

Inquiries By Subject and Medium
 Start Date : '01-JUN-2004' - End Date : '7-DEC-2004'

Created On	Inquiry Number	Subject	Summary	Notes
03-JUN-2004	876828	No-Fly	"No Fly List"	<p>From: [REDACTED] <i>blb</i> Sent: 03-Jun-2004 08:26:14 PM To: TCC-FINAL-S@tsa.dot.gov Cc: Subject: "No Fly List"</p> <p>To whom it may concern"</p> <p>I doubt you will answer this email as the TSA has not answered any previous emails from me in the past.</p> <p>How do I get an answer on WHY I am "Randomly Selected" for additional screening</p> <p>EVERYTIME my wife and I fly??Is it because I am on the TSA's "No Fly List"??</p> <p>Is the only way to obtain this information thru the courts??</p> <p>Could a Senator or Congressman obtain the information for me and my wife??</p> <p>Is it because I am a WHITE Male??Or is it because I am 50 years old??</p> <p>Is it because it has to look like the TSA screeners are doing SOMETHING, so they pull me aside and search me EVERYTIME we fly.</p> <p>Even tho,because of previous Injuries to my Back,Neck,and Head, (and the resulting surgeries to correct some of the problems.)</p> <p>I sometimes need additional time to get to my seat and put my things away.</p> <p>Because I am "Randomly Selected" EVERY TIME,that time is not available to me.</p>

				<p>WHY is this?? Who has this information??Who would I talk to in Alaska about this??</p> <p>I also understand by sending this email,I will again be "Targeted" the next time we fly</p> <p>and be subject to additional screening just because I sent this email and question to the TSA.</p> <p>Thank you;</p> <p> b6</p> <p></p> <p>Anchorage,Alaska</p> <p>99504</p>
Record closed during the IMS Auto - population Creation Backlog Project 7/26/05				
04-JUN-2004	877022	No-Fly	Constituent complaint re: randomly selected for "special" screening every flight	6/3/04: Rec'd in TCC..assigned to SW for "no-fly" processing....KG
07-JUN-2004	879910	No-Fly	Consumer feels she is being racially profiled because of the No Fly List	-
08-JUN-2004	882784	General Contact Information	Security at Logan Airport Concourse C June 4 10-1130 AM	From:  b6 Sent: 08-Jun-2004 05:08:10 PM To: TCC-FINAL-S@tsa.dot.gov Cc: Subject: Security at Logan Airport Concourse C June 4 10-1130 AM

I would like to express my security and customer service concerns at Logan.

I am a 4 Million mile flyer who travels at 30 airports per year including 4-5 times thru Boston.

I am also a 25 years of experience management consultant who tends to watch how processes work - they don't seem good still at Logan.

It is the slowest and most security hostile airport I visit each year.

On the date and time noted above I approached security at the C concourse and the following happened:

The prescreener let me SELF SELECT into a line which I subsequently realized 40 minutes later was the "random search" line.

It took 45 minutes for 15 people to get thru this line.

When I got to the machine the attendant (not a TSA) person had to personally select the type of bin I could put my stuff in from a pile on the floor (he had to personally load the bin) not at the table level that each person could use and move the line faster. He checked my ticket not my ID again.

They would only let 1 person with a 2-3 minute wait to go thru the screening barrier.

				<p>The person at the barrier also checked my ticket again (not ID) after I had put it away (approximately 18" from the last ticket check)</p> <p>I suggested to the TSA person that they should warn the people loaded into this line that it would be a 40 Min. wait so they would not miss their flights. The answer was that everyone is supposed to be at the airport 2 hours before flight time so it didn't matter and they would not tell them. I said the airlines said 90 min. and 60 without bags. He insisted that was not right and started to get aggressive with me. I asked for a supervisor and he said the same thing and argued that he didn't care how long people were in the line</p>
08-JUN-2004	882966	No-Fly	Complaints - All Other Complaints	<p>From: [REDACTED] b6 Sent: 08-Jun-2004 06:29:06 PM To: TCC-FINAL-S@tsa.dot.gov Cc: Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name: [REDACTED] b6</p> <p>Category: Complaints - All Other Complaints</p> <p>Message: Dear Sir,</p> <p>My name has been added to the No-Fly list as of last year. Thus, each time I need to travel, I get harassed at the appropriate airport which is very humiliating. Latest incident occurred last weekend</p>

when I flew from Houston to California and returned.

