me as a criminal terrorist. I believe that the TSA is perpetrating a hoax on the American Public - that they will protect us by abusing honest American citizens but in fact, they will never find a terrorist by these methods unless the terrorist trips the metal alarm. The "underwear bomber" of last Christmas was able to board the plane without tripping the metal detector - we are not going to find any terrorists with this new offensive exam. We are only going to abuse honest, law abiding citizens such as myself who are trapped into acquiescing to this illegal and unconstitutional treatment because we have to work to feed our families and flying is required for that work. I believe the terrorists have already won and can only imagine Osama Bin Laden laughing at the humiliation he is able to perpetrate on us by our own federal agents.

When the TSA agent tells me that she is "only doing my job" I am reminded of those who stood trial at Nuremberg and claimed the same thing when they sent 6 million to their deaths in the concentration camps and gas chambers in Nazi Germany. I used to believe I lived in the Land of the Free and the Home of the Brave. I now know that I live in the Land of the Oppressed and Abused and the Home of the Psychotically Paranoid.

In the words of Winston Churchill, "Those who fail to learn from history are doomed to repeat it".

Sincerely,

(b) (6)

(b) (6)

(b) (6)

Austin, TX 78737

(b) (6)
(b) (6)
Harvard, IL 60033
(b) (6)
(b) (6) .net

Congressman Donald Manzullo
101 N. Virginia Street, Suite 170
Crystal Lake, IL 60014

5 November 2010

Dear Congressman Manzullo:

I am a 58 year old grandfather who has been a member of the Harvard, Illinois, community for over 25 years. I moved here when I left active duty with the US Air Force to take a job with (b) (6) as a pilot. For the next ten years I remained in the Air Force Reserve and was recalled to active duty for a year to fly in the first Gulf War. I retired from the Reserve as an officer in 1994. I've been a (b) (6) with (b) (6) for over (b) (6)

Folks who have made it to middle age have all learned the hard way that staying in shape after your early 30's requires significant additional effort. In my case I chose running to stay fit for military duty. I ran constantly for 10 years until typical runners' injuries finally made me stop. What I did not know at the time was that I was wearing out my hip cartilage at an abnormal rate, ultimately resulting about four years ago in osteoarthritis totally destroying both my hips. In order to avoid a pain filled life in a wheelchair, surgeons had to amputate what remained of both hips and replace them with metal prosthetics. My prosthetics allow me to live an active, productive life as a taxpaying contributor to society rather than being a disabled burden upon it.

On the morning of Thursday, October 28, I went to work from a layover in Orlando, Florida. I walked through an airport magnetometer and it alarmed as they have 100% of the time since the loss of my hips. I made the familiar trip to the public holding area until TSA could find the time to put me through the secondary screening that has become a part of my life for the past three plus years. This day had something new in store as I was summarily informed that metal sensing wands were no longer allowed. The only approved secondary screening method now was a "more thorough" pat down search. What followed was nothing short of sexual assault in public.

Let me describe just some of the "more thorough" pat down. Notwithstanding the euphemisms and half-truths their staffers will try to sell to your staffers, this is what actually happens: It occurs from four positions, front left and right and then from behind left and right. The screener's outside hand is firmly planted on your hip. Their inside hand is clamped tightly on your inner thigh and run up until it bottoms in your crotch and is firmly seated to make certain it really is your crotch, shoving a male's genitals aside. The hand then continues up towards your belt line. The hands are switched to the other side and once the male's genitals have been shoved to the other side the hand continues up as before. From the rear, the screener's hand again slides up and bottoms in your crotch and shoves the male's genitals forward, then continues firmly in and up the body's natural crevice until it ceases to exist, making absolutely sure nothing is hidden there. Sides are reversed and it's done again. Also, just so you don't get the idea that this treatment is Orlando specific, I endured exactly the same abuse in San Francisco the next morning.

My broken body is all that I have left.

Simply because I was severely disabled by osteoarthritis, TSA now expects me to willingly submit to sexual assault by a complete stranger each and every day I go to work for the rest of my life.

This madness has to stop. I am powerless to affect it. You, hopefully, are not.

The above is the problem. Here are two solutions that would work if the absolute intransigence of the public contact parts of TSA can be overcome. The first you already know about. The second idea is mine. Please keep in mind that crewmembers are NOT the general public. We are vetted in numerous ways that few TSA screeners could survive. We are finger printed, background checked, passport checked, palm printed, drug tested, biometrically scanned, and breathalized. Our physical health, mental health and driving records are monitored and once a year even my very living heartbeat is sent to the government. In short, we live in a fish bowl.

First: Find a way to compel TSA to stop defying the expressed will of Congress and fully implement the Crew Pass system. It is an absolute Godsend for people like me with prosthetics. I've used it at two of the test airports where (b) (6) flies and it works well. I'm told you are familiar with the program. As a long standing member of Congress, it cannot sit well with you that TSA has arrogantly ignored, for several years, your suspense date for full implementation. For the benefit of your staffers, the system is simple. The TSA guard that's already at the exit is provided with a secure computer that contains airline-provided crew lists for that day's flights. He checks our picture crew ID against information in the list and we simply go in the exit to work. From the employee standpoint it's not all that different from how many thousands of employees, including crewmembers, come through the back gate at O'Hare every day with no additional screening except on a random basis.

