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Record closed during the IMS Auto-Population Creation Backlog Project (7/11/05).

07-SEP-2004

10335
36

No-Fly

Complaints - All Other
Complaints

From: [REDACTED] b6
Sent: 07-Sep-2004 06:08:13 PM
To: TSA-ConsumerResponse@tsa.dot.gov
Cc:
Subject: Customer Service Feedback

You have received this email from the TSA website Customer Service.

Name:

[REDACTED] b6

Category:

Complaints - All Other Complaints

Message:

Every time I fly I have to wait at the ticket counter for several minutes and I am unable to benefit from any type of online or automated check in process. I have been told by the airlines this is due to my name appearing on a TSA unable to fly or no fly list. I fly very frequently and I do not understand why I am on this list or why I have to go through these delays. Please explain this to me and inform me on how I can get off this "List".

Thanks

				<p>[REDACTED] b6</p> <p>Email:</p> <p>[REDACTED] b6</p> <hr/> <p>Date and Time of message: 09/07/2004 04:08:12 PM</p>
10-SEP-2004	1038578	No-Fly	I would like to be removed from the "No Fly List"	<p>From [REDACTED] b6</p> <p>Sent: 10-Sep-2004 04:06:45 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: I would like to be removed from the "No Fly List"</p> <p>To Whom It May Concern:</p> <p>I work in the oil fields on the [REDACTED] and I travel from San Antonio Texas every two weeks. I have recently been notified that I am on the "No fly list" by my airline. I feel unjustly detained while traveling. As well, I observe TSA's travel tips as to not detain others. I do appreciate the job that TSA is doing to keep the public safe. I have read that there is a form that will provide a solution to my problem. Please mail the form to my home address.</p> <p>[REDACTED] b6</p> <p>San Antonio, Texas, 78247</p> <p>Thank you,</p> <p>[REDACTED] b6</p>
10-SEP-2004	1038642	No-Fly	Help with - TSA security selectee	<p>From [REDACTED] b6</p> <p>Sent: 10-Sep-2004 04:33:56 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p>

Cc:
Subject: Help with - TSA security selectee

Dear TSA,
I travel every week on company business on commercial airlines, because I am a traveling computer systems consultant.

For some reason, during the last few months, every time I try to check in with the airline, I am informed that I have been flagged by the TSA as a security selectee and the airline ticket counter manager has to go through a very lengthy series of steps to complete the check-in process.

The last three incidences were as follows:

a) USAirways flight 1224
at 06:15am on 09/07/2004

ticket # [REDACTED]

b) USAirways flight 1452
at 06:15am on 09/01/2004

ticket # [REDACTED]

c) USAirways flight 1452
at 06:15am on 08/23/2004

ticket # [REDACTED]

b6

The USAirways ticket counter people all recognize me and call me by first name, because they see me every week, and have been seeing me for about 14 years. So they too find it quite odd that, as a very frequent traveler that has cleared this process dozens of times, I am flagged as a security selectee again and again.

Is there some way to provide the TSA with more information or identification, so that I can avoid this unnecessary process every week? Please get me started in the right direction, so that the TSA and the airlines can focus on the real dangerous threats that we are all concerned about, and not wasting precious man hours on a law abiding citizen and very frequent traveler.

Thank you for your time and consideration.

Sincerely,

[REDACTED]

USAirways Frequent Flyer Number [REDACTED]

b6

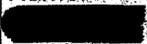
12-SEP-2004

1040392

No-Fly

Security Issues

From: [REDACTED] b6
Sent: 12-Sep-2004 03:46:03 PM
To: TSA-ContactCenter@tsa.dot.gov
Cc:

				<p>Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name:  b6</p> <p>Category: Security Issues</p> <p>Message: How may I be removed from the governments wanted / watch list so that I may fly without hassle?</p> <p>Email:  b6</p> <hr/> <p>Date and Time of message: 09/12/2004 01:46:03 PM</p>
15-SEP-2004	1046060	No-Fly	question	<p>From:  b6</p> <p>Sent: 15-Sep-2004 08:09:40 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: question</p> <p>Dear Sirs:</p> <p>On 9/8 I flew from Portland to Newark. Upon attempting to check in at Portland I was directed to the ticket counter where they had to call somewhere to get me a boarding pass. At security my and my wifes bags and clothing were completely searched in great detail. When I arrived at Newark I found even my checked bag had been searched.</p> <p>When I went to return from Newark 9/13 the eticket check in again sent me to the counter where another phone call was made. Curious as to what was up I asked the lady and was told I was on a 'no-fly list' and had to get permission to board. She further explained since I was on the return leg of a round trip it should have been documented and not have had to get cleared again. Again my checked bag was searched.</p> <p>So all this brings up a few questions. How am I on this list? What is the reason for listing me or is it not even myself but someone else with the same name? What action can I take to avoid the delay and hassle in the future?</p> <p>Best Regards!</p>

				<p>[REDACTED]</p> <p>[REDACTED]</p> <p>Portland, OR 97209</p> <p>[REDACTED] Direct</p> <p>[REDACTED] Fax</p> <p>[REDACTED]</p>	
18-SEP-2004	1049662	No-Fly	help with watch list on USAirways	<p>From: [REDACTED] b6</p> <p>Sent: 18-Sep-2004 10:45:40 AM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: help with watch list on USAirways</p> <p>Dear TSA - For some reason, my full name is on a watch list along with 30 or so other people with the same name and only with USAirways. I fly many airlines, sometimes a couple of times per week, but only USAirways fingers me for a full search of person and carryon baggage. This is SO ridiculous, especially since TSA has just cleared me for the 90-day American Airlines special traveler program that includes an iris and fingerprint, as well as background check.</p> <p>The full name is [REDACTED] b6</p> <p>Would you be kind enough to look into this for me and see if you can get me eliminated from the list. Senator Edward Kennedy apparently had the same problem recently where he was singled out for special security searches. Thanks.</p> <p>[REDACTED] b6</p> <p>Arlington, Virginia 22207-7065</p> <p>[REDACTED] b6</p>	
18-SEP-2004	1050330	No-Fly	Complaints	<p>From: [REDACTED] b6</p> <p>Sent: 18-Sep-2004 11:28:51 PM</p> <p>To: TSA-ContactCenter@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: ██████████ b6.</p> <p>Category: Complaints</p> <p>Message: When I checked in at IAH, I was informed that my name was on the no fly list. I was flying on Sept. 15 on CO3290 IAH-Tul. I was given a phone number 571-227-2383 to call in order for me to be cleared for my return flight on Sunday, Sept. 19, CO2203 Tul-IAH. I have called the number twice, Wednesday, Sept 15 and again on Fri, Sept 17. I have not received a return call concerning this problem. I assume that nothing has been done since I cannot access my account to print my boarding pass. If my name is for some reason appearing as a potential problem, I expect someone to contact me and tell me what I can do to remove myself from this list. I have had a frequent flyer number with Continental ██████████ b6 for almost 20 years, checked in online, and had no problem such as this before. Please respond to this and advise why I am subject to a no fly other than having my name. I should not have to go to this trouble every time I fly. If further information is required to remedy this situation, please call me at ██████████ and I will be happy to provide b6 you any information that you require to have me removed from this list. Thank you.</p> <p>Email: ██████████ b6</p> <p>Date and Time of message: 09/18/2004 09:28:51 PM</p>
20-SEP-2004	1052130	No-Fly	Security Issues	<p>From: ██████████ b6</p> <p>Sent: 20-Sep-2004 03:06:32 PM</p> <p>To: TSA-ContactCenter@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: ██████████ b6</p> <p>Category: Security Issues</p>