My appropriate information is as follows. If you require additional information, please let me know.

Name: [REDACTED]

Drivers License Number: [REDACTED]

Drivers License State: Texas

SSN: [REDACTED]

b6

Mailing Address:

[REDACTED]

[REDACTED] Houston, TX 77057

Telephone: [REDACTED]

Email: [REDACTED]

b6

I am a frequent air traveler and travel almost 4 to 5 times a year. Until X-mas last year (2003), I could travel anywhere within the US without any issues. Since X-mas last year, each time I need to get special approvals/clearances before I can fly. I need to know why my name has been added to the No-fly list since last year?

I have always abided by all local, state and federal laws and have no criminal/suspicious records whatsoever. According to the individuals at the airline ticket counters, it seems that my name has been added because of my last and middle names. Is that not discrimination against people from certain religious/ethnic background? In other words, until last year I was not a threat for airline security and now all of a sudden I have become a threat? I need to know what I have done wrong that my name has been added to the list?

				<p>I have been subject to Special Registration as well. As a part of Special Registration, the appropriate authorities have pretty much all of my information including Social Security Number, Drivers License number, Passport number, Visa status, Employ</p>
08-JUN-2004	882968	No-Fly	Passenger and Traveler Information - All Other Passenger & Traveler Inquiries	<p>From: [REDACTED] b6 Sent: 08-Jun-2004 06:31:03 PM To: TCC-FINAL-S@tsa.dot.gov Cc: Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name: [REDACTED] b6</p> <p>Category: Passenger and Traveler Information - All Other Passenger & Traveler Inquiries</p> <p>Message: Dear Sir,</p> <p>My name has been added to the No-Fly list as of last year. Thus, each time I need to travel, I get harassed at the appropriate airport which is very humiliating. Latest incident occurred last weekend when I flew from Houston to California and returned.</p> <p>My appropriate information is as follows. If you require additional information, please let me know.</p> <p>Name: [REDACTED] b6</p>

Drivers License Number: [REDACTED]

Drivers License State: Texas

SSN: [REDACTED]

b6

Mailing Address:

[REDACTED]

[REDACTED] Houston, TX 77057

b6

Telephone: [REDACTED]

Email: [REDACTED]

I am a frequent air traveler and travel almost 4 to 5 times a year. Until X-mas last year (2003), I could travel anywhere within the US without any issues. Since X-mas last year, each time I need to get special approvals/clearances before I can fly. I need to know why my name has been added to the No-fly list since last year?

I have always abided by all local, state and federal laws and have no criminal/suspicious records whatsoever. According to the individuals at the airline ticket counters, it seems that my name has been added because of my last and middle names. Is that not discrimination against people from certain religious/ethnic background? In other words, until last year I was not a threat for airline security and now all of a sudden I have become a threat? I need to know what I have done wrong that my name has been added to the list?

I have been subject to Special Registration as well. As a part of Special Registration, the appropriate authorities have pretty much all of my information including Social Security Number, Drivers License

08-JUN-2004

88319
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General
Contact
Information

Security screening at
Tulsa International
Airport

From: [REDACTED] b6
Sent: 08-Jun-2004 09:38:02 PM
To: TCC-FINAL-S@tsa.dot.gov
Cc:

				<p>Subject: Security screening at Tulsa International Airport</p> <p>Gentlemen:</p> <p>Please see the attached file regarding an experience at Tulsa International Airport (TIA) on June 5th. No TSA personnel were involved in the incident, it involved TIA contractor prescreening security personnel. We did not ask to see speak with a TSA supervisor due to our anger and the fact that our daughter needed to catch her flight back to San Francisco.</p> <p>I realize that TSA might not have jurisdiction over TIA personnel or their contractors but this incident is indictative of racial profiling.</p> <p>Sincerely,</p> <p> b6</p>
09-JUN-2004	88355 4	General Contact Information	Complaints - All Other Complaints	<p>From:  b6</p> <p>Sent: 09-Jun-2004 09:35:31 AM</p> <p>To: TCC-FINAL-S@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name:</p> <p> b6</p> <p>Category:</p> <p>Complaints - All Other Complaints</p>