Second: All 50 states issue a picture ID card for citizens who do not or cannot drive. It looks similar to a driver's license but does not grant driving privileges. Create an analogous program as a branch of the Federal Flight Deck Officer system. Pilots who choose to become FFDOs are even more deeply vetted than regular crewmembers and then receive firearms training. In day to day activities they go through alternative screening that does not include magnetometers. Why not, on a voluntary basis, let crewmembers with prosthetic body parts go through the exact same vetting as FFDOs but not spend the resources on firearms training. They could then be issued a similar credential that specifically denies the authorization to carry firearms but does permit the use of the same alternative screening methods used by FFDOs. All parts of the system already exist except the limited credential.

I'm certain people smarter than I am can devise more and even better ways to allow crewmembers with prosthetic body parts to do their jobs with dignity while not compromising security. Please, also, keep in mind that this issue is not just mine; it concerns all crewmembers who depend on prosthetics to live their lives.

This letter is already too long, but I'd be remiss if I did not tie in current events and how they affect a new but genuine fear that I have. I obviously follow reports regarding terrorists, bombs, and airplanes more closely than most. The more in depth news accounts about this past weekend's laser printer bombs mentioned they had the same builder's signature as both the "underwear bomber" and a suicide bomber who was almost successful in assassinating the head of Saudi military intelligence, using a cell phone triggered bomb hidden inside a body cavity. As the screeners were mauling me they repeatedly mentioned the "underwear bomber". How long before some bureaucrat at TSA decides the "body cavity bomber" scenario is also a threat and I'll be forced to undergo a body cavity search every day just to go to work? Will our female crewmembers with prosthetic knees or hips be forced to undergo multiple body cavity searches to begin each day? Two weeks ago I would have openly laughed at such a ludicrous suggestion. After my recent abuse it is a very real worry.

I'm truly grateful for any and all help your office can provide. Feel free to have anyone contact me at any time. Given the nature of my job, using the email in my letterhead to set up a time to talk might help avoid a lot of phone tag.

Sincerely,

(b) (6)

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

TSA Incident – 11/4/10

I am a 57 year old female residing in Tyler, Texas. I travel over 40 weeks a year as part of my job. Over 25 of those trips are on planes. I have also had 2 knee replacements surgeries so each time I go through the metal detectors at the airports they alarm. In the past the hand wands and short pat downs have been a nuisance, but tolerable.

This week the TSA changed the procedures. If there is no full body scan or you don't go through the body scan and you set off the metal detector alarm, then you are subjected to a full body pat down. Leaving Tyler on Tuesday, the TSA lady was very nice. I fly so much they know me. She explained the new process and gently went through as much as she felt comfortable with.

My return trip was from the Memphis airport. I went through the checkpoint and was directed to a security line. After I went through the metal detector and they put me in a private room at my request, I found out they had the full body scan. Even though I was very upset about the pat down, they would not let me go back through the scanner. I was told that – "It was against procedure to let you go out again after you have set off the metal detector. You should have gone through the body scanner first."

So I was subjected to a full body pat down. One woman did it and another watched. First they made me put on a paper gown over my clothes. I only had on a skirt and T-shirt top. Then she checked around my collar and patted down my back sides and arms. Then she placed her hands at the bottom of my skirt on outer and inner thighs and ran her hands all the way up until in her words – "I found resistance". She made it all the way to the top and I jumped and she repeated this four times – the back and front of each leg. She took the back of her hand and ran it three times down my butt. She placed her hands above my breast and patted down, then ran the back of her hand between and under my breasts. The last indignity was to "check my zipper area". She literally took the back of her hand, put it on the middle of my waist and patted all the way down.

I felt violated. If any other person had done this to me it would constitute sexual assault. We tell our children to tell people to stop if they are touched inappropriately, but there was nothing I could do about this. If I did not do the pat down, they would not let me on the plane.

I felt like a criminal. I am being discriminated against because I have knee replacements. This is not making our country safe. And it is total invasion of privacy. I have to fly out next week. Not all airports have the body scanners. And next week I am going to another small airport in Sioux Falls, South Dakota. I don't know these women. They could be perverts that are touching me and it was even worse to have some one in the room watching.

Please look into this and stop the TSA. If we let them do this – what is next?

(b) (6)

(b) (6)

Tyler, TX 75709

Congress of the United States

House of Representatives

Washington, DC 20515

PEI

INT _____

PROBLEM:

As a business traveler I fly out of GSO nearly every week, sometimes twice a week. Unfortunately, I had my hip replaced a few years ago, and each time I go through airport security I am pulled aside for additional screen. That was OK with me until a few weeks ago when the TSA changed their screening procedures, which are now very "personal". I object to being groped. I object to being felt up. As an American citizen of 55 years, the son of a WWII veteran, and the brother of a Vietnam (Bronze Star) veteran I strenuously object to this humiliating and onerous change in TSA policy.