				<p>Message: b6 On Sunday September 19, my mom, [REDACTED] and I checked-in at the Ronald Ragon national Airport. While checking-n at American Airlines, we both were stopped and asked a couple of questions. The reason for these questions was because our name was on the no-fly or watch list. Both my mom and I were wondering if we could get off that list, because it is an inconvenience when trying to fly. Please e-mial me back at your earlyist convenience. Thank you,</p> <p>[REDACTED]</p> <p>Email: [REDACTED] b6</p> <hr/> Date and Time of message: 09/20/2004 01:06:32 PM
22-SEP-2004	10550 48	No-Fly	No Fly List	<p>From: [REDACTED] b6 Sent: 22-Sep-2004 11:32:30 AM To: Telltsa@dhs.gov Cc: Subject: No Fly List</p> <p>To Whom It May Concern:</p> <p>One three occasions recently I was delayed when checking in for flights from Albuquerque, Pheonix, and Las Vegas on two different airlines, Southwest and America West. Airline representatives delayed my departure because they said I was on their "no fly" listing.</p> <p>Late last year, the same phenomenon ocured over a dozen times, and it took five letters to your organization, a noterized letter to your agency, and letters to my congressional representatives to correct the problem. It was finally corrected in March of this year. Evidently I'm back on this list again!!!</p> <p>Let me assure you, I am a law-abiding U.S. citizen who fully understands the dangers of terrorism here in the U.S. However, I deeply resent having to be delayed for legitimate air travel and I respectfully request that you remove my name from your "no fly" list and respond in a timely manner to this communication.</p> <p>I can assure you if I continue to be delayed, I will take full legal measures available to me to protect my rights, freedom and liberties!</p> <p>Sincerely yours,</p>

				<p>[REDACTED]</p> <p>Santa Fe, New Mexico 87508</p> <p>[REDACTED]</p> <p>Social Security: [REDACTED]</p> <p>Birthdate: [REDACTED]</p>
23-SEP-2004	1057068	No-Fly	Security Measures/Procedures	<p>From: [REDACTED] b6</p> <p>Sent: 23-Sep-2004 01:23:11 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc: [REDACTED]</p> <p>Subject: Security Measures/Procedures</p> <p>Greetings TSA;</p> <p>Please forward this email to your ombudsperson(s) who directly handle(s) these very serious issues concerning (Corporate Business) Travel.</p> <p>Over the past two years I have sustained enormous frustration when checking in with ANY airline. I MUST go through extensive screening due to my good name being on some ridiculous terrorist watch list. I have been affiliated with the US NAVY as an enlisted member since July 1984. I am currently serving in an enlisted capacity. I am a US CITIZEN. Additionally, I am a Regional Vice President for a Global Intermediary offering Employee Benefits to the Fortune 1000 companies across the Western US. I reside in Coronado CA.</p> <p>The issues are I am unable to expedite checking in for my flights using the express machines found in terminals offered to other travellers. I fly quite often. Nearly two to three times a month. With the additional screening in place it becomes extremely difficult to remain calm knowing some government worker has arbitrarily included my good name on this watch list which is a terrible embarrassment but necessary as to ensure safe travel. However, WE MUST ALLOW for some relief in situations as I am describing here...</p> <p>However, I do understand that by writing this to your offices and calling in that perhaps we can complete some due diligence process in order to be removed from this terrorist watch list. I want my name removed immediately. Please begin to perform this background check and verify my good name and when complete please make me whole again?</p> <p>Please call my office directly should you have additional questions or</p>

				concerns related to this communication. Your cooperation is appreciated and anticipated. Your offices have 10 days to respond to this inquiry...otherwise I will have no alternative but to consult with our attorney's and subsequent
23-SEP-2004	1057758	No-Fly	Discrimination on the basis of Ethnicity (ie name)	<p>From: [REDACTED] <i>bc</i> Sent: 23-Sep-2004 06:17:39 PM To: Telltsa@dhs.gov Cc: Subject: Discrimination on the basis of Ethnicity (ie name)</p> <p>TSA Folks,</p> <p>I have been told that my name is on some watch list and/or my name is similar to a name on the watch list. I get stopped about 50% of the time, which if you think about it is pretty high odds for a US citizen to be stopped based on random selection which some your slightly less intelligent people claim. Actually, I think most have stopped that these days - because whats worse then being stopped because your of Arab ethnicity is to be lied to.</p> <p>I simply do not understand how I can be stopped and get secondary screening when I have done nothing wrong. I am not a criminal. If my name is on a list, but my birthdate is different then why do I go through the secondary screening all the time ? Normally, I don't mind cuz I'm all for keeping the country safe ... And if I had limited resources and such then I'd probably check me first as opposed to the 90 yr old lady .. But enough is enough.</p> <p>My bag made it to Vegas a day late and I had to go back and forth to the airport to try to find it. Since it had been picked up to get x-rayed, I have a feeling it never made the plane even though I actually showed up 2 hours early.</p> <p>This is the real question, why does the TSA tag me for secondary screen more than 50% of the time ? Is there anyway I can stop this from happening, so that I get treated like every other white American citizen ? Is there any way of proving who I am so I can either get off the list or get something put on the list that says I am who I am. In the last 12 months I've travelled to London, Little Rock, Miami, Puerto Rico & Vegas and although that's not a lot .. It basically 10 trips to the airport where I get hassled and get treated like a criminal for no good reason. I don't expect to not be screen or not be randomly chosen, but I do expect to be treated fairly and not discriminated against based</p>
25-SEP-2004	1060264	Suggestions	Security Pre Screening.	<p>From: [REDACTED] <i>bc</i> Sent: 25-Sep-2004 04:36:40 PM</p>

To: Telltsa@dhs.gov
Cc: Richard.Vacar@cityofhouston.net
eservice@coair.com
Subject: Security Pre Screening.