				<p>Message:</p> <p>It appears that random or pre-selection (S on boarding pass) is back in Detroit. This is a totalling ineffective way to guarantee the security of our airports and doesn't speak too highly of the normal security clearance procedures. If we have to pre-screen passenger, then this implies that our normal screening isn't working or has flaws.</p> <p>As a passenger I am troubled by a process that burdens those of us who fly frequently and doesn't help stop the problem that we are trying to alleviate. I am also disappointed that we aren't trying to better the process.</p> <p>[REDACTED]</p> <p>Email: [REDACTED] } b6</p> <hr/> <p>Date and Time of message: 06/09/2004 08:35:28 AM</p>
09-JUN-2004	884504	General Contact Information	airport check in watch list	<p>From: [REDACTED] b6</p> <p>Sent: 09-Jun-2004 05:26:37 PM</p> <p>To: TCC-FINAL-S@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: airport check in watch list</p> <p>Hello,</p> <p>I was travelling on America West last weekend to El Paso TX from Burbank. I had a question about a government watch list that I seem to be on.</p> <p>I was made to wait while I checked in, it seemed that the airline agent had to call in somewhere (I imagine to a database) to see if in fact I was</p>

2004	8			<p>Sent: 08-Jul-2004 04:48:41 PM To: Telltsa@dhs.gov Cc: Subject: No Fly List</p> <p>Through what must be a gross error I am on the "No Fly" list and I need the error corrected.</p> <p>My name is [REDACTED] b6, 82 years old with a birth date of [REDACTED] b6. I am native born with a family history going back to the Revolutionary War. I am a World War 2 veteran, a Mason and a Shriner, a member of the Methodist Church and have never been charged with a felony or misdemeanor. I have even never had a moving traffic ticket. I don't believe I am a danger to anyone. I fully support strong security measures in this country but being on the list causes me embarassment and inconvneniences when I travel. Of course I am curious as to how my name got on the list but more importantly it needs to be removed.</p> <p>Tell me how I can accomplish that.</p>
15-JUL-2004	93838 8	No-Fly	Passenger and Traveler Information - All Other Passenger & Traveler Inquiries	<p>From: [REDACTED] b6 Sent: 15-Jul-2004 12:19:45 PM To: TSA-ConsumerResponse@tsa.dot.gov Cc: Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name: [REDACTED] b6</p> <p>Category: Passenger and Traveler Information - All Other Passenger & Traveler Inquiries</p> <p>Message: I have recently been advised by US Airways that my name is on a "watch list." I am a defense contractor for [REDACTED] b6 with a Secret Clearance, who travels frequently on business. Because of this situation, check-in for air travel requires significantly more time and inconvenience. Is there any way I can be identified when flying to avoid this hassle?</p>

				<p>"dangerous". Now I understand the need for increased security, and that my [Pakistani] last name might raise a flag, but once I pass this "test" why isn't it possible to remove me from this red flag list?</p> <p>I am wondering because it adds a significant amount of time and inconvenience to my check in procedures.</p> <p>Thanks,</p> <p>[REDACTED] b6</p> <hr/> <p>MSN Toolbar provides one-click access to Hotmail from any Web page - FREE download! http://toolbar.msn.click-url.com/go/onm00200413ave/direct/01/</p>
19-JUN-2004	90064 2	General Contact Information	Re: Profiling: Aerlingus	<p>From: [REDACTED] b6 Sent: 19-Jun-2004 02:44:09 PM To: Tsa-ContactCenter@dhs.gov Cc: AirConsumer@ost.dot.gov Subject: Re: Profiling: Aerlingus</p> <p>Thank you very much for your reply and enclosed information. I am not so interested/affected in/by the "No Fly List" as I am in the "airlines" supposed "random" selection of me, a Black American, as a dogged choice for security screening. I am insulted that EVERYTIME I went through screening at Aerlingus that they "randomly" pulled me aside for search. They did NOT search my Irish-born wife, but they certainly did search me - - EVERYTIME.</p> <p>As I have stated, I understand, and most of all, am in total conformity to</p>