SOCIAL SECURITY #: _____

Passport #

~~VA-C~~ #:

OTHER CLAIM #: _____

I HEREBY AUTHORIZE CONGRESSMAN HOWARD COBLE TO REQUEST IN MY BEHALF, PERTINENT TO THE FREEDOM OF INFORMATION ACT AND THE PRIVACY ACT, ACCESS TO INFORMATION CONCERNING ME IN THE FILES OF (Name of Organization/Agency):

Transportation Security Administration

CONGRESSMAN HOWARD COBLE IS ALSO AUTHORIZED TO SEE ANY MATERIAL THAT MAY BE DISCLOSED PERTINENT TO THE ABOVE REQUEST.

TELEPHONE: (H) (b) (6)

(O) (b) (6)

SIGNATURE: (b) (6)

DATE: 11/13/10

TSA-101119-011

(b) (6)

(b) (6)

Waukesha, WI 53189-6215

Email: (b) (6) @yahoo.com

Phone(s): (H) (b) (6); (H) (b) (6)

Activity Created: 11/7/2010

File Location: (b) (6)

Date Received: 11/8/2010 2:08:22 PM

Dear Congressman Sensenbrenner,

It is appalling to me how women are treated in airports even in the 21st century.

On Sunday, one week ago, my wife and daughters flew back to Wisconsin. They were wearing longer skirts and one of my daughters was wearing a small, form fitting jacket as part of her outfit. Because of their clothing, they were forced to be patted down. My daughter offered to remove her jacket but, in spite of this, was patted down. This has never happened to us before and we fly often.

When they asked when the policy changed, the TSA official lied to them and said that it had "always been that way." Our research shows that other TSA officials choose to lie to passengers in a similar manner. A Google search on TSA abuse yield 57,000 sites.

This type of treatment shows a complete disregard for the sensibilities of women. First, the coerced physical contact in public and then the deliberate lies, contributes to a sense of abuse. In another context this would be forth degree sexual assault.

TSA's behavior makes us feel less safe, not more safe. Entry to an airport should not require relinquishing all personal rights. Please do whatever is possible to change this situation.

Sincerely,

(b) (6)

SAXBY CHAMBLISS
GEORGIA

COMMITTEE:
AGRICULTURE
HANKING MEMBER

AGING

ARMED SERVICES

INTELLIGENCE

RULES

United States Senate

WASHINGTON, DC 20510-1007

November 19, 2010

The Honorable Janet Napolitano
Secretary
Department of Homeland Security
301 7th Street SW
Washington, DC 20528

Dear Madam Secretary:

I write today in regards to the Transportation Security Administration's (TSA) recent announcement of the implementation of new pat-down procedures at checkpoints nationwide. While I recognize the importance of rigorous screening to ensure the safety and security of air travel, some questions have arisen as to the nature of these procedures and their invasiveness.

I have received numerous complaints and have heard concerns from hundreds of constituents in Georgia regarding these new pat-down procedures. Specifically, constituents question the increasingly invasive nature of these procedures given the heavy burden the traveling public is already facing. What are the Department of Homeland Security (DHS) and TSA doing to address these concerns? Has TSA undertaken any efforts to improve communication with the public on these more aggressive screening procedures? In addition, in light of recent news reports alleging inappropriate conduct by certain TSA employees when conducting pat-downs, what measures have TSA and DHS taken or plan to take to ensure the professionalism of its employees?

Furthermore, I seek clarification of TSA's screening policy with respect to children. I understand from Administrator Pistole's recent testimony that children under the age of 12 are exempt from many screening procedures. However, I have had numerous reports from families with children that have undergone very rigorous and potentially invasive screening in recent weeks. Can you please clarify the standard practice for screening young children?

Lastly, pilots and flight attendants have expressed concerns over the effects of these new procedures on members of their profession. Atlanta, GA, home to Hartsfield-Jackson Atlanta International Airport, the busiest airport in the world, is also the home base of many flightcrew members who are directly impacted by TSA policies and procedures every single day. Therefore, I ask you to detail the measures TSA is pursuing to expedite and improve the efficiency of the screening process for flightcrew members.

I recognize the sensitive and vital nature of TSA's work and applaud the agency for its efforts to protect air passengers. I believe that, by taking concerns such as these into

TSA-101119-043

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TOLL FREE NUMBER
(800) 234 4208

consideration, a balance between secure air travel and privacy protection can and must be reached.

Thank you again for your attention to this matter; I appreciate your timely and informative responses to similar issues I have raised in the past. Should you or your staff have any questions, please do not hesitate to contact me or (b) (6) of my staff.

