

				<p>██████████ D.O.B. ██████████ Thank You. Sincerely, ██████████</p> <p>b6</p>
				Record closed during the IMS Auto - population Creation Backlog Project 7/12/05
24-OCT-2004	1105842	No-Fly	Please remove me from the no-fly list.	<p>From: ██████████ b6 Sent: 24-Oct-2004 11:11:36 PM To: Telltsa@dhs.gov Cc: Subject: Please remove me from the no-fly list.</p> <p>I have made several attempts to find someone who can help me get taken off the no fly list. I fly several times per week and this mistake is a huge inconvenience for me as I am having to wait in long lines as a result of not being able to check in online or at the kiosk. Please help me remedy this situation as soon as possible.</p> <p>Thanks, ██████████ b6</p> <p>Do you Yahoo!? vote.yahoo.com - Register online to vote today!</p>
25-OCT-2004	1106026	No-Fly	Complaints	<p>From: ██████████ b6 Sent: 25-Oct-2004 08:43:48 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: ██████████ b6</p> <p>Category: Complaints</p> <p>Message: Apparently, my name is on some watch list because everytime I fly, I get delayed while the airline personnel call what they say is TSA. I am a GS-14 with the FDIC and don't know why my name would be on your list. Please let me know what I can do to have my name removed. Thanks.</p>

				<p>Email: [REDACTED] b6</p> <p>Date and Time of message: 10/25/2004 07:43:47 AM</p>
26-OCT-2004	1108470	No-Fly	Question	<p>From: [REDACTED] b6</p> <p>Sent: 26-Oct-2004 12:00:44 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: Question</p> <p>My name is [REDACTED], my birth date is [REDACTED] Why is my name b6 on the terrorist watch list all of a sudden. I do not know but need to be advised of why and have it removed.</p> <p>On October 6th I travel to Chicago II on the first leg of an international vacation, upon checking in at United in Charlotte I was informed my name was on the terrorist watch list, but the birth date was different, no problem, no delay, just confusion.</p> <p>Upon returning to the US, no problems with customs and immigration, I was stopped again this time by US Airways, my passport & drivers license were confiscated for 15 minutes, again why is my name on this list, now why am I being subjected to this embarrassment, especially since I travel last in July with no problems.</p> <p>For my self I have had a top secret classified clearances when in the Air Force, my children have also had clearances when employed by the govt & on govt projects, hence I was again investigated, and they were cleared.</p> <p>Please advise if you need additional information or is this sufficient to remove my name from this list and cease this unnecessary embarrassment.</p> <p>Please confirm that this has been accomplished</p> <p>[REDACTED] b6</p>
26-OCT-2004	1109266	No-Fly	Take me off the "watch list"!	<p>From: [REDACTED] b6</p> <p>Sent: 26-Oct-2004 05:31:40 PM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: Take me off the "watch list"!</p> <p>I was placed on the watch list this summer, apparently in July. I asked</p>

				<p>for and received the form letter to try and verify my identity from TSA. After gathering up certified copies of the requested documents, I sent the form and documents back to TSA in September. Since then, I have heard NOTHING from TSA. My repeated calls to TSA have gone unanswered, and there has been no response.</p> <p>I fly frequently for business, and TSA's failure to clear up this problem has caused me much undue hardship, making flying a horrible headache. PLEASE CORRECT THIS SITUATION immediately. I do not belong on the watch list, and it is incredibly frustrating that I cannot get my government to respond to me.</p> <p>_____</p> <p>[REDACTED] b6</p> <p>Phone: [REDACTED] Fax: [REDACTED]</p> <p>This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message. If you are not the intended recipient, any disclosure, copying, or distribution of this message, or the taking of any action based on it, is strictly prohibited.</p>
27-OCT-2004	1110428	No-Fly	CC states that the Continental AL states she was on the no fly list	Consumer was told by the AL she was on the no fly list, I advised her that she was not able to do the online check in because the boarding passes were no longer acceptable at the chkpts. She was very irate so I advised her that I would forward her info to the office of ombudsman for their review.
27-OCT-2004	1110520	No-Fly	FW: no-fly list	<p>From: [REDACTED] b6 Sent: 27-Oct-2004 01:02:40 PM To: Tsa-ContactCenter@dhs.gov Cc: Anne.sanger@mail.house.gov Subject: FW: no-fly list</p> <p>FAA tells me that TSA is responsible for the "no-fly" list - please respond to my message below.</p> <p>-----Original Message----- From: [REDACTED] b6 Sent: Wednesday, October 27, 2004 9:48 AM</p>

				<p>To: 'airconsumer@ost.dot.gov' Cc: 'Anne.sanger@mail.house.gov' Subject: no-fly list</p> <p>I traveled with my family on a vacation trip to Hawaii via Hawaiian Airlines during the period Oct. 9-17. Each time I attempted to check in for our flights, I was told my name was on a "no-fly list" provided by the FAA and the airline had to take special measures to clear me. This was a great inconvenience, and I want to request FAA do whatever background check is required to remove me from this list. Hawaiian Airlines personnel indicated that the probable reason for this was "because you have two first names".</p> <p>I would hope your terrorist screening is more sophisticated than that. Remove me from this list immediately.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Sacramento, CA 95814</p> <p>[REDACTED]</p> <p>b6</p>
27-OCT-2004	1110618	Suggestions	Security Issues	<p>From: [REDACTED] b6 Sent: 27-Oct-2004 02:04:07 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: Security Issues</p> <p>Message:</p>

			<p>Yesterday, I returned home to Baltimore from Chicago. I flew United from BWI to Chicago's O'Hare. My concerns are over the use of the automated check-in booths. While I commend the effort to speed-up the check-in process, I am concerned that this system eliminates an additional security check. I did not check-in my bags, so there was no one to review my identification until I entered the security line. Normally, there would be 2 lines of defense: the person who checks you in AND the individual at the security check-point. I do not think it's wise to eliminate an additional opportunity to recognize a phony ID or someone who could be on the watch list. The people in the security line do not use a computer, which may flag a suspect ID.</p> <p>If you would like to discuss this further, I can be reached at [REDACTED] (work) or [REDACTED] (home).</p> <p>Thank you in advance for addressing my concerns.</p> <p>Email: [REDACTED]</p> <p>Date and Time of message: 10/27/2004 01:04:06 PM</p>
27-OCT-2004	1110656	General Contact Information	<p>PROBLEMS</p> <p>From: [REDACTED] b6</p> <p>Sent: 27-Oct-2004 02:28:10 PM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: PROBLEMS</p> <p>Good Morning: We are very disappointed by the way we have been treated by the TSA.</p> <p>1. You have me on some kind of watch list that prevents me from getting my boarding pass on line at United Airlines. This also makes me go thru a special security check procedure at the airport.</p> <p>A. This is a very misplaced action. It is serious because taking time to check me keeps you from checking for real bad people. My record is clear; I am not a security risk. That will be easy for you to ascertain. Please take me off of your watch list.</p> <p>2. On both outbound and inbound flights recently, the zippers on our suitcases were left open by your agents. the opening was about 6 inches - plenty of room for things to fall out - or to encourage others to reach in and steal something.</p> <p>3. On the outbound flight from Sacramento, my wife's transparent daily</p>

				<p>dose pill box had 4 of the 7 individual covers left open. So, her pills fell out into her suitcase. This is a new box with covers that snap shut tightly; they did not open by themselves. Your team left them open.</p> <p>Here is the flight information regarding the notes above:</p> <p>10/13/04 - UAL # 464/1242 - from Sacramento thru Chicago to Providence. 10/19/04 - UAL # 787/577 - from Providence thru Chicago to Sacramento.</p> <p>Yours truly,</p> <p>[REDACTED] b6 St Helena, Ca. 94574</p>
27-OCT-2004	1110836	No-Fly	Complaint	<p>From: [REDACTED] b6 Sent: 27-Oct-2004 04:20:19 PM To: Telltsa@dhs.gov Cc: Subject: Complaint</p> <p>On Monday, October 25, 2004 I was on a flight from Newark to Phoenix for business leaving Newark at 4:35pm for arrival in Phoenix at 7:00pm. I tried, unsuccessfully for 15 hours to check in on line and was unable to do so. I am a Continental Airlines Elite Member who travels frequently for business. When I arrived at the airport, I was also unable to check-in at the e-ticket monitor. Finally, I had to seek the services of a Continental Airlines Agent who pulled my confirmation [REDACTED] and b6 said the reason I was unable to check in online was because I was flagged on a "No Fly List". I was floored. She said she had to call for a release and asked for my personal information. Although, I appreciate all the security measures in place for our safety, based on this experience and the experience of others, I think the system in place is not a safe one. For while it might be targeting innocent people, it might be ignoring others who might pose a threat. In any event, after a 20 minute wait at the counter with the possibility of missing my flight, I was issued my boarding pass. My return flight is for Wednesday, October 27th from Phoenix to Newark leaving at 4:10pm into Newark at 11:46pm. Again, I tried numerous time, unsuccessfully, to check in on line and was unable to do so. I contacted Continental who profusely apologized and kept transferring me to their web services department who said they kept resetting and my itinerary showed no reason why I would not be able to check in on line and could not understand why I was not able to do so. I was transferred all over the place. Finally, I spoke with an agent who said to contact TSA based on the information I provided on my experience flying from Newark to Phoenix. That is was a</p>