and agreement with and consent to any and all forms of airport security. I am just insulted that EVERYTIME that I get on an Aerlingus flight that I am "randomly" selected for search. As I have stated, if Aerlingus was randomly giving away free tickets, I know that I would NOT randomly receive a free ticket EVERYTIME that I flew Aerlingus. That being the case, why is it that EVERYTIME I fly Aerlingus am I (allegedly and presumptuously) "randomly" searched? This is my concern. I ignorantly assume that since Aerlingus' major hub is Dublin that they don't have a lot of Black people flying on their planes. What I am suggesting is that Aerlingus be brought into the 21st century and understand that not all Black people or non-whites are potential security risks. Many of us are upstanding and respectable members of society.

[REDACTED] b6

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

From: "TSA-Contact Center" <Tsa-ContactCenter@dhs.gov>

To: [REDACTED] b6

Sent: Saturday, June 19, 2004 10:59 AM

Subject: Re: Profiling: Aerlingus

Thank you for your email message. For national security reasons, the No-Fly List is not available to the public. In addition, please note that the

				airlines will not give a boarding pass to individuals who are on the No-Fly List. Therefore, if you have a boarding
20-JUN-2004	902238	No-Fly	Question About My Selectee Status: [REDACTED] b6	<p>From: [REDACTED] b6 Sent: 20-Jun-2004 07:23:02 PM To: Telltsa@dhs.gov Cc: Subject: Question About My Selectee Status: [REDACTED] b6</p> <p>Hello!</p> <p>Three airlines have informed me my name is on a government selectee list and that I am unable to obtain e-tickets or obtain boarding passes through normal means at any time. I need to be evaluated, detained and have my boarding pass approved through a airline supervisor every time I fly. They need to override the rejection for travel in their computer system. If no supervisor is available, I need to take another flight until an override can be processed.</p> <p>Both ATA, US Airways and AA have all stated that this is an issue I need to resolve through TSA. They also stated TSA can remove me from this "list."</p> <p>I travel several times a month for work and this is becoming completely unbearable. In addition, the airlines seem ill-equipped for handling people on this "list."</p> <p>What can I do to have my name removed from this list? I have never been arrested, I am not obtaining a passport, I don't pay for airlines tickets by cash or on the same day nor do I obtain one way tickets. I even pay my parking tickets.</p> <p>Please inform me of a process I can take to ease my travel experience.</p> <p>Thanks so much,</p>

				<p>[REDACTED]</p> <p>[REDACTED]</p> <p>Social Security Number [REDACTED]</p> <p>Date of Birth [REDACTED]</p> <p>[REDACTED] cell</p> <p>[REDACTED] (work)</p> <p>Record closed during the IMS Auto-population Creation Backlog Project 7/27/05</p>
24-JUN-2004	909838	General Contact Information	Called for [REDACTED] who is on a no fly list b6	<p>[REDACTED] called about a [REDACTED] could not get boarding pass to fly with his family. [REDACTED] states that he was not a terrorist if he was a terrorist, he could come and blow us up. [REDACTED] was very upset and wanted to talk to someone about this situation. [REDACTED] was told at the airport that he could not fly at all. He was flying from FLL to LAX.</p>
27-JUN-2004	912840	No-Fly	Complaints - All Other Complaints	<p>From: [REDACTED] b6</p> <p>Sent: 27-Jun-2004 08:05:26 PM</p> <p>To: TSA-ConsumerResponse@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name:</p> <p>[REDACTED] b6</p> <p>Category:</p> <p>Complaints - All Other Complaints</p> <p>Message:</p>

Can someone please help me?

I am on the TSA No-Fly list. I am a frequent traveler and this prevents me from using on-line boarding processes. This is very frustrating. It takes the boarding agent 15-20 minutes extra to get me cleared for boarding. I have nearly missed one flight because of this. This ties up the boarding agent as well as everyone else in the line behind me. Traveling is difficult enough without this added inconvenience.