Very truly yours,


Saxby Chambliss

OLYMPIA J. SNOWE
MAINE

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DEPUTY WHIP

United States Senate

WASHINGTON, DC 20510-1903

November 19, 2010

COMMITTEES:
COMMERCE, SCIENCE, AND
TRANSPORTATION

OCEANS, ATMOSPHERE, FISHERIES AND
COAST GUARD SUBCOMMITTEE

FINANCE

INTELLIGENCE

RANKING MEMBER, SMALL BUSINESS

The Honorable John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Administrator Pistole:

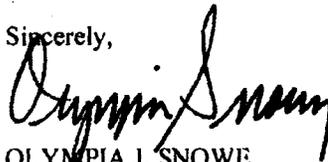
As you know, since the nationwide implementation of enhanced pat downs there has been a significant outcry about the use of the new screening procedures. As a senior member of the Senate Committee on Commerce, Science, and Transportation, I well understand the need for comprehensive, coordinated security that protects passengers from terrorist threats, but government also has other responsibilities to the traveling public, not the least of which is protecting individual privacy. Reports from airports across the country indicate that these pat downs are being implemented differently at each location, so Congress needs to understand how the rules have been promulgated and precisely how they are being implemented.

At the November 17th hearing before the Senate Committee on Commerce, Science, and Transportation, you noted that the enhanced pat down procedure was "thorough" and not what you, as a career law enforcement official were used to. These new searches are a novel procedure both for the traveling public, and your front line TSA officers, and I am not convinced that Transportation Security officers have received adequate training in what is clearly an invasive procedure. I request that you provide me with detailed information about the training each TSA officer receives prior to administering an enhanced pat down. In order to provide the public with more information, I also request that you describe the requirements necessary to be certified as a TSA officer, and the training necessary to perform pat downs, on the TSA website.

I urge TSA to investigate other screening options that will reduce or obviate the need for pat downs. Like you, I am hopeful that automated target recognition is a step forward in detecting threats while protecting privacy, but I believe we must advance to less-invasive methods and technology without delay. I understand that this new software will identify anomalies on travelers without presenting screeners with a graphic depiction of the body.

I look forward to learning more about the training provided to security screeners, and the timeline for advancing automated target recognition within our airports. Please respond to this letter as soon as possible, but in no event later than December 13, 2010.

Sincerely,



OLYMPIA J. SNOWE
United States Senator

BA-101122-008

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**One Hundred Eleventh Congress
U.S. House of Representatives
Committee on Homeland Security
Washington, DC 20515**

November 19, 2010

The Honorable John S. Pistole
Administrator
Transportation Security Administration
601 S. 12th Street
Arlington, VA 20528

Dear Assistant Secretary Pistole:

As strong advocates for the Transportation Security Administration (TSA), we strongly support the determined efforts of the committed men and women of TSA to secure our transportation systems from terrorist attacks. The country is more secure because there is a vigilant Federal workforce at our Nation's airports protecting the flying public. It is in that spirit that we are writing to you about the new enhanced pat down procedures being implemented at passenger security checkpoints at commercial service airports across the country. While we agree that security measures should be enhanced in the wake of recent attempted terrorist attacks on the aviation system, we are concerned about new enhanced pat down screening protocols and urge you to reconsider the utilization of these protocols. With Thanksgiving Day marking the beginning of the busiest travel season of the year, this request is timely.

As you know, on September 22, 2010, the Committee on Homeland Security held a Member briefing on a pilot that TSA was conducting at Boston Logan International Airport and Las Vegas McCarran International Airport to evaluate enhanced passenger screening protocols. At that time, Members viewed a demonstration of the protocols and expressed concern about their intrusiveness as well as about the risk of inconsistent nationwide implementation and urged TSA to work to educate the traveling public on the need for these reforms. Subsequently, TSA, over a two month period, began implementing these new protocols at our Nation's airports.

The American public has agreed, time after time, to submit to new screening protocols in the interest of security. Americans understand and accept the need to take off their shoes and coats and discard their liquids to foster greater aviation security. Before implementing this

TSA-101122-010

new, more invasive pat down procedure, as a preliminary matter, TSA should have had a conversation with the American public about the need for these changes. Even before that conversation, TSA should have endeavored to ensure that these changes did not run afoul of privacy and civil liberties. Coupled with its duty to provide aviation security to the traveling public, TSA also has a duty to ensure that its procedures have been reviewed by experts in privacy and civil rights for constitutionality. In the absence of an Executive branch level Privacy and Civil Liberties Oversight Board that would evaluate decisions such as this, it was crucial that the Department of Homeland Security's Privacy Officer and Officer for Civil Rights and Civil Liberties thoroughly evaluate and publish written assessments on how this decision affects the privacy and civil rights of the traveling public. To date, the Department has not published either a Privacy Impact Assessment (PIA) nor a Civil Liberties Impact Assessment (CLIA) on the enhanced pat down procedures. Without a published PIA or CLIA, we cannot ascertain the extent to which TSA has considered how these procedures should be implemented with respect to certain populations such as children, people with disabilities, and the elderly. By not issuing these assessments, the traveling public has no assurance that these procedures have been thoroughly evaluated for constitutionality.