				<p>TSA matter to handle and file a formal Complaint.</p> <p>As an elite member and a frequent traveler, it becomes an inconvenience not to be able to</p>
27-OCT-2004	1110860	Airline Issues	Complaints	<p>From: [REDACTED] b6</p> <p>Sent: 27-Oct-2004 04:43:20 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: [REDACTED] b6</p> <p>Category: Complaints</p> <p>Message: I cannot understand why procedures are different for TSA depending on the airport.</p> <p>Recently, at EWR, I was able to board a transatlantic aircraft without anyone checking my ID except when checking in. I was told TSA is not responsible for checking IDs - the airlines are.</p> <p>But at JFK T4 and IAD, TSA checks ID and boarding passes.</p> <p>Why is service so inconsistent?</p> <p>If anyone on the watch list wants to get on a plane, he just has to get a friend to check in for him at EWR and switch before boarding.</p> <p>TSA is inconveniencing so many passengers already - if we're going to have to take our shoes off at least TSA could be thorough with Identification.</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 10/27/2004 03:43:19 PM</p>
27-OCT-2004	1111138	No-Fly	Please remove me from the no-fly list.	<p>From: [REDACTED] b6</p> <p>Sent: 27-Oct-2004 08:12:17 PM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p>

Subject: Please remove me from the no-fly list.

I have made several attempts to find someone who can help me get taken off the no fly list. I fly several times per week and this mistake is a huge inconvenience for me as I am having to wait in long lines as a result of not being able to check in online or at the kiosk. Please help me remedy this situation as soon as possible.

Thanks,
[REDACTED]

b6

[REDACTED] wrote:

Do you Yahoo!?

Yahoo! Mail Address AutoComplete - You start. We finish.

> ATTACHMENT part 2 message/rfc822

Date: Sun, 24 Oct 2004 20:11:36 -0700 (PDT)

From: [REDACTED]

b6

Subject: Please remove me from the no-fly list.

To: telltsa@tsa.dot.gov

I have made several attempts to find someone who can help me get taken off the no fly list. I fly several times per week and this mistake is a huge inconvenience for me as I am having to wait in long lines as a result of not being able to check in online or at the kiosk. Please help me remedy this situation as soon as possible.

Thanks,
[REDACTED]

b6

Do you Yahoo!?

vote.yahoo.com - Register online to vote today!

Do you Yahoo!?

Yahoo! Mail Address AutoComplete - You start. We finish.

28-OCT-2004	1111888	No-Fly	Complaint	<p>From: [REDACTED] b6 Sent: 28-Oct-2004 12:08:37 PM To: Telltsa@dhs.gov Cc: Subject: Complaint</p> <p>On Monday, October 25, 2004 I was on a flight from Newark to Phoenix for business leaving Newark at 4:35pm for arrival in Phoenix at 7:00pm. I tried, unsuccessfully for 15 hours to check in on line and was unable to do so. I am a Continental Airlines Elite Member who travels frequently for business. When I arrived at the airport, I was also unable to check-in at the e-ticket monitor. Finally, I had to seek the services of a Continental Airlines Agent who pulled my confirmation [REDACTED] and said the reason I was unable to check in was because I was flagged on a "No Fly List". I was floored. She said she had to call for a release and asked for my personal information. Although, I appreciate all the security measures in place for our safety, based on this experience and the experience of others, I think the system in place is not a safe and effective one. For while it might be targeting innocent people, it might be ignoring others who might pose a threat. In any event, after a 20 minute wait at the counter with the possibility of missing my flight, I was issued my boarding pass. My return flight is for Wednesday, October 27th from Phoenix to Newark leaving at 4:10pm into Newark at 11:46pm. Again, I tried numerous time, unsuccessfully, to check in on line and was unable to do so. I contacted Continental who profusely apologized and kept transferring me to their web services department who said they kept resetting and my itinerary showed no reason why I would not be able to check in on line and could not understand why I was not able to do so. I was transferred all over the place. Finally, I spoke with an agent who said to contact TSA based on the information I provided on my experience flying from Newark to Phoenix. That is was a TSA matter to handle and file a formal Complaint.</p> <p>As an elite member and a frequent traveler, it becomes an inconvenience not to be able to</p>
28-OCT-2004	1112706	No-Fly	Re: Please remove me from the no-fly list.	<p>From: [REDACTED] b6 Sent: 28-Oct-2004 06:18:46 PM To: Telltsa@dhs.gov Cc: Subject: Re: Please remove me from the no-fly list.</p> <p>I have made several attempts to find someone who can help me get taken off the no fly list. I fly several times per week and this mistake is a huge inconvenience for me as I am having to wait in long lines as a result of not being able to check in online or at the kiosk. Please help</p>

me remedy this situation as soon as possible:

Thanks,
[REDACTED]

b6

[REDACTED] wrote: I have made several attempts to find someone who can help me get taken off the no fly list. I fly several times per week and this mistake is a huge inconvenience for me as I am having to wait in long lines as a result of not being able to check in online or at the kiosk. Please help me remedy this situation as soon as possible.

Thanks,
[REDACTED]

b6

[REDACTED] wrote:

Do you Yahoo!?

Yahoo! Mail Address AutoComplete - You start, We finish.

> ATTACHMENT part 2 message/rfc822

Date: Sun, 24 Oct 2004 20:11:36 -0700 (PDT)

From: [REDACTED] b6

Subject: Please remove me from the no-fly list.

To: telltsa@tsa.dof.gov

I have made several attempts to find someone who can help me get taken off the no fly list. I fly several times per week and this mistake is a huge inconvenience for me as I am having to wait in long lines as a result of not being able to check in online or at the kiosk. Please help me remedy this situation as soon as possible.

Thanks,
[REDACTED]

b6

Do you Yahoo!?

vote.yahoo.com - Register online to vote today!

				<p>-----</p> <p>Do you Yahoo!?</p> <p>Yahoo! Mail Address AutoComplete - You start. We finish.</p> <p>-----</p> <p>Do you Yahoo!?</p> <p>Yahoo! Mail - You care about security. So do we.</p>
29-OCT-2004	1113986	General Contact Information	No Fly List	<p>From: [REDACTED] b6</p> <p>Sent: 29-Oct-2004 04:26:03 PM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: No Fly List</p> <p>I continue to be stopped and questioned each and every time I fly. Generally, I will fly 3 out of 4 weeks each month, or even more frequently. Frankly, this is getting to be more than ridiculous not to mention embarrassing. Further, I maintain an extremely high security clearance as I also serve as an officer in the military reserves. This complaint has already been logged via telephone and this is a follow-up request to your office in writing. Once again, I request that you REMOVE my name as a high security risk.</p> <p>[REDACTED] b6</p> <p>DOB: [REDACTED] b6</p> <p>Please advise</p> <p>Regards,</p> <p>[REDACTED] b6</p> <p>Record closed during the IMS Auto- population Creation Backlog Project. (6/8/05)</p>
02-NOV-2004	1118084	No-Fly	Security Watch List	<p>From: [REDACTED] b6</p> <p>Sent: 02-Nov-2004 10:00:22 AM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: Security Watch List</p> <p>Dear Sir/ Madam,</p> <p>As my job required, I travel domestic and oversea frequently. I did not experience any security related problems at any airport until starting</p>