Earlier this year I contacted TSA and was sent a form. I submitted the form and the required 3 notarized forms of identification to Virginia Skransky at TSA. I did not hear anything so I called the TSA and emailed the Ombudsman again on 6/2/04, but still did not receive a response. I called on 6/17/04 again and spoke to Monica who said Virginia was on vacation and would definitely call me ???next week???

On June 21, 2004 I had to travel from Florida to Connecticut for my father???'s funeral. Leaving Orlando and leaving LGA on the return trip I had a wait in a long line at the counter to be cleared. As hard as this travel was, this made it much more difficult.

Can someone please contact me?

[REDACTED]

[REDACTED]

] b6

Melbourne, FL 32935

Home ??? [REDACTED]

Work ??? [REDACTED]

Cell ??? [REDACTED]

] b6

Email:

[REDACTED] b6

Date and Time of message: 06/27/2004 07:05:25 PM

29-JUN-2004

91690
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No-Fly

Victim of Your "No Fly List"

From: [REDACTED]
Sent: 29-Jun-2004 06:31:08 PM
To: Telltsa@dhs.gov
Cc: [REDACTED]
Subject: Victim of Your "No Fly List" b6

Dear Sir/Madam:

I am one of the technical directors at the [REDACTED] a b6
non-profit science and technology company, with extensive experience in
various aspects of homeland security. In fact my division has been
supporting various parts of Department of Defense in Science and
Technology areas relating to the chemical and biological defense. As a
part of my job I do travel extensively to various national and
international destinations.

Recently on my way to attend an international chemical weapons
demilitarization conference, I was informed by the young lady behind the

Lufthansa counter at the Dulles airport that my name, [REDACTED] b6
(last name [REDACTED] b6 and first name [REDACTED] b6), shows up on the government "No Fly List" and as a result I will have to wait on the side before a local police officer can clear me to board the plane. It was a pretty embarrassing situation, particularly considering that I, along with my wife, a local physician, had to wait for over fifteen minutes before a local capital area police officer had to come to the check-in counter; the officer over her radio called in my name to check, I guess other records; this whole process had wasted more than 45 minutes from my schedule making me almost miss my flight even though we arrived at the airport two hours before the scheduled departure time. It also took away the police officer from any critical security functions she may be performing at other parts of the air port.

I know that it is essential to use passenger screening databases as one of the tools in our quest to make sure that the bad guys are caught before boarding the planes; however what bothered me the most is the lack of sophistication of our databases. It seems that the database is simply programmed to look for certain type of names to alert th

30-JUN-2004

91730
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Mishandling of
Passenger's
Property

ioki4s_the_point=3F?=-

From: [REDACTED] b6
Sent: 30-Jun-2004 08:04:55 AM
To: Telltsa@dhs.gov

Cc:

Subject: =?iso-8859-1?Q?Complaint:_What=B4s_the_point=3F?=?

Dear Sir or Madam:

Upon returning from the US yesterday, I could not but notice that my luggage had been searched by TSA officials. Again.

Let me share with you a couple of thoughts and remarks concerning this fact.

First of all, please note that I am very upset and feel intimidated by this repeated random search. It is definitely a great inconvenience and really annoying.

(At least you find a note issued by the Dep. of Homeland Security informing passengers that their luggage had been opened & examined).

I won't give you any of my flight details, since I'm very much sure that you do have access to all of my "relevant" data, credit card transactions (how much money I spent during my trip), where I stayed, what I did and what kind of products I purchased. I'm sure you also know when I last crapped.

I checked-in early for my flight, i.e. 2 hours prior to departure. Was that suspicious behaviour?

I come to think that the TSA airport personnel had too much time on hand and nothing to do, so they probably must have decided to raid my stuff.

What the hell were they expecting to find??

That I'd carry guns, bombs, explosives whatsoever?

What is the point?

Especially after already having my bags pre-screened, screened, xrayed, lasered and what have you.