Further, given the sensitive nature of these changes to pat down protocols, it is incumbent on TSA to ensure that each Transportation Security Officer (TSO) receives the requisite training, evaluation, and supervision to ensure that the protocols are carried out in an effective and consistent manner. As you know, TSA has a long history of struggling with the management of TSO training programs. Most recently, on November 16th, the Department of Homeland Security's Office of Inspector General (OIG) found that there were weaknesses in TSA's training program and made a number of recommendations including the use of individual training test results to evaluate overall training program results, assigning standards for on-the-job trainers, and evaluating workforce and training needs to ensure screeners have the tools and time necessary to complete training requirements. At a time when TSA is deploying Advanced Imaging Technology (AIT) machines, the addition of enhanced passenger screening procedures further stretches the agency's already thin training resources. The introduction of these two new elements to passenger checkpoints may undermine TSA's ability to provide the training and oversight necessary to ensure high quality performance from this critical workforce.

For the reasons stated above including the privacy and civil liberties concerns raised by the public and advocacy organizations such as the American Civil Liberties Union, we respectfully request you reconsider the enhanced pat down protocols.

Further, pursuant to Rule X(3)(g) and Rule XI of the Rules of the House of Representatives, we request that you provide the Subcommittee with the following information in writing by December 1, 2010, in a manner consistent with any necessary classifications for sensitive information:

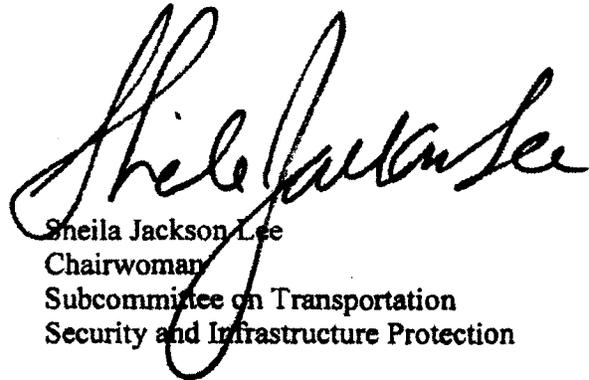
1. All internal studies, documentation and any other materials that support TSA's decision to implement the enhanced pat down procedures.
2. The extent, to date, to which enhanced pat downs are being conducted at airports and record keeping requirements in place to document the percentage of passengers subject to enhanced pat downs.
3. The process TSA has in place to document and review complaints from passengers regarding the enhanced pat down procedure.
4. Information on all complaints filed with respect to the enhanced pat down procedure.
5. Any forthcoming Privacy Impact Assessment on the enhanced pat down procedure.
6. Any forthcoming Civil Liberties Assessment on the enhanced pat down procedure.

We thank you for your prompt attention to this matter. If you have any questions or concerns, please contact Cherri Branson, Chief Oversight Counsel for the Committee, at 202-226-2616.

Sincerely,



Bennie G. Thompson
Chairman
Committee on Homeland Security



Sneila Jackson Lee
Chairwoman
Subcommittee on Transportation
Security and Infrastructure Protection



U.S. House of Representatives
Committee on Transportation and Infrastructure

James L. Oberstar
Chairman

Washington, DC 20515

John L. Mica
Ranking Republican Member

November 19, 2010

David Haynesfeld, Chief of Staff
Ward W. McCarragher, Chief Counsel

James W. Coon II, Republican Chief of Staff

The Honorable John Pistole
Administrator/Assistant Secretary
Transportation Security Administration
701 South 12th Street, West Tower
Arlington, VA 22202

Dear Administrator Pistole:

We are writing to express our concerns relating to the Transportation Security Administration's (TSA) new standard pat down procedures and use of advanced imaging technology (AIT).

While the purpose behind the recent change in procedures is understandable, we have concerns that TSA is not achieving the proper balance between aviation security and the privacy rights of United States citizens.

The new pat down procedures are overly intrusive especially if a legitimate reason for the more probing search has not been established. The use of these procedures should be limited to secondary screening for alarm or anomaly resolution, or for those who have been identified by a Behavior Detection Officer (BDO). This very invasive process should not be used for primary or random screening of passengers and should not be used on children. The TSA's use of the BDOs also needs to be revamped to more closely resemble the Israeli model; the observation should be conducted up close by those inspecting travel documents and interacting with passengers.

Unfortunately, this is another example of TSA's reactive, as opposed to proactive, approach to aviation security. TSA is always addressing the last terrorist plot, whether shoe bombs, liquid explosives, computer or toner cartridge bombs, or underwear bombs. These pat down procedures have been adopted eleven months after the last terrorist incident while alternative plots are being schemed, such as detonating explosives in the hulls of air cargo planes over populated areas. The entire focus of TSA's efforts to improve aviation security needs to be revisited.