			<p>September this year (I believe that it is the time the TSA Security Watch list was introduced). In September, I was kept at the Miami airport Passport Control office for about 45 minutes for security clearance on my business trip back from Brazil. Just last week I was kept at the Continental check in booth at Las Vegas for about 20 minutes, again for security clearance. According to the officers at the airports, the reason for security clearance is that my name is matched with some one name on the watch list; therefore, more security level/parameters must be checked with TSA database. They also recommend me to contact TSA office to request to take my name out of the list.</p> <p>Would you please, let me know the procedures how to request TSA reviews and takes my name out of the travel security watch list. I could not find any related information at your website.</p> <p>By reading newspaper and listening to the TV, I understand that many travelers have had the same experience as mine. What is your office plan to clean the list in order not create any problems/frustrations, miss connection fight etc...to the innocent people?. Personally, these incidents gave me lot of problems emotionally and frustrations.</p> <p>I can be contacted by telephone at [REDACTED] (Bus) or [REDACTED] (Res) or email me at [REDACTED] b6</p> <p>Thank you very much for your quick response to this request.</p> <p>Regards, [REDACTED] b6</p> <p>Houston, TX 77014</p>
03-NOV-2004	1120168	No-Fly	<p>"No Fly List"</p> <p>From: [REDACTED] b6 Sent: 03-Nov-2004 01:29:05 PM To: Telltsa@dhs.gov Cc: Subject: "No Fly List"</p> <p>I have apparently Landed on the no fly list. Every time I fly (Which is 2-6 times a Week) for the last two or three weeks, I have been asked for my identification at the counter (When previously I had been able to use the automated kiosk.) The Airline Rep then has to call on the phone to someone and then has had to reenter my ticket information to receive a boarding pass. This is both time consuming and embarrassing. When I asked the last week I was told that I am on the no fly list.</p> <p>Surely this cannot be true. Surely, I cannot have been secretly added to</p>

				<p>a list without my knowledge or without my ability to defend this action. Surely I am not being singled out as a threat when I have done nothing and have had literally hundreds of flights dating from 1993.</p> <p>How can I resolve this? No one at two airports (Ontario and Houston Intercontinental) was able to tell me how to proceed. I now turn to you.</p> <p>My name is [REDACTED] My Address is [REDACTED] Houston TX 77007 My Cell # is [REDACTED] My DL# is [REDACTED] (Texas Issue) My 2 primary frequent flyer numbers are [REDACTED] (Platinum)(American) and [REDACTED] (Silver) [REDACTED] (Continental)</p> <p>I also hold cards for United, Frontier, Southwest, Northwest and Delta.</p> <p>I anticipate your quick resolution to this problem</p> <p>Thank you</p> <p>[REDACTED]</p>
03-NOV-2004	1120442	No-Fly	FW: Removal of Name From No Fly List	<p>From: [REDACTED] b6 Sent: 03-Nov-2004 04:12:19 PM To: Telltsa@dhs.gov Cc: Subject: FW: Removal of Name From No Fly List</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>Nashville, TN 37217</p> <p>[REDACTED]</p>

[REDACTED] b6
-----Original Message-----

From: [REDACTED] b6
Sent: Wednesday, November 03, 2004 3:12 PM
To: 'TelITSA@tsadot.gov'
Subject: Removal of Name From No Fly List

Last week as I attempted to secure a boarding pass for a scheduled business flight I was informed that my name had been added to your Security Risk or Terrorist List. I was advised by airline personnel to contact you regarding this matter.

I am the president and co-owner of [REDACTED] b6
[REDACTED] based out of Nashville, Tennessee. I have included below further information that confirms my identity and credentials, including my IATA number. Because I travel a great deal in my business, having my name placed incorrectly on this list is causing great inconvenience for me. I can no longer do self check-ins for flights and each time I fly I have to see a supervisor in order to obtain a boarding pass and permission to board.

Can you please let me know as soon as possible what steps I need to take in order to have my name removed from this list? Any assistance you can give me in resolving this matter would be greatly appreciated.

Travelink ARC #: [REDACTED]

Personal IATAN Number:

Personnel Registration ID#: [REDACTED]

Verification #: [REDACTED]

Social Security #: [REDACTED]

TN Drivers License #: [REDACTED]

[REDACTED]

b6

				<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Nashville, TN 37217</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>QC/Claudina filled out Ombudsman Watch list sheet and gave to Darryl for submittal. Sent No Fly Information Forwarded reply to consumer.</p>
05-NOV-2004 :	1123974	Airline Issues	Consumer flagged for secondary screening.	<p>Consumer stated she felt as though she was being racially profiled. She stated in the last 2 weeks she has been singled out at the TSA checkpoint. However, she did state that the TSA screener explained the different reason that would cause a person to be randomly chosen or flagged (1 way ticket, not having checked baggage, purchasing tickets at the last minute and in cash etc. [REDACTED] b6</p> <p>[REDACTED] stated since it was so detailed to the many reasons, she traveled with luggage and purchased her tickets in advance and was still flagged. She stated to believe because her last name is Arabic that this was the reason. Because it was TSA who flagged her she called to have TSA clear her the problem. In the beginning I asked several question to identify if [REDACTED] b6</p> <p>b6 was describing a No Fly or SSSS's on boarding pass concern. Consumer verified SSSS's were on boarding pass. I educated [REDACTED] that the airline computer system known as CAPPS I is randomly choosing those flagged for secondary screening. Also I advise the follow-up is with the airline of travel and due to SSI (Security Sensitive Information) there will be information with held. But still advising that in this case TSA IS NOT the responsible party and what the TSA screeners are simply adhering to is policy by what is display on the passengers ticket.</p> <p>b6 [REDACTED] advised that she would be contacting the airline.</p>
06-NOV-2004	1124184	No-Fly	RE: Body search EVERYTIME I fly instead of randomly	<p>From: [REDACTED] b6</p> <p>Sent: 06-Nov-2004 12:07:32 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: RE: Body search EVERYTIME I fly instead of randomly</p> <p>Dear Sir or Madam,</p> <p>Thank you for your reply and appreciate your getting back to me. However this does not really answer or resolve my issue of being secondary searched 100% of the times I am flying and not randomly as it should be.</p> <p>Please look into it again so that this will be corrected and if it needs</p>

				<p>to contact the airline computer system please do or let me know whom should I contact to correct it and will be happy to do so and correct it once for all. I am sure that if you were in my place and my position, you will feel very embarrassed if you need to go through the secondary search EVERYTIME you fly.</p> <p>I am asking your help in checking my record again and help correct it accordingly.</p> <p>Thank you in advance</p> <p>[REDACTED] b6</p> <p>-----Original Message----- From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov] Sent: Wednesday, November 03, 2004 6:16 PM To: [REDACTED] b6 Subject: Re: Body search EVERYTIME I fly instead of randomly</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 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.</p> <p>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 r</p>
08-NOV-2004	11255-18	No-Fly	Security Issues	<p>From: [REDACTED] b6 Sent: 08-Nov-2004 09:11:46 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: Security Issues</p> <p>Message: [REDACTED] b6</p> <p>I fly between Ft. Meyers and Chicago about once a month. I have just been informed that I am on a terrorist watch list, requiring personal and baggage search. I view this as a ridiculous waste of time for you and for me. Please advise as to how I can be removed from this list. Thank you.</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 11/08/2004 08:11:45 AM</p>
09-NOV-2004	1128364	Inconsistent Screening	selectees	<p>From: [REDACTED] b6</p> <p>Sent: 09-Nov-2004 03:34:06 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: selectees</p> <p>This past weekend I was travelling to my home on an amended itinerary as is common for me; I am a machinery technician. I was designated as a selectee but I was treated as a regular passenger (not hand searched, etc.). So, today I called the TSA Contact Center to report what I thought was a lapse in security. I was told that sometimes selectees are not pulled out!! I travel for business and I have been a selectee many, many times and this is the first time I have ever experienced this, or have ever heard of it among friends, associates. It is also interesting to me that when I mentioned it to the United agent at the gate in Vegas, she said, "Oh, I don't think we do that selectee thing here in Vegas." I am concerned that if it is true that Vegas never "does the selectee thing" that it won't be long before terrorists find this out. They are, after all, not stupid. The elitist of Vegas deserve no special treatment, and on this matter, if anything they deserve a higher level of scrutiny.</p>
11-NOV-2004	1130740	Secondary Screening	the selectee list	<p>From: [REDACTED] b6</p> <p>Sent: 11-Nov-2004 04:29:35 AM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p>