As the term "random search" implies, this technique is totally ridiculous. Why do I get checked, but

				<p>a passenger one step ahead in my line gets through easily. What makes you sure that it is not that passenger that could be a potential "evil doer"?</p> <p>It is therefore totally insulting to me that you suppose I could be the bad guy.</p> <p>What qualifies me to get searched at all?</p> <p>I have so much travel experience, flying often and extensively. And I believe, especially after 9/11, EVERYBODY knows that it is probably not a good idea to pack dangerous stuff into your</p>
30-JUN-2004	917694	No-Fly	Complaint re: "no-fly" list and proposed CAPPS II passenger screening system	6/29/04: Rec'd in TCC..assigned to J. Wilson....KG
				7/19/04: Rec'd final draft back from ExecSec. Need to make changes per RStone.
				7/20/04: Changes/edits completed. Delivered folder to ExecSec w/disk for upload per A. Thomas....KG
				7/2/04: Draft prepared and submitted to AT w/folder. - JTW
				7/27/04: Uploaded for Stone's signature....KG
				7/7/04: Uploaded for Stone's signature....KG
				8/6/04: Signed by Stone...kg
				9/21/04: Closed in TCC
				7/1/04: Rec'd in TCC..assigned to AT for "no-fly" handling....KG
				7/20/04: Prepared Interim response draft, to AT for review.
7/21/04: Interim uploaded for signature....KG				
8/26/04: Draft ok by AThomas/CMondok to OCC for review....kg				
02-JUL-2004	92082-8	No-Fly	Complaint re: TSA's use of "no-fly" list and CAPPS II	10/04/04: Haven't rec'd update from Virginia or group. Resending package for follow up.(sw)
				10/21/04: Rec'd 2nd request...TSA-041021-019....KG
				11/23/04: Rec'd in TCC for OCC

				<p>11/24/04: Uploaded for Stones's Signature...lsw</p> <p>11/5/04: to OCC for clearance....kg</p> <p>12/20/04 signed by Stone 12/30/04: Closed in TCC...lsw</p> <p>7/1/04: Rec'd in TCC..assigned to J. Wright....KG</p> <p>7/20/04: Prepared Interim response draft, to AT for review.</p> <p>7/21/04: Interim uploaded for signature....KG</p> <p>8/16/04: Draft prepared and given to Chris for review (sw)</p> <p>8/17/04: Retyped Chris' edits. Out for OCC review.(sw)</p> <p>8/27/04: OCC returned to OMBUD asking for phone call be made to constituent. I prepared detailed note explaining questions that need to be asked and gave to Virginia for handling (sw).</p> <p>8/3/04: Draft prepared and submitted to AT w/folder. - JTW</p>
02-JUL-2004	92164 6	No-Fly	b6 [REDACTED] was stop do to his name being similar as to someone on the No Fly.	<p>7/2/04 MMB [REDACTED] was disturbed that he was not able to get his online boarding pass. He stated that he had to be physically matched. He was told because his name is so common TSA flagged him for positive name match. He was calling from the ONT airport to confirm that whether or not he would encounter the same problems on his return trip home. I informed first that as long as he receives his boarding pass there's not too much to be concerned with, besides it sounds like extra precaution for heighten security. I also informed him that if he has to go through this at least 4 or more times to contact us back and we will assist and direct him accordingly. He was ok and understood the process.</p>
04-JUL-2004	92273 6	No-Fly	Re: PISSED OFF!	<p>From: [REDACTED] b6 Sent: 05-Jul-2004 12:55:43 AM To: TSA-ConsumerResponse@tsa.dot.gov Cc: Subject: Re: PISSED OFF!</p> <p>Well you are still at it,</p> <p>my older sister dies, and any who's name is [REDACTED] no matter what airport we go through is stopped and searched!</p> <p>I am going to put up a webpage about this, letting everyone know how you have my family black listed, and I am going to write anyone and everyone who might be able to say something, I have an</p>

appointment with our homeland security office with letters written from ALL my family who went through this crap...

There will be changes made, and if you not will to make them yourself, they will come from somewhere hell even the court might have to make you change your list!

[REDACTED]

Business - [REDACTED]

Family - [REDACTED]

[REDACTED] on yahoo, and aol messenger

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

From: TSA-ConsumerResponse

To: [REDACTED]

Sent: Wednesday, March 05, 2003 8:57 AM

Subject: RE: PISSED OFF!