TSA-101122-011

Administrator/Assistant Secretary Pistole
November 19, 2010
Page 2

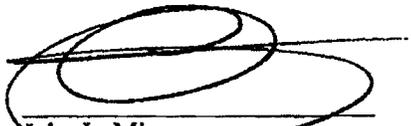
We have received calls from constituents, U.S. citizens, pilots, and airport directors all expressing great concern and opposition to the TSA's new pat down procedures. The level of public angst is a clear indication that TSA has missed the mark on properly balancing the rights of citizens with the need to screen travelers. Therefore, we urge you to reconsider the current application of the new screening procedures to ensure proper focus, attention and resources, including technology, are directed to the relatively small number of individuals who pose a threat to aviation security.

While physical screening may be necessary in some cases it is not the only measure to detect threats to aviation security. We need better intelligence; thorough threat analysis; reform of behavior detection processes, beginning with properly trained document checkers; and after numerous Congressional directives, biometric identification must be developed to reduce the number of people requiring physical screening and a more focused physical screening protocol needs to be instituted. Treating every passenger as a suspect or criminal is an inefficient use of scarce resources.

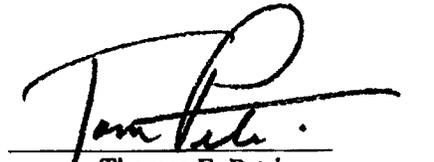
We stand ready to work with the Administration and appropriate Congressional Committees to ensure that TSA refocuses and improves its performance. It is vitally important that aviation be kept secure and safe and civil rights and liberties are protected.

Thank you for your immediate attention to this important matter.

Sincerely,



John L. Mica
Ranking Republican Member
Committee on Transportation and
Infrastructure



Thomas E. Petri
Ranking Republican Member
Subcommittee on Aviation

Mr. John S. Pistole, Administrator
Office of the Administrator - (TSA 1)
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
November 7, 2010

Dear Mr. Pistole,

I am writing today to make a complaint about my recent security screening at Ronald Reagan Washington National Airport. I am a (b) (6) and am very familiar with TSA security procedures. I also wear an insulin pump. Because of my pump, I have had to have secondary screenings numerous times.

On October 31, 2010, at approximately 05:15, while in uniform and on duty, I went through a TSA Security magnetometer and set off the alarm. I was asked to pass through again. The alarm went off again. I was told that I would be required to be screened further. I was escorted to another area and told that I needed to be physically searched. I was offered a private screening but declined because of the time of day and my belief my insulin pump was the cause of the alarm. I showed the agent my insulin pump. The agent had me touch the pump and then swabbed my hand. She said the swab was OK but she would need to "pat me down." She said that the screening would be more invasive. I was unclear what that meant. I was not aware the TSA had changed the nature of secondary security screenings. The agent touched me twice in my groin area and frankly, I was shocked! I was not expecting her to touch me inappropriately.

Having a private screening is not the point of my letter. I don't want anyone touching me between my legs. I consider this screening a sexual violation. I consider the space between my legs PRIVATE! This screening is a violation of my fourth amendment right against unreasonable searches.

As a flight attendant, I am very aware that we are on a higher alert and the need for security. The first priority of all crewmembers is the safety of their passengers. I have passed several required security background checks and have no criminal record. No one has the authority to violate my rights or me. I will not let anyone at TSA touch me inappropriately again. I know that if your mother, wife or daughter had to experience what I did, you would make sure this procedure is changed immediately.

(b) (6)

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

Palmetto, GA 30268

TSA-101122-017

EXCISE SEC
OFFICE OF
TSA

NOV 16 P 1:55

TRANSPORTATION SECURITY

11/5/2010

(b) (6)

(b) (6)

Bend, OR 97702-2644

E-mail: (b) (6) .com

Phone: (b) (6)

Senator,

This past week I have been made to feel like a common criminal by our nation. My crime: having a medical implant (artificial metal knee) and then traveling by air within our nation. In order for me to fly within our nation I must submit to a full body pat-down. Until today the procedure was to hold a hand-held scanning device and then pat-down the areas where there was a signal. I knew the change was coming, but until I experienced it, I did not realize how violated I would feel. TSA agents who are conducting the screening have told me that this is a new procedure nationwide. The agents have told me that the new procedure is to have people choose to have the pat-down or go through the full-body scanners that are being installed. The catch is, the vast majority of my traveling is through smaller airports (Bend/Redmond, OR; Yakima, WA; Lewiston, ID) where scanners have not been installed. Agents have told me the full-body scanners are a long way off in smaller airports.

I travel extensively. This year alone I have logged over 100 air travel segments – again mostly through smaller airports. I am a 62-year-old white male that has been law-abiding and have held and hold responsible and respectable positions within our community. In fact, I have met with you in Washington DC office in my role as (b) (6). It seems to me that the TSA acted in a manner that did not take into account the full extent of the traveling public. Where the full-body scanners are installed, then by all means change the screening options and give travelers the choice. But where they are not available, keep the former procedures in place until such time as full-body scanners are installed.