				<p>Subject: the selectee list</p> <p>recently i flew on a virginatlantic flight from ewr to lhr .For the first time ever i was schocked at the treatment of security i received ,after telling the agent i was going to beirut ,lebanon she looked at my american passport and ticket and asked me if i was going for 1,2 months or forever , then after i got my boarding pass from the airline i noticed extra ,extra security written on the boarding pass.Anyway i went through the first line of security and then to the second where extra search occurs.Then before boarding the plane i was asked to step aside , the security guard asked me what kind of a passport i am carrying and then put my on a selectee list after i looked at the sheet .This is the first time i was treated this way and never before went through extra security but reading about all the security changes i think my name is on the goverment selectee list .I think my name is on the list by mistake and if possible deleted for future harrassments at U.S. AIRPORTS.pl ease e mail back to me at [REDACTED] b6</p> <p>-----</p> <p>Do you Yahoo!?</p> <p>Check out the new Yahoo! Front Page. www.yahoo.com</p> <p>Record closed during the IMS Auto-population Creation Backlog Project 9/20/05.</p>
11-NOV-2004	1130876	No-Fly	Assistance with No Fly List	<p>From: [REDACTED] b6</p> <p>Sent: 11-Nov-2004 09:59:49 AM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: Assistance with No Fly List</p> <p>To whom it may concern:</p> <p>I am currently a serving officer in the U.S. Army who travels mostly under Government orders. My travel frequently takes me out of the country.</p> <p>Within the last 60 days I have experienced difficulty in processing E-Tickets and in getting permission to board flights. In each instance I have been informed by airline employees that my name is "flagged" as part of the no fly list. In one instance, my U.S. Government Official Passport was flagged! After returning from a trip to Qatar as part of my official duties, immigration personnel in Dulles questioned me extensively about my background and where I had lived in the past.</p>

Finally the immigration clerk made the remark that "this was the stupidest thing they had seen all year" and waved me through.

This is extremely frustrating to an Active Duty Army officer who has served 4 combat tours (one in Afghanistan) and who holds a Top Secret clearance.

While each instance has been successfully resolved, and I have been treated with nothing but courtesy, I have only managed to get through the system based on my DOD I.D. Card. I don't feel that I should have to produce this document just to get on an airplane.

Below you will find my Passport numbers (I hold a Govt .passport, as well as a personal passport), dates of issue and locations, Also my full name and place of birth.

Could you please provide information that will help me to resolve this issue?

Thank you,

Sincerely,

[REDACTED]

Official Passport:

[REDACTED]

[REDACTED]

Special Issuance Passport Agency

[REDACTED]

Passport:

b6

				<div> <div> <div></div> <div></div> <div>National Passport Center</div> <div></div> </div> <div> <div>DOB, </div> <div></div> <div>Fayetteville, North Carolina, USA</div> </div> </div> <div>Record closed during the IMS Auto-population Creation Backlog Project (9/13/05)</div>
11-NOV-2004	1131002	Mishandling of Passenger's Property	Screening concerns at airports	<div> <div>From: </div> <div>Sent: 11-Nov-2004 11:09:32 AM</div> <div>To: Tsa-ContactCenter@dhs.gov</div> <div>Cc:</div> <div>Subject: Screening concerns at airports</div> </div> <div>To Whom It May Concern:</div> <div> <p>My husband is a pilot, so I frequently travel stand-by. I expect to be selected and searched every time I fly. I know I am selected because I am listing myself to fly the day I fly. I understand the reasoning behind this rule, but I think the terrorists have caught on - if they don't want to be searched, they will buy a round-trip ticket and they will not buy it the day they plan on flying. I am frustrated by this process, and wanted to share this with the TSA.</p> <p>However, the main reason I am writing this email is regarding the personal searches I have gone through recently. At the Omaha Airport in Nebraska and the Hilo Airport in Hawaii, I was selected and searched (which was completely expected). I believe the TSA policy regarding personal searches of individuals includes keeping the individual's possessions all together and near the selectee being searched.</p> <p>At both airports, I was selected and taken aside. My possessions (rolling luggage bag, purse and/or small bag) were removed from my sight to be searched. I had no idea where my items were located. At both airports I later found my possessions laying on a table with other people's possessions. People were just grabbing stuff left and right and getting out of the screening area as fast as possible. I do not feel the Omaha and Hilo airports followed proper TSA policy. I feel my belongings were out in the open for anyone to take or go through. My possessions could have easily been taken by another passenger and the TSA would have no idea they were taken. I also feel a TSA worker could have easily taken something from my belongings and I would have had no</p> </div>

				<p>idea because my items were no where near me.</p> <p>I would appreciate you looking into the screening and searching processes at the Omaha and Hilo airports. They should be following proper TSA searching p</p>
11-NOV-2004	1131348	No-Fly	Security Issues	<p>From: [REDACTED] b6</p> <p>Sent: 11-Nov-2004 01:45:57 PM</p> <p>To: TSA-ContactCenter@tsa.dof.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: [REDACTED] b6</p> <p>Category: Security Issues</p> <p>Message:</p> <p>Listen up, I'll be blunt. I'm sick of going through delays because my name is a close match on the no fly list. I travel for my company and pleasure. I have my Ct State pistol permit and so my prints are on file with the FBI. I worked at [REDACTED] which b6 means my prints are on file with the defense dept. Let me into the registered traveler program so I don't have to go through all the delays please. Thank you!</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 11/11/2004 12:45:56 PM</p>
15-NOV-2004	1135544	No-Fly	No Fly Listing	<p>From: [REDACTED] b6</p> <p>Sent: 15-Nov-2004 01:34:35 PM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: No Fly Listing</p> <p>November 15, 2004</p> <p>Dear Sir or Madam:</p> <p>I emailed you and sent a letter to your office over a month ago asking your assist in removing my name from the airline no fly list. Since then I have been stopped from boarding an airline an additional</p>

			<p>six times and it is getting to be a substantial hindrance to my personal freedom and liberties, not to mention a nuisance.</p> <p>As I explained last month, approximately a year ago I was denied or delayed boarding at least a dozen times, but through numerous emails your agency finally sent me a form to fill out. It involved an affidavit which I had to sign and have notarized affirming my identity. About a month after I submitted that form, I didn't have any troubles flying again.</p> <p>However, about 6 weeks ago the trouble began again. In fact, on my last flight from Phoenix to Albuquerque, I was detained for over 10 minutes while the Southwest Airlines agent called to verify my identity. She had to confirm my height, weight, color of my eyes, etc. I found that very embarrassing and a needless waste of both her time and mine.</p> <p>It's no wonder there are terrorist alerts given the inept policies and procedures your agency practices.</p> <p>Please remove my name again from the "no fly list" so I can fly without harassment.</p> <p>FYI: A copy of this email is being sent to my congressional representatives and to the TSA ombudsman office. You can expect to receive an additional copy of this email on a periodic basis until this problem is solved.</p> <p>Please respond.</p> <p>Respectfully,</p> <p>[REDACTED]</p> <p>Santa Fe, N.M. 87508</p> <p>[REDACTED]</p> <p>Social Security Number [REDACTED]</p> <p>Birth: [REDACTED]</p> <p>Birthplace: [REDACTED]</p>
15-NOV-2004	1136398	No-Fly	<p>REMOVE ME FROM THE RESTICTED LIST</p> <p>From: [REDACTED] b6</p> <p>Sent: 15-Nov-2004 11:00:56 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p>

				<p>Subject: REMOVE ME FROM THE RESTICTED LIST</p> <p>Dear TSA, due to a circumstance that is being resolved , where I inadvertently entered a checkpoint with an unloaded firearm in my briefcase, I have been put on a no fly list and have run into some embarrassing and timely security checks when trying to check in for a flight. Please run a check or feel free to contact me to clear me so I don't have a problem every time I check in for a flight. My social security number is [REDACTED] my bday is [REDACTED] my full name is [REDACTED] Please feel free to contact me at my home number [REDACTED] or cell is [REDACTED] I very much appreciate your immediate attention to this matter as I will be traveling frequently in the near future. Thank-you! [REDACTED]</p>
16-NOV-2004	1138282	No-Fly	William Vincent Walker	<p>From: [REDACTED] Sent: 16-Nov-2004 07:09:24 PM To: Telltsa@dhs.gov Cc: Subject: [REDACTED]</p> <p>Dear Sir or Madam:</p> <p>My name has appeared on the "NO FLY" list. When I arrive at the airport the airline will not issue me a boarding pass without contacting TSA, and the local agents must conduct a full search and examination of me and my luggage. This causes serious delay and inconvenience, as well as loss of my standing to obtain seat upgrades. I would appreciate your examination of the lists that apparently have singled me out for special processing. I would appreciate knowing why I have received this designation. If you cannot give me the reason, then I want to know how I can appeal either under the FOIA or through court proceedings or the ombudsman.</p> <p>I was informed about 10 years ago that someone with a name similar to mine had a passport stolen. Immigration officials have commented on this from time to time when I have returned from travel abroad. If this is the reason for putting me on the "NO FLY" list then your computer should be keyed to note that my passport number and full name, which I use exclusively, are not the same as the person who lost his passport. The computers should be able to distinguish between the two, and the loss of time by me and your staff can be eliminated.</p> <p>Thank you for your prompt response.</p> <p>Cordially, [REDACTED]</p>