Dear Sir / Madam;

I have heard several reports recently about security pre-screening for air travel passengers to allow expedited screening at airport security checkpoints. I, along with my wife, travel fairly extensively and this would eliminate the costly and time consuming process of screening me/us every time we fly. I recently flew back to Houston, Texas (IAH) and had to go through three searches, along with the regular check in security scanning. This was totally unnecessary and costly both in time and resources. multiply that by the number of "pre-screened" passengers that are delayed and the manpower to complete the searches every day and you start to see that a lot of valuable resources are being unnecessarily wasted.

I have had an extensive background check from the state of Texas for a concealed handgun permit and airport ranger clearance, and an FBI background check for my federal firearms license. It would seem logical to allow passengers such as myself to get expedited passage through airport security because we have been scrutinized much more closely than anyone randomly passing through an airport security checkpoint. Why continue to punish those of use, at both our time and expense, who are clearly the "good guys".

I'm all for biological ID systems to allow those of us with background security checks/clearances to bypass the costly and time consuming lines at airports, even if it means paying a fee for the service.

Thank you for your attention.

Yours truly,

[Redacted Signature]
Houston, Texas,
77005-1036
Office [Redacted]
[Redacted]
FFL# [Redacted]

b6

27-SEP-

10617

No-Fly

no fly list

From: [Redacted]

b6

2004	84			<p>Sent: 27-Sep-2004 12:36:57 PM To: Telltsa@dhs.gov Cc: Subject: no fly list</p> <p>To Whom It May Concern:</p> <p>Taking a flight from Reno, NV to San Diego, Ca, on Thursday, September 23, 2004, I was prevented from express check in and directed to go to the ticket counter. Upon doing so, I was told that my name was on the "No Fly" list. After some discussion, the person at the counter gave me a boarding pass and I was told that I was cleared. Upon my return flight, I "enjoyed" the very same experience. When I arrived in San Diego, I called my office and asked that they contact Homeland Security to find out what the heck was going on. They got back to me and gave me an Ombudsman phone number to call. I called the number on three occasions, connecting to a voice mail message saying they would call me back. It is now Monday and no one has even attempted to call.</p> <p>As I said, I went through the same crap on the return flight, at which time the lady at the counter suggested I go to your web site, that there would be a form to fill out to clear everything up. Lo-and-behold, I can find no such form.</p> <p>I have flights scheduled for October 9, 2004, October 11, 2004 and October 18, 2004. What do I have to do to get my Scot/Irish, anglo-saxon, protestant name off the list and be able to fly like a normal, non-threatening, non-terrorist person?</p> <p>DOB [REDACTED] Office phone [REDACTED] Home phone [REDACTED] address [REDACTED] Gardnerville, NV 89460 USA</p>
28-SEP-2004	10632 26	No-Fly	All Other Inquiries	<p>From: [REDACTED] b6 Sent: 28-Sep-2004 08:40:02 AM To: TSA-ContactCenter@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: All Other Inquiries</p> <p>Message: During the recent past I have taken flights and have had trouble checking in. Several weeks ago I found out that my name is associated with an individual connected to the FBI watch list and wondered if I will always have trouble checking in or is there any possibility I, through some form of identification, ever be free of this inconvenience. I thoroughly support our security efforts and will continue to support them. This is an attempt to understand the steps I need to take to successfully pass security and be on time for my flights. Thanks for your help.</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 09/28/2004 06:40:01 AM</p>
28-SEP-2004	1064208	No-Fly	CONSUMER COMPLAINT: AIRLINE INFORMED HIM THAT HE WAS ON A LIST.	11/13/04 - [REDACTED] STATED THAT HE HAS RECEIVED NO RESPONSE FROM OMBUDSMAN. COMPLETED THE OMBUDSMAN WATCH LIST CONTACT SHEET AND FORWARDED INFO TO TEAM LEAD. CMD. b6
28-SEP-2004	1064244	General Contact Information	RE: Discrimination on the basis of Ethnicity (ie name)	<p>From: [REDACTED] b6</p> <p>Sent: 28-Sep-2004 05:19:59 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: RE: Discrimination on the basis of Ethnicity (ie name)</p> <p>Thank you for the response, I am in the process of contacting the Ombudsman. I do have one question that you may be able to answer.</p> <p>If I am mistaken for someone on the No-Fly list and it takes a few minutes to confirm that in fact I am not that individual - why am I almost always selected for secondary screening ?</p> <p>On the flight back from Vegas, I got issues a boarding pass but was still flagged for secondary screening. If that's not discriminatory, I don't know what is.</p> <p>Thanks again, [REDACTED] b6</p> <p>-----Original Message----- From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov]</p>

				<p>Sent: Tuesday, September 28, 2004 4:08 PM To: [REDACTED] b6 Subject: Re: Discrimination on the basis of Ethnicity (ie name)</p> <p>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 pass, you are not on the No-Fly List.</p> <p>For persons who are constantly delayed when trying to get a boarding pass, TSA has developed protocols in the hopes of addressing this issue. As such, the TSA Office of Ombudsman is available for questions or concerns from individuals who believe they are being mistaken for persons on the No-Fly List. The individual must submit a written request describing what has happened in the past that leads him or her to seek assistance.</p> <p>Should circumstances warrant it, the Office of Ombudsman will then send out a form requesting personal information. This information is sent to the Office of the Assistant Administrator for Intelligence and there compared against the No-Fly List. The individual will then receive a reply from TSA stating either that TSA has taken appropriate action which may include notifying the airlines or TSA d</p>
30-SEP-2004	1068176	No-Fly	Passenger and Traveler Information	<p>From: [REDACTED] b6 Sent: 30-Sep-2004 09:54:53 PM To: TSA-ContactCenter@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</p> <p>Message: Yesterday, on a routine flight on Southwest Airlines from Baltimore to Norfolk, I could not accomplish rapid check-in (securing a boarding pass by inserting my credit card in the machine) - and the attendant ultimately told me the reason was because I was on a "watch list"</p>