Obviously, I am very upset and feel absolutely violated. I understand the need for security, and I support such for the safety of the traveling public. I request that you urge the TSA to review and change screening procedures to be more consistent with the various markets and availability of the full-body scanner technology. Where the full-body scanners are available, have the options available of either procedure. But where the full-body scanners are not available, please revert to the screening procedures that have been in place for several years. Change only when the full-body scanners are installed. It seems common sense has not prevailed in this instance. I sincerely hope that you will investigate this situation. If I want to continue to travel by air through smaller airports, I will continue to feel violated and suffer the indignity of the full body pat-down – much to my displeasure, embarrassment and chagrin. I would appreciate a response.

Best regards,

(b) (6)

Nov. 22. 2010 4:20PM

K. MICHAEL CONAWAY, CPA
11TH DISTRICT, TEXAS

DEPUTY REPUBLICAN LEADER

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http://kconaway.house.gov



Congress of the United States
House of Representatives

November 19, 2010

The Honorable Janet Napolitano
Secretary of Homeland Security
Department of Homeland Security
Washington, DC 20528

Dear Secretary Napolitano:

I am writing today to share with you the disturbing story of the treatment of one of my constituents at the hands of a Transportation Security Administration Officer. I have attached a letter from (b) (6) which describes her humiliating trip through airport security.

To put it mildly, the contact that (b) (6) was forced to endure would have been criminal if the agent touching her did not have a badge. Unfortunately, given the recent deluge of news stories, it is clear that (b) (6) story is not an isolated incident or a lapse of judgment by a single individual. Rather, this new screening procedure is official policy, handed down from you and your employees at TSA.

We are facing a pernicious enemy who seeks to terrorize Americans, this is not in question. However, the policy that the Transportation Security Administration has implemented is hated by almost all who come into contact with it because it is degrading and offensive to those who are subject to it.

We cannot protect the public by humiliating them. I believe that there are other options available to keep the public safe and focus our limited resources on those who would do us harm.

The American public deserve better than this. They deserve an adult conversation on the dangers to the flying public, the efficacy of screening procedures, and the ability for the government to keep all people safe at all times. Our rights and liberties are not a product of some rule handed down by the TSA administrator, nor even are they granted to us by our Constitution; they are the embodiment of our humanity and an endowment from God. We ought to be a bit more forthright and cautious before we sacrifice them on the altar of homeland security.

I would appreciate if your office would extend an apology to (b) (6) for the treatment she endured because of the policies that your office approved. As well, I would like a full accounting of the rationale behind the enhanced pat down procedures and an explanation of how the new rules keep the flying public safer. Finally, I would request that your office share with me the alternative proposals that were considered before this rule was promulgated.

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COMMITTEE ON AGRICULTURE
COMMITTEE ON ARMED SERVICES
COMMITTEE ON STANDARDS OF
OFFICIAL CONDUCT
HOUSE PERMANENT SELECT
COMMITTEE ON INTELLIGENCE

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Thank you for your service to our nation. While we may not see eye to eye on every issue, I appreciate your dedication to protecting the American people. If you have any further questions regarding this matter, please do not hesitate to contact [REDACTED] in my office at 202.225.3605.

Sincerely,


K. Michael Conaway
Member of Congress

enclosure
KMC (b) [REDACTED]

November 11, 2010

Honorable Michael Conaway

1527 Longworth House Office Building

Washington, DC 20515

Dear Congressman Conaway,

I am writing you about my experience with the new enhanced pat down at the Midland International Airport on the morning of October 29, 2010. I have travelled in and out of MIA for over 12 years and have never been patted down in such a violating manner.

I was not aware of the new pat down regulation and was quite startled when the TSA female was prodding my breast. I asked her what she was doing and she asked if I wanted to be searched in a private room. This had never happened to me before. I have travelled all over the world and never been treated as such.

I did not sound the alarm going through first screening and was asked to step to side for a pat down. I was told the pat down was necessary because of my long denim skirt. I was sickened by the way the person was touching me. I was extremely devastated when she told me to spread my legs and put my right foot forward as she had to run her hands up my leg. I informed her not to touch my private area and she informed me that she had to run her hands over my genital area. I was furious.

I am not against protecting travel but am very much against violating my personal rights as an American citizen. I'm very concerned that this has gone entirely too far. I'm also concerned that young children will be devastated by this new procedure as we teach them not to allow anyone to touch them in such a manner.

Congressman, thank you for looking into this matter. There has got to be a better way of protecting air travel. I'm also perplexed that our security people are not more astute in identifying terrorist without tormenting those of us that aren't. I'm also aware that TSA is not going to check everyone because it would definitely hurt the airline business and whoever made the regulation is not going to go that far. I say go that far if they are really that concerned.