				Passport No. [REDACTED] b6 DOB: [REDACTED] Telephone: [REDACTED]
17-NOV-2004	1138798	No-Fly	Name confusion	<p>From: [REDACTED] b6 Sent: 17-Nov-2004 08:56:12 AM To: Telltsa@dhs.gov Cc: [REDACTED] b6 Subject: Name confusion</p> <p>While traveling this week, I was informed by Southwest Airlines that I could not check in either on the computer or at the kiosk in the airport because my name was on the "watch list." Not only is it an inconvenience when I fly; it leads my employer (who was traveling with me) to wonder what I'm up to. That affects my livelihood.</p> <p>What can you do to clear my name and get me off this list?</p> <p>Your help will be appreciated.</p> <p>[REDACTED] [REDACTED]</p> <p>Home</p> <p>[REDACTED]</p> <p>Louisville, KY 40208</p> <p>[REDACTED] (h) [REDACTED]</p> <p>Work</p> <p>[REDACTED] [REDACTED]</p> <p>b6</p>

				<div> <div> <div></div> <div></div> <div></div> </div> <div> Louisville, KY 40211 </div> </div>
17-NOV-2004	1138914	No-Fly	My Name on Watch List/ Case #	<div> <div>From: [REDACTED]</div> <div>Sent: 17-Nov-2004 09:54:12 AM</div> <div>To: Telltsa@dhs.gov</div> <div>Cc:</div> <div>Subject: My Name on Watch List/ Case # [REDACTED]</div> </div> <p>Dear Sirs, I am a Product Engineer for an Industrial Supply company and I travel frequently by air, usually Southwest A/L to and from TFGreen airport in Providence, RI. Starting a couple of months ago, airline ticket agents began telling me that my name was on a TSA watch list. As a result, I can not get boarding passes in advance or at airport kiosks, a significant inconvenience. I contacted my Congressman, Jim McGovern. His office apparently contacted your office and a case number was assigned, [REDACTED]</p> <p>I would appreciate if my name could be removed from this list. Is there anything I can do to help this happen?</p> <p>Thank you,</p> <div> <div></div> <div></div> <div></div> </div> <div> <div>Tel: [REDACTED]</div> <div>Fax: [REDACTED]</div> <div>e-mail: [REDACTED]</div> </div>
21-NOV-2004	1146178	Reportable Communications	"Person of Interest" calling to complaint about screening @ BNA	<div> <div>[REDACTED] called to voice his displeasure with the screening process at BNA. [REDACTED] stated there were SSSSS's on his boarding pass issued by Southwest Airlines. [REDACTED] was initially scheduled to board a morning flight from BNA to TPA. During the screening process, [REDACTED] became angry because of the extra scrutiny and attention he was receiving. [REDACTED] stated his loud complaints and actions apparently made some of the passengers uncomfortable about the flight. [REDACTED] was bumped from the flight. [REDACTED] is now scheduled to flight BNA to TPA around 1700 hours (CST). A police officer was with [REDACTED] during his telephone conversation. I spoke with Officer [REDACTED] of the Metro Airport Police at BNA for several minutes. He was concerned about [REDACTED] actions and complaints. Officer [REDACTED] was advised about [REDACTED] previous calls to the TCC and threats to embarrass and humiliate TSA if he was put through extra</div> </div>

				<p>screening anymore. [REDACTED] threats were to go to the media and not to lash out while in the airport.</p> <p>After speaking with [REDACTED] some more, I managed to calm him down and eventually Officer [REDACTED] went away.</p> <p>[REDACTED] information was documented on an Ombudsman Watch List Contact Sheet and given to the Ombudsman's Office. [REDACTED] was appreciative of this.</p> <p>[REDACTED]</p> <p>[REDACTED] called to complain about being on the selectee list. Was very loud and requested to speak to a sec. spec. Transferred call to Joseph Dove</p>	b6
22-NOV-2004	1146890	No-Fly	No-Fly List Entry	<p>From: [REDACTED] b6</p> <p>Sent: 22-Nov-2004 07:39:46 AM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc: Ombudsman@dhs.gov</p> <p>Subject: No-Fly List Entry</p> <p>Dear Sir/Madam,</p> <p>During the last two months I have made two business trips to the USA and on both occasions was able to board my flight in Europe to the USA and clear US Immigration and Customs without any incident.</p> <p>However, on both trips when attempting to board my return flight to Europe I have been told that I cannot be checked in for my flight as a name similar to mine appears on the watch list and I must be cleared to fly by the FBI.</p> <p>On both occasions this has taken in excess of 1.5 hours and on both occasions I received clearance to fly without any problems except for the time it took.</p> <p>That this continues to occur even after I have had all my details checked by the FBI causes me considerable frustration and embarrassment since the checks are always carried out by in full few of other waiting passengers and in the presence of a member of the local police department.</p> <p>Please advise me what, if anything, I can do to prevent further inconvenience and embarrassment in the future as I am a regular traveller to the US.</p> <p>Regards</p> <p>[REDACTED] b6</p>	
22-NOV-	11481	No-Fly	No Fly List	<p>From: [REDACTED]</p>	

2004	20			<p>Sent: 22-Nov-2004 02:05:29 PM To: Telltsa@dhs.gov Cc: Subject: No Fly List</p> <p>To Whom It May Concern,</p> <p>I am an engineer for [REDACTED] in the world. I travel extensively and have done so for many years. This year it became much more of a hassle for me to make my travels due to the need for additional screening every time I travel. This is getting very irritating and I tend to vent to those performing their duties which is not fair but if I didn't I would eventually have a heart attack.</p> <p>This system has no logic associated with it. I am a U.S. born citizen and have lived in the same county all of my life. I have no criminal record and or political/ social associations that would generate concern. I wonder why our social security numbers are used for everything except something as important as airline security.</p> <p>How do I go about getting my name cleared from this list or how can I make it easier to get myself through the system?</p> <p>[REDACTED] [REDACTED] Loc: [REDACTED] Ph: [REDACTED] Cell: [REDACTED] Fax: [REDACTED] email: [REDACTED]</p>
22-NOV-2004	1148508	No-Fly	No Fly List	<p>From: [REDACTED] Sent: 22-Nov-2004 03:45:32 PM To: Telltsa@dhs.gov Cc: Subject: No Fly List</p> <p>Dear TSA, During the last three months, I have become a regular business</p>

				<p>traveler; and have been put on your "No Fly" List for reasons unknown.</p> <p>I am not a terrorist, do not participate in demonstrations, have never been arrested and am a law abiding citizen. However, every time I now fly, I am subjected to an unusual amount of scrutiny. I cannot do self-check in at kiosks, I am subjected to thorough baggage searches, pat downs and detainment; not to mention the abusive treatment I have received on more than one occasion. I experience this treatment every time I board an airplane --- on both the outgoing and the return flights.</p> <p>I can think of no other reason for my continued scrutiny than the fact that I have a common last name.</p> <p>Please advise the steps I need in order to be removed from this list. Thank you very much for your help.</p> <p>Respectfully yours, [REDACTED] b6 Hampstead, NH 03841</p> <p>Phone# [REDACTED] USA Passport # [REDACTED] New Hampshire Operators License # [REDACTED] b6</p>
				IMS BACKLOG PROJECT Record closed during the IMS Backlog project 9/6/05
				IMS BACKLOG PROJECT Record closed during the IMS Backlog project 9/6/05
23-NOV-2004	1149520	No-Fly	Upset about being on watch list	-
23-NOV-2004	1151316	No-Fly	Complaints	<p>From: [REDACTED] b6 Sent: 23-Nov-2004 04:53:12 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: Suddenly, I find my name is on the "No-Fly" list, and now must go through all sorts of delays when checking in. What can I do to avoid this?</p> <p>Thanks.... [REDACTED]</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 11/23/2004 03:53:11 PM</p>
23-NOV-2004	1151696	Inappropriate Screening	complaint.	<p>IMS #: Date of Incident: 11-23-04 Consumer: [REDACTED] b6 Contact: [REDACTED] Airport: ATL Airline: Delta Flight: 1121 Time of Incident: 6:15 AM to 6:45 AM Carry On: NO Checked Baggage: NO</p> <p>Brief Description: [REDACTED] states that when she departed from from ATL, her son (a minor) and her nephew (also a minor) were selectee for secondary screening. She said that she went thru the first security check point at the TSA screener at that point told her since she was not a selectee, the minor were not going to be checked. At the time she went to the next point, the TSA screener (a female) pulled her kids away from her and told her that they were selectee and needed to be searched. Consumer said that she asked the screener where was she taken her kids and at that time the TSA screener told her you are selected now because your kids have been selected. Consumer would like an explanation as to why she had to experience this and how come she was mistreated by the TSA screeners. A call back is required ASAP.</p>
23-NOV-2004	1151778	No-Fly	No fly list	<p>From: [REDACTED] b6 Sent: 23-Nov-2004 08:18:08 PM To: Telltsa@dhs.gov Cc: Subject: No fly list</p> <p>I'd like to know why I have trouble checking in on line. I'm a frequent flyer on Southwest and have been for 6 or 7 years. Why Would my name, all of the sudden be on some kind of list? I've flown at least 4 times since the first time this happened, and it's still occurring. Can you tell me what I have to do to get my name off of this list so I can continue to travel and do my job for my employer. This has become a hassle everytime I fly, not alone the embarrassment involved.</p> <p>Thanks, [REDACTED] b6</p>