[REDACTED] b6

First, please accept my apology for not answering sooner. The same snow that closed us down also left us with a backlog. You have raised several issues and I will try to respond to each. TSA is a Federal organization and your state elected officials won't be able to do anything to solve issues created by your Representative or Senator. There are several things that will trigger additional screening, some of them are initiated by the aircarrier. Others are initiated as a result of something showing up in the screening checkpoint. All of these procedures look the same so it would not be apparent to the average passenger which trigger caused any additional screening.

The complaint that TSA is most interested in resolving is the search that was conducted involving food products. TSA is already hard at work on additional training of our screeners based on feedback such as yours from the traveling public. If we knew the date, time, flightnum

06-JUL-2004	92472 2	No-Fly	complaint	<p>From: [REDACTED] b6 Sent: 06-Jul-2004 03:18:30 PM To: Telltsa@dhs.gov Cc: Subject: complaint</p> <p>Hello.</p> <p>I am extremely unhappy with the way I was treated by Delta and (according to Delta) TSA, when I tried to board flight 1860 at Sea-Tac airport on July 1st.</p> <p>Part of my dissatisfaction is with the way Delta handled this; but if their claims are to be believed, then I'm also dissatisfied with the way TSA handled things.</p> <p>I showed up well ahead of time for my flight, and had already been assigned a seat through Expedia.com more than two months ago when the ticket was paid for. But when I got to the airport, twice Delta's self-service computer would not process my check-in, and then the human disingenuously claimed that there was just a problem with seating. Over the course of half an hour she finally admitted that I was on a no-fly list maintained by TSA, and that she wasn't able to process my check-in unless TSA agreed.</p> <p>I'm confident that there was a mistake here by Delta or TSA, and if Delta's information is correct then the mistake was by TSA.</p> <p>I'd like to know why this mistake wasn't processed and cleared up by TSA during the two and a half months between the time I bought the ticket and got a seat assignment, and the time I showed up at the airport to check in with Delta. I gave Delta no information at the time of check-in which TSA didn't already have access to.</p> <p>TSA has a responsibility to handle things a lot more efficiently than it is. Your delay could have made my miss the flight (which my wife was already checked in for). Delta, to my amazement, won't even refund the ticket if they deny me boarding due to TSA's directive. In addition, Delta says their security department is making the decision to refuse me boarding, but Delta will not release contact information so that I can speak with their security department. Delta also claims</p>
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07-JUL-2004	92751 0	Thank You	Extensive ID checks at airline check-in	<p>that their people are controlled by TSA security, but Delta won't release that contact information</p> <p>From: [REDACTED] Sent: 07-Jul-2004 07:13:41 PM To: TSAOmbudsman@dhs.gov Cc: Telltsa@dhs.gov [REDACTED] b6 Subject: Extensive ID checks at airline check-in</p> <p>Dear TSA,</p> <p>I am writing due to a consistent problem I encounter when checking in for either domestic or International flights. I travel extensively for business in the US, throughout Europe, and to the UAE (twice in 2003).</p> <p>When checking in for a flight, airline agents must consistently perform an extensive ID check, usually requiring between 15 - 30 minutes, before issuing my boarding pass.</p> <p>I was recently informed by airline personnel that the reason for this consistent, time-consuming check is due to my name being on a 'watch list' or 'no-fly list'. In all cases, I have been issued a boarding pass, but at the expense of considerable time investment on the part of the airline agent, myself, and the many other unfortunate airline passengers waiting to check in.</p> <p>I called the TSA Contact Center today and spoke to a very helpful individual (named John) who verified that my actual name is not on a 'no-fly list', but that there is some similarity to a name on the list,</p>
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and therefore the extensive ID check is required.

While I sincerely appreciate all the TSA is doing to ensure safe travel, please investigate this situation and provide a solution to this seemingly unnecessary, repetitious, time consuming ID check. Thank you very much!

Sincerely,

[REDACTED]
U.S. Passport # [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

b6

Disclaimer: The information contained in this transmission, including any attachments, may contain confidential information of [REDACTED]. This transmission is intended only for the use of the addressee(s) listed above. Unauthorized review, dissemination or other use of the information contained in this transmission is strictly prohibi

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08-JUL-

92890

No-Fly

No Fly List

From: [REDACTED]

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