(b) (6)

Odessa, TX (b) (6)

Contact Us - Civil Rights

Submitted: November 20, 2010 17:09
IP Address: (b) (6)
From: (b) (6)
Email Address: (b) (6)@gmail.com
Phone: (b) (6)
Address (Domestic): (b) (6)
Topic: Civil Rights

Message: I am writing to ask that the new TSA screening measures be abolished. I recently went through the security checkline at LAX, and again in Albuquerque. I, along with many other mostly women passengers, was forced through the new body-scanning machines. I was threatened with "something much worse" by the TSA agents if I refused to go through the machine. As I did not want to be molested by a TSA agent, I went through the machine. I am a (b) (6) mother of two and was traveling with my husband and family to attend a wedding in Taos. There is absolutely no reason for someone like me, and frankly the vast majority of passengers traveling by air be subjected to this. As a board certified (b) (6) I have many problems with this new screening device, as do my colleagues at (b) (6). I am providing a link to their written opinion:

(b) (6) There is absolutely no reason for the average American to be put through this process. I was treated like a criminal. As if I was under suspicion. This is wrong. I would ask that this process be rethought. Somehow Israel manages to keep its planes safe without engaging in this invasive, intimidating-by-design BS. This technology does not keep us safe. And in fact, after doing a little research, it appears Chertoff ordered the machines and now works for the company that makes them, profiting nicely. Security theater simply to profit the wealthy? Business as usual, I suppose, but very wrong. I would like to ask your help in doing away with this invasive process, which I feel violates my 4th amendment rights. (b) (6)

Contact Us -

Submitted: November 22, 2010 18:25
IP Address: (b) (6)
From: (b) (6)
Email Address: (b) (6)@hotmail.com
Phone: (b) (6)
Address (Domestic): (b) (6) Vista CA 92083
Topic:

Message: On Friday November 10th my husband and I departed from Las Angeles (LAX) to Orlando (MCO) on Delta flight 1063. My husband went through the metal detector only at both ends of our trip. He did not set off the metal detector and was permitted to proceed directly to the boarding gates. I, however, have had a knee replacement and did set off the metal detector. The full-body scanner from my line location at LAX was not working and I was not offered the option of going to another full-body imaging scanner I assume because my personal items had already been checked. A woman approached me and immediately explained the procedure. I heard every word she said but I was not prepared for such a shocking experience. This woman, who I did not know and is not a member of my family ran her hands across my entire body, my breasts, my inner thigh right up to and including brushing against my vaginal area. On Sunday, November 21 we were returning to Las Angeles (LAX) from Orlando (MCO) on Delta flight 1060. We were in a line behind a wall and I asked a security guard there if I went through the body imaging scanner would I require a physical pat down due to my replace knee. He replied that I would not however he failed to mention that due to the early hour the full body scanner was closed. Once again I was approached by a woman who asked me if I wanted a private physical pat-down. I told her I didnâ??t want to be touched and wanted to go through another scanner. Having NO choice I was taken to a private room and she and another woman unknown to me began to explain the process. I told them I didnâ??t want to hear what they were going to do to me and to just get it over with. I was already hysterical and crying when she began her examination. Once again my breasts, my inner thigh, brushing against my virginal area and the inside of my waistline were physically examined. A pad was wiped across my hands to screen for explosives! This TSA agent also implored me not to cry and tried to explain why it was necessary and that she didnâ??t like doing it either. What possible difference would it make to her if I cry? Who is she to tell me how to feel or react as long as she got her job done? Simply because TSA agents are of the same sex when they perform the whole body pat down does not make this experience any different than if they werenâ??t of the same sex. In my opinion I was sexually assaulted and abused at LAX and MCO airports by TSA agents. I want you to know that I was touched chest to ankle by someone other than my husband. I was examined for explosives. I was humiliated and insulted and assaulted without due cause and in my opinion against my will. Not being able to control my feelings and still crying as we boarded I thought that if I were a child this would legally be considered molestation in the first degree. As an adult with a disability it should be considered sexual abuse and a crime against persons with disabilities. I am a 63 year-old woman. I have never been arrested or been to

court. I have no record of ever being a person of interest to anybody. I am white, I am American, I am a United States citizen and I am angry! I carry a Zimmer Knee Replacement Patient ID Card that states my name, my doctor's name, his phone number, the hospital where the surgery was done, the date of the surgery and implant information stating that it is my left knee. While my driver's license is accepted at security posts my implant card is not. This is wrong.

Contact Us - Homeland Security

Submitted: November 20, 2010 18:59
IP Address: (b) (6)
From: (b) (6)
Email Address: (b) (6).net
Phone:
Address (Domestic): (b) (6)
Topic: Homeland Security

Message: Dear Mr. President, I have been defending you since before the election naming you our President but now I am having some trouble staying with you because you support Janet Napolitano, John Pistole and any others that would tell you that the security checks are just "love pats". After telling the TSA agent that my breast were extremely tender and PLEASE don't hurt me, she turned sadistic and was so rough with me that I involuntarily screamed out in pain and my tears were immediate. I have metal throughout my body and the scanners won't do for me. I felt like I had been sexually assaulted. I hope your daughters or wife would never have to go through what I went through. I have to fly on the 1st of Dec and I am terrified, so yes, the terrorist have won. I would rather die than be molested again and yes, I am a victim of sexual assault. Sincerely, (b) (6)