				Record closed during the IMS Auto-population Creation Backlog project 8-8-05
23-NOV-2004	1152052	No-Fly	Obtaining a boarding pass	<p>From: [REDACTED] b6</p> <p>Sent: 23-Nov-2004 11:33:55 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: Obtaining a boarding pass</p> <p>To whom it may concern:</p> <p>I was traveling today to burbank, ca and was attempting to check in online. I was unable to do so and upon arriving at the airport I was advised by the ticketing agent that my name was on a watch list. I am writing this note to inquire about how my name got on the list. I frequently travel nationwide for my company and my college and would like to avoid unnecessary hassles in the future. Thanks in advance.</p> <p>[REDACTED] b6</p> <p>Best Regards,</p> <p>[REDACTED] b6</p> <p>voice: [REDACTED] BlackBerry Pin: [REDACTED]</p> <p>e-mail: mailto:[REDACTED]</p>
24-NOV-2004	1152350	No-Fly	Complaints	<p>From: [REDACTED] b6</p> <p>Sent: 24-Nov-2004 09:23:16 AM</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:</p> <p>[REDACTED] b6</p> <p>Category:</p> <p>Complaints</p> <p>Message:</p> <p>Yesterday in El Paso, I was a "selectee" and subjected to examination.</p> <p>Please note that I am a retired US Army Officer and Antiterrorism / Force Protection (Weapons of Mass Destruction) Officer, but yesterday was in a Title 10 (active duty) status, on orders, and with a ticket paid for by the US Government (Army).</p> <p>I resent being singled out, I further resent that an Officer of the United States should suffer that manner of abuse. And, although I fully</p>

			<p>cooperated, my understanding is that in the capacity as described - active duty military officer on order - I would be exempt from such treatment.</p> <p>I am not the enemy. If your agency is scrutinizing Officers of the United States, it gives one pause to consider who is slipping through.</p> <p>V/R</p> <p>[REDACTED]</p> <p>Email: [REDACTED]</p> <p>Date and Time of message: 11/24/2004 08:23:15 AM</p>
24-NOV-2004	1153032	No-Fly	<p>Letter on Check In Procedures</p> <p>From: [REDACTED] b6</p> <p>Sent: 24-Nov-2004 01:41:00 PM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: Letter on Check In Procedures</p> <p>The following letter was sent to Southwest Airlines; with a cc to you</p> <p>Via Fax: [(214) 792-5099] SET</p> <p>November 24, 2004</p> <p>Southwest Airlines V.P. Customer Relations P.O. Box 36647 Dallas, TX 75235-1647</p> <p>To whom it may concern:</p> <p>RE: Check In Procedures/TSA Watch List</p> <p>I am a very frequent Southwest Airlines traveler - I've earned a companion pass three of the last four years. I would like to express my extreme annoyance with the new check in procedures that I have subjected to recently, apparently because a [REDACTED] is now on the TSA Watch List. Starting about two weeks ago, on every (eight) occasion that I have flown, I have been: ? Unable to check in on the InterNet, ? Unable to check in using a kiosk. b6</p>

			<p>? Unable to check baggage curb-side; and ? Directed to stand in line to see a ticket agent who clears me for issuing a boarding pass and/or checking luggage.</p> <p>As a result, 10-30 minutes has been added to my check in, and this process relegates me to a B status for boarding, at best. This is no way to treat one of your best customers - repeatedly and unnecessarily hassling them!</p> <p>Why can't you clear in advance legitimate travelers by using additional information (middle name, address, credit card number), and then only flag and screen those who don't clear? I would fervently hope that you and TSA can work out a more discriminating matching approach. The definition of insanity is making the same mistake over and over.</p> <p>Sincerely,</p> <p>[REDACTED] Rapid Reward Number [REDACTED] [REDACTED] San Francisco, CA 94116</p> <p>cc: Transportation Security Administration (via e mail)</p> <p>[REDACTED] [REDACTED] San Francisco, CA 94108 Work: [REDACTED] Cell*: [REDACTED] Fax: [REDACTED] E Mail: [REDACTED] *Only on when</p>
24-NOV-2004	1153388	No-Fly	<p>airport watch list</p> <p>From: [REDACTED] Sent: 24-Nov-2004 03:15:15 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: airport watch list</p> <p>To whom it may concern, Apparently, I am being mistaken for somebody on your airport security watchlist (which I would love to hear the reason for). The hassles and delays that I have been experienced are annoying and lengthy—and are</p>

				<p>getting worse. Please let me know how I can resolve this issue. The sooner the better, before the anal cavity searches are implemented. Thank you and please respond.</p> <p>[REDACTED] b6</p> <p>Ridgewood, NY 11385</p>
24-NOV-2004	1153636	Suggestions	RE: Israeli citizens	<p>From: [REDACTED] b6</p> <p>Sent: 24-Nov-2004 04:41:22 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: RE: Israeli citizens</p> <p>Dear TSA Contact Center</p> <p>This is not the answer I was expecting for.</p> <p>Anyhow I will appreciate if you will considerate the Israelis citizen as your cooperate and not as enemies.</p> <p>Best Regards</p> <p>[REDACTED] b6</p> <p>-----Original Message-----</p> <p>From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov]</p> <p>Sent: Wednesday, November 24, 2004 9:57 PM</p> <p>To: [REDACTED] b6</p> <p>Subject: Re: Israeli citizens</p> <p>Thank you for your email message.</p> <p>Please accept our appreciation for taking the time to share your thoughts and concerns with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation system.</p> <p>TSA Contact Center</p> <p>-----Original Message-----</p> <p>From: [REDACTED] b6</p> <p>Sent: Saturday, November 6, 2004 1:12 PM</p> <p>To: TSA-Contact Center</p> <p>Subject: RE: Israeli citizens</p> <p>Dreear TSA.</p>

				<p>It is not the like that. In this flight 90% of the passengers passed in the normal check routine.</p> <p>All the Israelis citizens in the same flight and the same day was controlling by TSA as on the ticket the check in counter signet SSSS by hand and not by the computer.</p> <p>It will be very nice if you will start to check the Arab people and let the Israeli to do the same controls as the Americans.</p> <p>Thank you very much</p> <p>-----Original Message-----</p> <p>From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov]</p> <p>Sent: Wednesday, November 03, 2004 7:15 PM</p> <p>To: [REDACTED] b6</p> <p>Subject: Re: Israeli citizens</p> <p>Thank you for your email message concerning notations on boarding passes.</p> <p>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 Sens</p>
26-NOV-2004	1155882	No-Fly	No fly list	<p>From: [REDACTED] b6</p> <p>Sent: 26-Nov-2004 02:42:34 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc: [REDACTED]</p> <p>Subject: No fly list</p> <p>Sirs,</p> <p>Can you help me get off the no fly list?</p> <p>I have been on the list for about 2 years. I have been hassled at every flight. Sometimes by armed guards, sometimes by airline attendants, sometimes by TSA employees. I don't know where to go to get my name off the list, or the semblance of my name.</p> <p>I would like to be able to print my boarding pass at home, like the rest of my family.</p> <p>I would like to be allowed to connect to a flight at a hub airport, instead of having all those SSSSS printed on my boarding pass.</p>