				<p>What is a watch list? How did I get on it? How do I get off - this is patently unwarranted and is delaying my travel.</p> <p>Email: [REDACTED] b6</p> <hr/> <p>Date and Time of message: 09/30/2004 07:54:52 PM</p>
01-OCT-2004	1068718	General Contact Information	RE: My name is on the no-fly list	<p>From: [REDACTED] b6 Sent: 01-Oct-2004 01:04:43 PM To: Virginia.Skroski@dhs.gov Cc: TSA.Ombudsman@dhs.gov Telltsa@dhs.gov Subject: RE: My name is on the no-fly list</p> <p>Dear Ms. Skroski: Below is the e-mail that sent to the TSA ombudsman and I have not received a response. I have also called the ombudsman's office several times and left messages, but still no one has responded. I finally went through the civil rights office. Kimberly Bandy gave me your telephone number. However, 571-277-1449 does not connect so I used 202-253-4839. I would like to resolve this problem since I am traveling again later this month.</p> <p>Sincerely, [REDACTED]</p> <p>Telephone numbers Home: [REDACTED] Work: [REDACTED] or [REDACTED] or [REDACTED]] b6</p> <p>>To Whom: > >My full name is [REDACTED] My address is [REDACTED] > [REDACTED] Denver, CO 80220. I was born [REDACTED] in [REDACTED] > [REDACTED] I am 5 feet, six inches tall and weigh 130 pounds. I am >Caucasian with brown hair and brown eyes. My Colorado driver license >number is [REDACTED] I do not have a criminal record. > >On my last three trips the counter attendant has excused his/herself with >my driver license to make a check. When I asked about this, the initial >answer was that the name [REDACTED] is a common alias and therefore needed >verification. Ultimately one of them told me that my name was] b6</p>

				<p>specifically >on a watchlist. I asked if I matched the description of whoever it is being >investigated, but I was not given any answer. Besides being embarrassing, >this has prevented me from using any of the quicker self-check-in >technology and also created delays at that counter. ></p> <p>>I fully appreciate the need for security and am willing to wait in the >security lines along with everyone else. However, you have determined that >my name warrants some scrutiny while never taking the effort to verify >definitively that I am who I say I am. How can this issue be resolved? ></p> <p>>Sincerely, ></p> <p>[REDACTED] b6</p>
03-OCT-2004	10704 26	No-Fly	Complaints	<p>From: [REDACTED] b6 Sent: 03-Oct-2004 10:29:01 AM To: TSA-ContactCenter@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</p> <p>Message: For some reason, I was detained at EWR airport on Thursday and informed that I am on the TSA watch list. A moderately frequent pleasure traveler, mother, and wife, I want to know why? How embarrassing and frustrating, not to mention trying to explain this to my children whom were standing there. Being told by the screener, "don't worry, I had a 3 mos. old baby on the list the other day," adds no comfort. Please contact me and advise how to resolve this issue. Thank you.</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 10/03/2004 08:29:01 AM</p>
04-OCT-2004	10715 86	No-Fly	Watch List	<p>Called to see if we recieved his information airborne [REDACTED] 11/11/04 attn Q. Patton</p> <p>From: [REDACTED] b6 Sent: 04-Oct-2004 11:35:09 AM</p>

				<p>To: Telltsa@dhs.gov Cc: Subject: Watch List</p> <p>My name is [REDACTED] b6 I am an American Citizen, born and bred. I just recently was placed on the watch list...for what reason I don't know, but it has inconvenienced me with Southwest Airlines logging on and retrieving my boarding pass.</p> <p>I would like to know what I need to do to alleviate this time-consuming and very annoying process each and every time I go to the airport. I fly frequently and can't understand why I'm on that list.</p> <p>Please advise</p> <p>[REDACTED] b6 Sparks, MD 21152</p>
04-OCT-2004	10721 16	No-Fly	Airport watch list	<p>From: [REDACTED] b6 Sent: 04-Oct-2004 02:58:36 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: Airport watch list</p> <p>I hope you can help me with my problem. I fly a lot of miles each year especially in the course of doing my job. I have 16 offices across the country and over 1,100 hospitals as clients. I have been told by multiple carriers, that I have been put on some type of watch list due to my name being similar to someone who is being watched. This is causing me a lot of inconvenience as I can not use any of the service's afforded the rest of the traveling public. I can not check my bags in curb side, I can not use the kiosk to get my boarding pass and I have to wait, up to 15 minutes to have my name cleared before I will be issued a boarding pass. I also have to go through full body search's 3 out of every four flights.</p> <p>There has to be something I or you can do to prevent this. I have never been in trouble with any law enforcement agency and I have a passport that was issued 2 or 3 years ago. Please let me know what can be done. Thanking you in advance...</p> <p>[REDACTED] b6</p>

				Direct line [REDACTED] bc Fax [REDACTED]
04-OCT-2004	10728 36	No-Fly	Expressing concern re: being harassed due to name on "no-fly" list	1/3/05: Recieved in TCC from OCC uploaded for Signature...lsw 1/31/05: Signed by Stone 1/31/05: Recd Final from Execsec 4/8/05: Closed in TCC...lsw 10/05/04: Rec'd...BR 10/07/04: Prepared Interim, to Andrea for review...BR 10/13/04: Interim uploaded for signature....kg 10/14/04: Interim returned by ExecSec for rewrite per M. Simons. Completed edits and uploaded again...kg 10/4/04: Rec'd in TCC..assigned to AT for "no-fly" handling....kg 10/8/04: Rec'd, Edits by Edison T., To Chris for approval....BR 11/2/04: Rec'd...BR 11/3/04: Prepared Draft, to Andrea/Edison for review...BR 11/3/04: To Chris for approval...BR 11/3/04: Edited draft and returned to BR. ET 11/4/04: Rec'd, Edits per Chris...BR 11/5/04: Edits per Chris and Andrea, to Chris for approval....BR 11/5/04: To OCR for clearance...BR

				12/01/04: To OCC.....lsw
				Out for Stone's signature.BER
05-OCT-2004	10733 92	No-Fly	CC re needing the information to get off the no fly list	Consumer called he was very irate about possibly being on the no fly list, and the fact that he has been trying calling the Ombudsman office for 2 months to try to alleviate the problem. I am forwarding the information to Monica for her review in hope of getting a resolution for the consumer. Contact # for the consumer [REDACTED] Mobil and Office [REDACTED] b6
05-OCT-2004	10735 90	No-Fly	Complaints	<p>From: [REDACTED] b6 Sent: 05-Oct-2004 12:09:49 PM To: TSA-ContactCenter@tsa.dot.gov Cc: Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name: Enter Name [REDACTED] b6</p> <p>Category: Complaints</p> <p>Message: Enter Message i need to get off your no i need to get off your no fly list. how can that be done??</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 10/05/2004 10:09:49 AM</p>
06-OCT-2004	10758 36	General Contact Information	RE: Discrimination on the basis of Ethnicity (ie name)	<p>From: [REDACTED] b6 Sent: 06-Oct-2004 12:14:08 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: RE: Discrimination on the basis of Ethnicity (ie name)</p> <p>As I said, I have contacted the Ombudsman. Thanks for your reponse.</p> <p>If you truly believe that when a person with a name like [REDACTED] who is a US citizen - who has not travelled to the middle-east in 20 years is selected for secondary screening over 50% of the time based on some random act or based on some non-discriminatory system then your are mistaken. b6</p>