				<p>I would like to be able to show up at the airport 90 min before a flight, instead of 3 hours or more.</p> <p>Thankd</p> <p>[REDACTED] b6</p> <p>Email address is not my name</p> <p>THanks!!</p> <p>I really would appreciate any hints</p> <p>IOf it is just impossible for me to ever travel with my family, in a manner that my family does, and I can never print a boarding pass at home, and I can never travel like someone not on the list, I would really appreciate a note that " It just aint gonria happen, sir" At least I could go on knowing that I ahve been discriminated against because of a common name. And life goes on.</p> <p>But if there is some way for my to get off the list, I would kiss your feet. Oh, to be able to travel in a normal fashion again. What a treat!</p> <p>Thanks</p> <p>[REDACTED] b6</p> <p>Not my name on the Email...just a deflector</p>
				Record closed during the IMS Auto-population Creation Backlog Project 8-30-05
26-NOV-2004	1156188	No-Fly	Obtaining a boarding pass	<p>From: [REDACTED] b6</p> <p>Sent: 26-Nov-2004 06:55:40 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: Obtaining a boarding pass</p> <p>To whom it may concern:</p> <p>I was traveling today to burbank, ca and was attempting to check in online. I was unable to do so and upon arriving at the airport I was advised by the ticketing agent that my name was on a watch list. I am writing this note to inquire about how my name got on the list. I frequently travel nationwide for my company and my college and would like to avoid unnecessary hassles in the future. Thanks in advance.</p> <p>[REDACTED] b6</p>

				<p>Best Regards, [REDACTED] b6 voice: [REDACTED] BlackBerry Pin: [REDACTED] e-mail: mailto:[REDACTED]</p>
27-NOV-2004	1157132	No-Fly	Complaints	<p>From: [REDACTED] b6 Sent: 27-Nov-2004 07:36:57 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: I am a frequent business traveler and I try to keep things easy for airport/TSA personel. The last couple of weeks I have not been able to access boarding passes off the internet or kiosk. SWA personel have told me that TSA has my name on a watch list for reasons unknown. I would like to know why and if there is a method to get my name off this list. I do not see any reason for me to be on any kind of list, unless the name is the same as someone you are aware of. With technology of today I think we can separete the names that need tp be watched. The last couple of years with the way things are I am looking for other things to do with no travel involved as I do not need any extra hassles getting where I need to be. Please help me with this situation and if there is any other info you need about me I will foward it asap.</p> <p>Thank-you- [REDACTED] Email: [REDACTED] b6</p> <p>Date and Time of message: 11/27/2004 06:36:56 PM</p>
28-NOV-2004	1157344	Airline Issues	Southwest Airlines not complying with TSA regulations.	<p>From: [REDACTED] b6 Sent: 28-Nov-2004 11:02:37 AM To: Tsa-ContactCenter@dhs.gov Cc: [REDACTED] b6 Subject: Southwest Airlines not complying with TSA regulations.</p>

				<p>Dear Sir or Madam,</p> <p>Transportation Security Administration regulations require the airlines do the following:</p> <ol style="list-style-type: none"> 1. Compare the name of the passenger with the "watch list" for matching names. 2. Compare the name on the passenger record with a government issued photo identification issued to the passenger. <p>When an airline fails to comply with these regulations, the system breaks down.</p> <p>Southwest Airlines uses an easily forgeable "online" check-in procedure, and does not check the photo identification of the passenger. The only photo-ID check on passengers using this method to check-in is by the security guard (usually neither an airline nor governmental employee) at the security check point. The security guard merely compares the photo ID of the passenger to the name on the boarding pass that the passenger printed at home.</p> <p>A brief description of how to beat the system is as follows:</p> <p>Assume that a person (Mr. A.) suspects that he is a known terrorist, and wishes to bypass the list. To do so, he can book a flight under an alias (Mr. B.). Mr. A then checks in online, and prints out the boarding pass in Mr. B's name. He also, using a graphics program such as Microsoft's "Paint Brush", modifies the boarding pass and prints it out with his own name (Mr. A).</p> <p>Upon arrival at the airport, Mr. A uses the forged boarding pass when passing through security (the guard does not notice anything wrong with Mr. A's forged boarding pass, and does not check names against the watch list). He then uses the boarding pass issued under his real name to board the aircraft.</p> <p>The only way to fix the problem is to require persons to present the boarding pass and Photo ID at the time of boarding. The gate agent will then need to verify the name on the Photo ID with the name on the computer screen. This will extend</p>
28-NOV-2004	1157910	No-Fly	Watch list	<p>From: [REDACTED] b6</p> <p>Sent: 28-Nov-2004 06:46:52 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p>

				<p>Subject: Watch list</p> <p>I recently discovered that my name, [REDACTED] is on your TSA watch list, which means that I'm now subjected to various extended security measures every time I try to board a plane.</p> <p>This is extremely inconvenient for me as my work entails a lot of flying across the US, and I would therefore like to know what I can do to get my name removed from this list. Your website itself didn't seem to have any information on the subject which I thought was rather odd.</p> <p>Thank you, [REDACTED]</p>
28-NOV-2004	1157964	No-Fly	"No Fly" List removal procedures	<p>From: [REDACTED] Sent: 28-Nov-2004 08:26:58 PM To: Telltsa@dhs.gov Cc: Subject: "No Fly" List removal procedures</p> <p>I was informed at Phoenix today that I am on a "No Fly" list. This incident occurred while trying to board Continental Flight 1268 Nov. 28 2004, in Phoenix, AZ. I fly over a 100,000 miles a year and am a frequent flyer on a number of airlines. This imposition of putting me on some list negatively impacts my ability to conduct my business. Obviously this is a case of bureaucratic overkill. Please advise me of the steps that may be taken to remove my name from this "List".</p> <p>Thank you for your prompt response.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Tel: [REDACTED] Tel: [REDACTED]</p>
29-NOV-2004	1159268	No-Fly	Watch list	<p>From: [REDACTED] Sent: 29-Nov-2004 02:16:33 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: Watch list</p>

				<p>I would appreciate being removed from the TSA watch list. Every time I fly, the airline ticket counter has to call in to get permission to give me a boarding pass, I can't use an electronic kiosk for check-in, and I am singled out for searches so frequently it's become a joke among my colleagues who travel with me. This has caused me to miss a flight, and it's certainly humiliating to have ticket counter and gate personnel announce that they have to get security clearance to allow me to fly.</p> <p>My name is [REDACTED], dob. [REDACTED] daytime phone is [REDACTED] home phone is [REDACTED] home address is [REDACTED] Brush Prairie, WA 98606, and email is [REDACTED]</p> <p>thanks [REDACTED]</p> <p>This message is private or privileged. If you are not the person for whom this message is intended, please delete it and notify me immediately, and please do not copy or send this message to anyone else.</p>
29-NOV-2004	1160176	No-Fly	no fly list	<p>From: [REDACTED] b6 Sent: 29-Nov-2004 09:18:43 PM To: Telltsa@dhs.gov Cc: Subject: no fly list</p> <p>I would like to know why each time i fly i have to see an airlines agent,who makes phones call,ask my d.o.b. then prints my boarding pass.i have gone through these situations this year on 7/29/04 a.a.flt#781 and N.west flt#0373 on 8/21/04 from boston. I would like to have my name cleared from any confusion.Please advise me what i need to do. I am a proud citizen of this country i don,t mind waiting in line,but i feel uncomfortable waiting for my name to be cleared each time i fly in front of my family.</p> <p>Sincerely [REDACTED] d.o.b. [REDACTED] [REDACTED] middleton,ma.01949 [REDACTED]</p>
29-NOV-	11602	No-Fly	Encountering problems	<p>From: [REDACTED]</p>

2004	44		obtaining a boarding pass	<p>Sent: 29-Nov-2004 11:27:09 PM To: Tsa-ContactCenter@dhs.gov Cc: info@kyl.senate.gov john_mccain@mccain.senate.gov Subject: Encountering problems obtaining a boarding pass</p> <p>Hello,</p> <p>I am a frequent flyer based in Phoenix. For the last 3 weeks, I have been unable to get a boarding pass. The airline, AmericaWest, has had to make a telephone call before they issue me a boarding pass.</p> <p>Up to now, they were not giving me a reason but, after today's flight, they informed me I'm on a TSA terrorist watch list.</p> <p>I am totally offended by this and I request that you remove my name, immediately, from this list.</p> <p>As a former DoD cleared and current security cleared USPS contractor, I am the last person that should be on a terrorist watch list. TSA needs to get its' act together.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Phone: [REDACTED] Tie-Line: [REDACTED] Email: [REDACTED]</p> <p>b6</p>
30-NOV-2004	1161988	No-Fly	Watch List	<p>From: [REDACTED] b6 Sent: 30-Nov-2004 04:14:27 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: Watch List</p> <p>TSA:</p> <p>My name: [REDACTED] Address: [REDACTED] Del Mar, CA 92014 DOB: [REDACTED] SS#: [REDACTED]</p> <p>b6</p> <p>I was recently told by a Southwest Airlines agent that my name is on a "watch list". As a result I cannot take advantage of Southwest's web or kiosk check-in. I have been sent to secondary security two of my last three flights.</p>