				<p>The only difference between me and a John Smith is that I was born in Iraq and my name is Arabic. Nothing else. So, if you want to say that it's not based on race - then fine, but that's pure BS unless you are redefining race.</p> <p>Again, although I do understand that you can't tell the public the exact screening algorithms but I have a pretty good guess. Male - Arabic - under 35 and I really can't change that for another 5 years (the 35 part). So everytime I fly, I'll be happy to report that there will be a 50% chance I will be stopped. I hope everyone feels safer.</p> <p>Also, I have been flying since '97 and was stopped about 10% of the time or less. The increase in stops is post 9/11, so I really believe it goes back to the no-fly list and the similarity of my name to someone elses. This is what I'm trying to correct, not the screen process.</p> <p>██████ b6</p> <p>-----Original Message----- From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov] Sent: Tuesday, October 05, 2004 3:50 PM To: ████████ b6 Subject: Re: Discrimination on the basis of Ethnicity (ie name)</p> <p>Thank you for your email message concerning secondary screening.</p> <p>Additional screening occurs when an individual sets off the alarm on the metal detector, or if he or she is selected for the additional screening. This screening includes a hand-wand inspection in conjunction with a pat-down inspection that includes the torso.</p> <p>If you are pre-selected for secondary screening, this can be verified by an "S" on your</p>
06-OCT-2004	1076338	No-Fly	Re: Customer Service Feedback	<p>From: ████████ b6 Sent: 06-Oct-2004 02:59:59 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: Re: Customer Service Feedback</p> <p>Thanks for your response, but it didn't help me. I have not set off the metal detectors. I have, though, had that nasty "S" on my tickets several times lately. I have flown many times in the past, mostly for business purposes, almost every week for awhile, and never had to go thru the additional screening.</p>

I can think of no reason that I should now be singled out for so much additional screening. It has occurred too much to be coincidence. Screening has never found anything wrong, on my person, in my luggage, or in my carry-ons.

If the CAPPS program continues to select me, what can I do (to return to a normal life)?

Thanks,

[REDACTED]

[REDACTED]
Richmond, VA 23228

} b6

.....
Thank you for your email message concerning secondary screening.

Additional screening occurs when an individual sets off the alarm on the metal detector, or if he or she is selected for the additional screening. This screening includes a hand-wand inspection in conjunction with a pat-down inspection that includes the torso.

If you are pre-selected for secondary screening, this can be verified by an "S" on your boarding pass. The "S" is placed on the ticket by the airlines and could mean that the person was chosen at random or flagged by a computer system known as CAPPS (Computer Assisted Passenger Prescreening System). This system was developed by the airline industry in 1997.

While it does not use race, religion, or physical characteristics as criteria, what is used to flag a person is considered Sensitive Security Information, and cannot be released to the public.

As changes and enhancements to aviation security are implemented TSA publicizes Traveler Tips in local and national media, as well as on its website at www.TSATravelTips.us, to aid travelers with the enhanced screening p

08-OCT-2004

1081846

No-Fly

No Fly List

From [REDACTED] b6
Sent: 08-Oct-2004 02:04:36 PM
To: Telltsa@dhs.gov
Cc:
Subject: No Fly List

				<p>Dear TSA</p> <p>This last Monday for the very first time I was unable to use electronic check in either over the internet or at self service kiosks in the airport. I was told that my name was on a "no fly" list. I have been traveling by air on a regular basis for the last 40 years. Why is my name on a no fly list and what do I need to do to get off this list as it is a real inconvenience and time waster standing in line for an agent.</p> <p>Please note: At the Burbank airport I was told to call 866-289-9673. I called this number yesterday and was told to call 877-266-2837. I have called that number yesterday morning and left a message and received no response. I called that number again this morning and left a message.</p> <p>Your assistance is requested to help with this problem.</p> <p>[REDACTED]</p> <p>Pasadena, CA 91124 Tel: [REDACTED] Fax: [REDACTED] Cell: [REDACTED]</p> <p>SAFETY - MAKE IT PERSONAL</p>
10-OCT-2004	1083800	No-Fly	name on no fly list,	-
11-OCT-2004	1086238	No-Fly	Complaints	<p>From: [REDACTED] b6 Sent: 11-Oct-2004 08:57:08 PM To: TSA-ContactCenter@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</p> <p>Message: I was recently traveling and learned that I was on the No Fly list, I was told by security that it was likely due to the fact that I have a</p>

				<p>somewhat common name. I was wondering if you could tell me what I need to do in order to be removed from this list. Thank you for your attention.</p> <p>Email: [REDACTED] b6</p> <hr/> <p>Date and Time of message: 10/11/2004 07:57:08 PM</p>
11-OCT-2004	1086270	No-Fly	Complaints	<p>From: [REDACTED] b6 Sent: 11-Oct-2004 10:00:54 PM To: TSA-ContactCenter@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</p> <p>Message: TSA,</p> <p>What in the hell is going on there? For the past 3 -4 weeks I am being singled out by TSA. I have been told by Continental Airlines that you have me down on a NO FLY LIST? Why? I have been flying and traveling for business for 25 years. They say today, as I TRIED to fly out of Houston that your people told them something about me being a felon or some wierd crap. I have never been in jail and this is not right.</p> <p>Continental gave me your phone number to call and get this straight 571-227-2383, and I have called it today 8 times. No one is calling me back. WHY?</p> <p>I demand to speak with someone about this. Your information is wrong and and I am being singled out. As you can see my name is [REDACTED] b6 am 52 and blond blue eye, 2 kids and wife...NOT ARAB.</p> <p>You can reach me at [REDACTED] b6</p> <p>Sincerely [REDACTED] b6</p>

				<p>Email: [REDACTED] b6</p> <p>Date and Time of message: 10/11/2004 09:00:54 PM</p>
12-OCT-2004	1086482	No-Fly	TSA Letter	<p>From: [REDACTED] b6</p> <p>Sent: 12-Oct-2004 08:39:18 AM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: TSA Letter</p> <p>Hi:</p> <p>I got stopped for a long time at the United counter in Dulles (IAD) last June apparently because my name is [REDACTED] I am travelling early on a Sunday morning next spring with my grandchildren and don't wish to get entangled with the "no fly" broughau just because of my name. How do I get a "TSA letter" as mentioned in the Washington Post article of October 12, 2004? [REDACTED] b6</p> <p>Potomac, MD</p>
12-OCT-2004	1087704	No-Fly	Help please	<p>From: [REDACTED] b6</p> <p>Sent: 12-Oct-2004 03:33:20 PM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: Help please</p> <p>Dear TSA,</p> <p>I am a 53 year old white male with a disabled wife and two young children. I am a senior administrator at a major medical school and travel for my job. Somehow my name has get on a watch list so that air travel becomes very inconvenient. My name is very common, and so I am wondering what I can do to make things easier for me. In particular, I would very much like to be able to check in for flights "online" so that I can print out my boarding pass rather than wait in line at the airport. I have nearly missed a couple of flights because of this. I am in fact flying tomorrow (US Air 1052 Chicago to Charlotte NC connecting to Charlottesville VA) and have once again been unable to print out my boarding pass ahead of time. This means that I have to allow more time at the airport, which means there is less time for me to do my work before I fly.</p> <p>Do you have any suggestions for me? I imagine that other people with common names like [REDACTED] (Smith, Brown, etc) must have the same problem.</p> <p>b6</p>

Thank you for your attention to this.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Chicago IL 60610

[REDACTED] ph

[REDACTED] fx

[REDACTED]

b6

12-OCT-2004

1088244

No-Fly

get me off the "no-fly" list

From: [REDACTED] b6

Sent: 12-Oct-2004 07:54:22 PM

To: Telltsa@dhs.gov

Cc: [REDACTED] b6

Subject: get me off the "no-fly" list

Sir/Ma'am:

I am a US citizen and a diplomat for the US Dept of State; I fly 100,000 miles a year and am tired of getting hassled at Dulles Airport--and airports worldwide-- because my name apparently closely resembles that of a terrorist suspect.

A GS-14 with a better than TS clearance and a MAJOR in the US Army Reserve, how do I go about removing my name from the no fly list?

Your assistance is greatly appreciated. Pls reply to either of the addresses on the cc-line, above.

				<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>b6</p>
				Second email sent due to system re-start

12-OCT-2004	1088408	No-Fly	Airport watch list	<p>10/26/04: Resent reply due to server restart. ~Claudina</p> <p>From: [REDACTED] b6</p> <p>Sent: 12-Oct-2004 10:23:43 PM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: Airport watch list</p> <p>I am a US citizen with a SSN and valid passport. I am a member of the million mile travelers club on two airlines. I have been traveling extensively for years.</p> <p>Apparently, someone with my name is on the ³watch list². For the last 6 months, I have been unable to get a boarding pass without having to go to the ticket counter. Today, while trying to get a boarding pass at the Denver airport, I was told to go to the FAA.gov web site where I would find some means of removing myself from this list. I went to the site but had no such luck. I would greatly appreciate your telling me what I need to do to get my status cleared. I travel extensively for my business and the delays caused by my having been erroneously added to this list are a big problem for me.</p> <p>Thank you for any help you can offer.</p> <p>Regards,</p> <p>[REDACTED]</p> <p>Santa Monica, CA 90403</p> <p>[REDACTED] office</p> <p>[REDACTED] cell</p> <p>[REDACTED] alt cell</p> <p>email: [REDACTED] b6</p> <p>***** CONFIDENTIALITY NOTICE *****</p> <p>NOTICE: This e-mail message and all attachments transmitted with it may contain legally privileged and confidential information intended solely For the use of the addressee. If the reader of this message is not the</p>
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				<p>Intended recipient, you are hereby notified that any reading, dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited. If you have received this message in error, please notify the sender immediately and delete this message from your system. Thank you.</p> <p>No fly ombudsman response was resent per, the server was restarted. DWJ</p>
12-OCT-2004	10884 24	No-Fly	Request for information	<p>From: [REDACTED] b6 Sent: 12-Oct-2004 11:11:34 PM To: Telltsa@dhs.gov Cc: Subject: Request for information</p> <p>I would like to first say that I appreciate the performance of your agency, I firmly believe that we are safer traveling than ever before.</p> <p>The purpose of my request is that during a recent vacation flight, my name [REDACTED] came up on some sort of watch list and had to be cleared by an additional phone call, which sort of delayed our party of travelers and everyone else in the line. This has happened before and although I don't often fly, it is a bit of embarrassment. The ticket agent stated that I could possibly check your website and complete a form which would remove me from this list for future flights - I checked the site and can't seem to find any reference to what she spoke of.</p> <p>I am a lifelong resident of Pennsylvania and have been an employee of the [REDACTED] for 32+ years - further, I would be happy to provide any additional information you may require.</p> <p>Thank you in advance for your assistance.</p>
13-OCT-2004	10895 44	No-Fly	How Do I Get Off The No Fly List	<p>From: [REDACTED] b6 Sent: 13-Oct-2004 01:17:16 PM To: Telltsa@dhs.gov Cc: Subject: How Do I Get Off The No Fly List</p> <p>I am a frequent flyer (Elite Program) and this past week somehow ended up in error on the "No Fly" list. Please advise me how I get off this list as I travel at least monthly on business, and this has created lots of problems. Help!</p> <p>[REDACTED] b6</p>

[REDACTED] b6
[REDACTED]
Hull, MA 02045

Thanks.....

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 pass, you are not on the No-Fly List.

For persons who are constantly delayed when trying to get a boarding pass, TSA has developed protocols in the hopes of addressing this issue. As such, the TSA Office of Ombudsman is available for questions or concerns from individuals who believe they are being mistaken for persons on the No-Fly List. The individual must submit a written request describing what has happened in the past that leads him or her to seek assistance. Should circumstances warrant it, the Office of Ombudsman will then send out a form requesting personal information. This information is sent to the Office of the Assistant Administrator for Intelligence and there compared against the No-Fly List. The individual will then receive a reply from TSA stating either that TSA has taken appropriate action which may include notifying the airlines or TSA does not, at this time, have information that prohibits the individual from flying. This procedure is focused on check-in procedures and will not affect established security screening procedures at the checkpoints leading into the sterile areas of an airport.

If passengers are interested in contacting the TSA Office of Ombudsman, they may do so by sending a detailed letter (or email) describing what happened when they attempted to obtain a boarding pass to:

TSA Office of the Ombudsman
2nd Floor, TSA-22
601 South 12th Street
Arlington, VA 22202-4220

Email Address: TSA.Ombudsman@dhs.gov

The entire process could take a few weeks.

TSA Contact Center

13-OCT-2004

10902-10

No-Fly

removal from watch list

From: [REDACTED] b6
Sent: 13-Oct-2004 05:20:07 PM
To: Tsa-ContactCenter@dhs.gov
Cc:
Subject: removal from watch list

Hello,

				<p>I am a frequent traveller who is always seems to come up on the watch list. This is most inconvenient, as it prevents me from using remote checkin or ticket kiosks, and forces me to wait in excessively long lines to speak to an ticketing agent. I then wait for 15-45 minutes for my "clearance." Is there anything I can do in advance to prevent this from happeneing?</p> <p>Please let me know. Is earched for this information on your web site, but could not find anything.</p> <p>Thank you.</p> <p>[REDACTED] b6</p>
				Resent No Fly Ombudsman response per the server was restarted. DWJ
				Response was resent per the server was restarted. DWJ
15-OCT-2004	1093234	No-Fly	All Other Inquiries	<p>From [REDACTED] b6 Sent: 15-Oct-2004 12:33:02 PM To: TSA-ContactCenter@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: All Other Inquiries</p> <p>Message: I seem to be on some black list. I fly every week, and for three weeks I cannot get an advance Boarding pass and have to stand in line because my name is on some list. I fly mostly with Southwest. I would like to get off the list. Whatever I need to do guys, visit your place, fill out some forms,whatever, but this is crazy. I am not some towelhead, I'm AKA USA Prime, regular guy etc. What can I do, please help?</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 10/15/2004 11:33:02 AM</p>
17-OCT-	10957	No-Fly	request	From [REDACTED] b6

2004	52			<p>Sent: 17-Oct-2004 10:55:27 PM To: Telltsa@dhs.gov Cc: Subject: request</p> <p>From: [REDACTED] b6</p> <p>For the past 3 years I have been patient and compliant with travel restrictions and increased security measures. I think enough time has gone by that your "No Fly List" should now be streamlined and efficient. I would like to be removed from your list. I am tired of not being able to check in at the curb or obtain my boarding pass on line. What do I need to do? I am a retired military officer. I am a U.S. Citizen by birth. I do not have a criminal record. I have never resided outside of the United States other than when serving in the U. S. Air Force.</p> <p>Most of the Airlines are very understanding and they realize almost immediately that I'm not the guy on the list. In fact I understand that the other [REDACTED] was captured almost two years ago, so I dont know b6 why the name is still there. What can I do? The Airlines suggested that I write to you and ask to have my name removed. So I am giving that a try.</p> <p>Do you need my SSN and DOB? Of course I would rather not pass those on to you by email. Im only writing now because I just tried to get my boarding pass on line and was told I need to see the agent at the desk! Here I go again. Can you help me?</p> <p>With kind regards [REDACTED] b6</p>
19-OCT-2004	1097798	No-Fly	Constituent complaint regarding name being on "terrorist" list	<p>10/15/04: Rec'd in TCC 10/18/04: Assigned to AT for "no-fly" handling....kg</p> <p>11/2/04: Rec'd back from OCC, prepare Interim, treat as No Fly...BR</p>
20-OCT-2004	1100016	No-Fly	Fwd: removal from watch list	<p>From: [REDACTED] b6 Sent: 20-Oct-2004 11:53:41 AM To: Tsa-ContactCenter@dhs.gov Cc: Subject: Fwd: removal from watch list</p> <p>I sent this email a week ago. I received an acknowledgement and was told my question would be answered promptly. So far it's been 7 days. When</p>

				<p>can I expect a reply? [REDACTED] b6</p> <p>----- Original Message -----</p> <p>Subject: removal from watch list Date: 10/13/2004, 5:20 PM From: [REDACTED] b6 <mailto:[REDACTED]> To: tsa-contactcenter@dhs.gov</p> <p>Hello,</p> <p>I am a frequent traveller who is always seems to come up on the watch list. This is most inconvenient, as it prevents me from using remote checkin or ticket kiosks, and forces me to wait in excessively long lines to speak to an ticketing agent. I then wait for 15-45 minutes for my "clearance." Is there anything I can do in advance to prevent this from happeneing?</p> <p>Please let me know. Is earched for this information on your web site, but could not find anything.</p> <p>Thank you.</p> <p>[REDACTED] b6</p>
20-OCT-2004	1100994	No-Fly	Complaints	<p>From [REDACTED] b6 Sent: 20-Oct-2004 09:20:49 PM To: TSA-ContactCenter@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</p> <p>Message: My name is on the "no-fly" list. I have been hampered significantly in recent flights on Independence and United, and airline personnel informed me that the reason was my name.</p>

				<p>I am a US citizen, I work for the Department of the Interior. I would like you to remove my name from this list. Thank you.</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 10/20/2004 08:20:49 PM</p>
21-OCT-2004	1101162	No-Fly	CC re being concerned that they are on the no-fly list	<p>[REDACTED] father was very irate</p> <p>[REDACTED] b6</p>
21-OCT-2004	1101926	General Contact Information	Total Security Failure at FLL	<p>From: [REDACTED] b6</p> <p>Sent: 21-Oct-2004 01:32:54 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc: Telltsa@dhs.gov; security@delta.com</p> <p>Subject: Total Security Failure at FLL</p> <p>Sir/Ma'am:</p> <p>This is to confirm a report I phoned into the TSA's 1-866-289-9673 number this afternoon to a man named [REDACTED] and to [REDACTED] a b6 customer service rep at Delta's Boston offices via the Delta 800-line.</p> <p>Yesterday afternoon I flew home from FLL to LGA on Delta Song 2074. I wish to report a total security failure by multiple TSA agents that occurred around 2:30PM eastern time.</p> <p>I had changed my flight and seating at a Delta self-service kiosk with the aid of a Delta ticket agent, I believe the man's name was [REDACTED] b6. He was very helpful, and I had planned to send in a note complimenting his performance, which was much better than average. He changed me from the 8:30PM flight to the 5:05PM flight, and issued me seat 33C. I asked him if he could change that seat, since I prefer the legroom by the emergency exit rows. He changed me to seat 9B, handed me my boarding pass, which I stuck in my passport as thanked him and left for the security area.</p> <p>I was asked to show my boarding pass and ID to:</p> <ul style="list-style-type: none"> One TSA "line director" One TSA "line person" One TSA "put it in the machine" line person <p>and then I was pulled out as a selectee, which baffled me, and my bags searched extensively by a crew of four TSA agents, at least one of which checked my boarding pass and ID yet again—and retained it during the process.</p>

				<p>So at least four TSA agents "examined" my boarding pass and ID, and supposedly verified the same name was on both of them. Apparently, it was not.</p> <p>The "selectee" process (which I protest as being an illegal search under the Fourth Amendment) was performed courteously and professionally, although the bag examiner appeared to be a trainee who in fact missed one of the many compartments in my bags. I was told by the aircraft crew that the name on the boarding pass triggered the "selectee</p>
21-OCT-2004	1102542	No-Fly	Complaints	<p>From: [REDACTED] b6 Sent: 21-Oct-2004 05:32:51 PM To: TSA-ContactCenter@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</p> <p>Message: To whom it may concern:</p> <p>I would like to bring to your attention my growing frustration at the routine humiliation, if not harassment, I???ve been experiencing whenever I fly. It is clear that the TSA is the source of these problems. My guess is that I???ve erroneously been placed on your ???watch list??? simply because of my name. I am writing this letter in the hope that the facts surrounding my background may persuade you that you are ???barking up the wrong tree.???</p> <p>But first, let me briefly recount the events concerning the last two times I traveled.</p> <p>1. On July 3, 2004 I arrived at Dulles Airport (Washington, D.C. area) to take United Airlines flight 922 (0935 departure), for London Heathrow. I arrived long before the recommended 2 hours prior to departure, in part because I do occasionally get "extra scrutiny" because of my name. Unfortunately, this time was one of those occasions. The agent at the counter was friendly enough, telling me that my name had popped up on her screen and therefore she had to call a supervisor.</p>

				<p>Even though I was annoyed by this, having gone through this exercise numerous times in the past few years, I admit I was at least not insulted by the usual "We're having a problem with the computer" excuse given, even as several passengers after me were checked in while I waited! The agent sympathized, noting that I should expect this with my name. In any case, after a fairly long wait, the "supervisor" showed up and rather briskly told me to gather my suitcases and take them to the other side of the terminal for special inspection. I asked why. I probably would not have asked "why", as it was clear why, but the rather hostile attitude of the "supervisor"--as if I had done something wrong, and in</p>
<p>22-OCT-2004</p>	<p>1104284</p>	<p>No-Fly</p>	<p>RE: Why could I not get a boarding pass?</p>	<p>From: [REDACTED] b6 Sent: 22-Oct-2004 08:34:44 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: RE: Why could I not get a boarding pass?</p> <p>I did write to the Ombudsman, I also called 3x, and I emailed. No one ever answered or bothered. So then I wrote my Congressman, and my Senators, and the news media outlets. At some point someone will finally answer. I want to fly. I fly all the time all over the place on vacations. I want to fly to Vegas, Phoenix, and I want to get a boarding pass just like I always have, online. Why should I have to stand there for hours and be harassed, have my luggage made a mess so that when I get there I can't wear anything without having to iron it all over again. I'm 57 yrs old female born in the USA, and I've flown all over the place for years. I shouldn't be harassed like an Arab terrorist each time I buy an airline ticket. I am not Arab, I'm Irish/English, Christian.</p> <p>-----Original Message----- From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov] Sent: Friday, October 22, 2004 1:51 PM To: [REDACTED] b6 Subject: Re: Why could I not get a boarding pass?</p> <p>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 pass, you are not on the No-Fly List.</p> <p>For persons who are constantly delayed when trying to get a boarding pass, TSA has developed protocols in the hopes of addressing this issue.</p>

				<p>As such, the TSA Office of Ombudsman is available for questions or concerns from individuals who believe they are being mistaken for persons on the No-Fly List. The individual must submit a written request describing what has happened in the past that leads him or her to seek assistance.</p> <p>Should circumstances warrant it, the Office of Ombudsman will then send out a form requesting personal information. This information is sent to the Office</p>
23-OCT-2004	1104872	No-Fly	Please remove my name from the no-fly list	<p>From: [REDACTED] b6 Sent: 23-Oct-2004 08:33:28 PM To: Telltsa@dhs.gov Cc: Subject: Please remove my name from the no-fly list</p> <p>To Whom it May Concern:</p> <p>Since August I have been on the no-fly list. I am a Federal employee traveling on government business and this has resulted in ridiculous delays at the airports, despite my travel orders, Federal I.D. and even my Federal passport. The airlines profess inability to do anything, and there is nothing on your website concerning this problem. Please correct this without delay; I have frequent needs to carry out government business and this is a travesty.</p> <p>[REDACTED] b6 [REDACTED] employee I.D. [REDACTED]</p>
24-OCT-2004	1105006	General Contact Information	Poor Performance by Contractor Staff at IAD	<p>From: [REDACTED] b6 Sent: 24-Oct-2004 10:33:43 AM To: Telltsa@dhs.gov Cc: Subject: Poor Performance by Contractor Staff at IAD</p> <p>Airport: IAD</p> <p>Date: Friday, October 22, 2004</p> <p>Time: Approximately 7:30am</p> <p>My flight: Independence Air 1190 IAD-ATL dep 8:30am</p>

				<p>Location: Main Terminal, Security Line, West, across from B-Gate shuttle; prior to passing through magnetometer</p> <p>Problem Observed: Contractor staff person who checks boarding pass and government-issued ID failed to make eye-contact with passengers.</p> <p>Details: I observed the this problem during the examination of my documents and, having noted the problem, continued to observe the contractor staff person's contact with the next 6 or 8 passengers as I stood in line preparing to be screened by TSA staff. The contractor staff person seemed to have adopted the following procedure: a) Complete examination of documents and WHILE LOOKING AT THE DOCUMENTS AND NOT THE PASSENGER and return documents to passenger, b) look down the line of passengers waiting to present documents, but not necessarily directly at the next passenger and WHILE NOT MAKING EYE CONTACT with the next passenger, takes the documents for examination. This procedure was repeated for each passenger observed.</p> <p>Explanation of problem observed: The contractor staff person appeared to be only checking for valid date of the boarding pass and matching passenger name to government-issued ID and was not determining if the photo on the government-issued ID matched the passenger. I assume that this screening process is intended to be a second line of defense (the first line being the issuance of boarding passes to passengers not on any watch list). This second line of defense is compromised if the photos on the government-issued IDs are not properly checked.</p> <p>Recommendation: a) Remind contractor staff to make eye contact with passengers when reviewing documents, b) Increase supervision of contractor staff and check that eye-contact is bein</p>
24-OCT-2004	1105242	No-Fly	No Fly List	<p>From: [REDACTED] b6 Sent: 24-Oct-2004 01:50:19 PM To: Telltsa@dhs.gov Cc: Subject: No Fly List</p> <p>To Whom It May Concern- My name [REDACTED] currently comes up on the no fly list and creates b6 an unnecessary hassle for a family of four. Please let me know how I can remove my real name from this list.</p>