				<p>I realize I have a relatively common name. Is there any process to remove my id from a watch list? I am a frequent flier.</p> <p>Thanks & regards, [REDACTED] b6 [REDACTED] (home phone and private vm)</p>
02-DEC-2004	1166062	CAPPS	Complaints	<p>From: [REDACTED] b6 Sent: 02-Dec-2004 05:49:16 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'm a selectee. I don't know why, and so far no one has been able to tell me how I wound up on the SSSS list. Does the TSA have a plan for folks like me to challenge and be removed from the list? When will it be put into place? It's been three years of embarrassment and hassles for me. Everyone says "we're trying to fix it", but it never gets fixed. What's an itinerant jazz musician to do?</p> <p>Email: [REDACTED] b6</p> <p>Date and Time of message: 12/02/2004 04:49:16 PM</p>
03-DEC-2004	1167900	No-Fly	take me off the watch list	<p>From: [REDACTED] b6 Sent: 03-Dec-2004 09:04:47 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: take me off the watch list</p> <p>>>To Whom It May Concern: > >I am not a criminal, I do not pose a threat to anyone, and I want to be >removed from the watch list. My name is [REDACTED] b6 When I fly I >obtain my tickets using my first and last name only. I would like this >matter expedited because I am flying again this month home for the</p>

				<p>holidays >and despise being subjected to the groping hands and humiliating experience >that I have been UNFAIRLY subjected to. An apology is not enough; I want >something done immediately.</p> <p>></p> <p>>I contacted the TSA Contact Center and spoke with a representative. Now >what do I do? I am hoping that whatever form you need completed arrives >before the three weeks the representative said it might take. Three weeks? > Are you kidding?</p> <p>></p> <p>>My address: [REDACTED]</p> <p>>My address: Highlands Ranch, Colorado 80130</p> <p>></p> <p>>Phone [REDACTED]</p> <p>></p> <p>>DOB: [REDACTED]</p> <p>></p> <p>>I can provide any other information if needed.</p> <p>></p> <p>> [REDACTED]</p> <p>></p>
				Record closed during the IMS Auto-population Creation Backlog Project 9-13-05
05-DEC-2004	1169050	No-Fly	email inquiry	<p>From: [REDACTED] b6</p> <p>Sent: 05-Dec-2004 08:38:49 AM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject:</p> <p>TSA Contact Center,</p> <p>I recently boarded a flight on Delta Airlines in Cincinnati bound for overseas. While going through the security screening at CVG, I experienced a long delay. Apparently, the airline coded my boarding pass with 'SSSS' - I was told by a TSA agent that since I changed my flight the previous day, I was required to undergo additional screening by TSA, as this activity is suspicious. One of the supervisors suggested I contact this email address and ask to be taken off the TSA watch list which TSA recognizes some passengers might experience frustrating screening for a number of reasons. Although I am normally very early for flights, I was running a few minutes late on this particular day. After undergoing the extensive search, of which I am in favor, I nearly missed my flight.</p> <p>I find it a bit frustrating that TSA found my travel suspect. I find it more frustrating that a U.S. federal law enforcement agent must be delayed because of a search of this nature. If there is any way that TSA</p>

				<p>can assist me in my travels by taking me off the watch list, I would greatly appreciate it.</p> <p>[REDACTED] (Cairo) b6</p> <p>[REDACTED]</p> <p>APO AE 09839</p> <p>Best Regards,</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>b6</p>
05-DEC-2004	1169702	No-Fly	Travel delays due to name on TSA watch list	<p>From: [REDACTED] b6</p> <p>Sent: 05-Dec-2004 06:59:12 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc: senator_hutchison@exchange.senate.gov</p> <p>Subject: Travel delays due to name on TSA watch list</p> <p>Dear Sir:</p> <p>During a recent trip from Houston to Denver DIA I was delayed and unable to use the E-ticket service because, I'm told, my name is on the TSA watch list. At the ticket counter I was asked to present my passport for ID in addition to my Texas DL although my Texas drivers license should have been sufficient.</p> <p>In addition, I was also told in the future I could be bared or delayed if my plans involve international travel. Since I'm a process engineer and may travel to africa, the mid east or mexico as part of my employment a delay could be embarrassing and potentially cost me my job.</p> <p>Your help resolving this problem will be appreciated.</p>

				<p>Regards, [REDACTED] b6</p>
06-DEC-2004	1169818	No-Fly	Inability to obtain boarding pass	<p>From: [REDACTED] b6 Sent: 06-Dec-2004 01:13:42 AM To: Tsa-ContactCenter@dhs.gov Cc: Subject: Inability to obtain boarding pass</p> <p>To Whom It May Concern,</p> <p>I am writing to inquire how my name ended up on some terrorist watch list. This past weekend I attempted to check in for an America West flight from Las Vegas to Los Angeles using an electronic check-in kiosk. I received a message that they were unable to process the request and that I needed to see an agent at the counter. When I asked what the problem was, I was told that my name, or a similar one was on the terrorist watch list and the airline had to contact the TSA to see if I should be allowed to board the plane. The agent took my ID, made a phone call and then gave me my boarding pass. What I would like to know is why my name is on one of these lists and what needs to be done to get it off? I do not want to go through this hassle every time I fly for no reason. Why this happened now I don't know because I flew the same airline in late October with no problem. I would appreciate your prompt attention to get this situation resolved as soon as possible.</p> <p>[REDACTED] b6</p>
06-DEC-2004	1170362	No-Fly	Security watch list	<p>From: [REDACTED] b6 Sent: 06-Dec-2004 11:22:23 AM To: Telltsa@dhs.gov Cc: Subject: Security watch list</p> <p>How do I get off it? I have a very common first and last name, and I'm getting tired of being stopped. How do I get off the DNB list?</p> <p>[REDACTED] [REDACTED] [REDACTED] b6</p>

			<p>Seattle, WA 98121</p> <p>[REDACTED]</p> <p>[REDACTED] (fax)</p> <p>[REDACTED]</p>
06-DEC-2004	1171322	Reportable Communications	<p>Person of interest called to disagree with Ombudsman's findings.</p> <p>5. Details:</p> <p>[REDACTED] called to advise he had received a letter from the Office of the Ombudsman. The letter stated he is not on any watch list. [REDACTED] disagrees with their findings: [REDACTED] stated he feels he is on a watch list because he is repeatedly subjected to secondary screening when he flies. [REDACTED] prefers to travel on one-way tickets.</p> <p>[REDACTED] stated "I don't buy the fact that pre-screening is random. I don't want to see SSSS's on my boarding pass. If they pop up again, I'm not going to be a happy camper. I'm not going to bite my tongue."</p> <p>[REDACTED] advised his next air travels will be in February 2005. [REDACTED] will be traveling from BWI to MCI, MCI to TPA, and TPA to BWI.</p> <p>The recording is 25:16 minutes in length. Approximately 18:10 to 19:04 minutes into our conversation, [REDACTED] fell asleep and began to snore. A man at [REDACTED] residence woke him to continue the conversation.</p> <p>[REDACTED] tends to get very upset and vocal during the screening process. The behavior he displays draws the attention of security personnel and law enforcement. [REDACTED] was bumped from a BNA to TPA flight on 11-21-2004 because his behavior disturbed the other passengers.</p> <p>NOTE: In the IMS, [REDACTED] name pops up as a "Person of Interest" and all communications with him are to be treated as a Reportable Communication.</p> <p>-----Original Message----- From: Dove, Joseph <CTR> Sent: Monday, December 06, 2004 7:01 PM To: CDO.TSA (CDO.TSA@tsa.dot.gov); TSA SpecialServices Cc: White, Susan; Bush, Michelle <CTR>; Clark, Glen; Douglass, Kimberly <CTR>; Dove, Joseph <CTR>; Fobbs, Charles <CTR>; Gantt, Charnett <CTR>; Grigsby, Richard M <CTR>; Hill, Janet; Kennedy, James; Oliver, Jeanne; Rowell, Catherine <CTR>; Wagner, Vanett <CTR>; Walton, Kimberly; TSISWATCH; AVO. TSCC (avo.tsc@dhhs.gov); CM. TSCC (cm.tsc@dhhs.gov); M&L.TSCC; TCC-Security Subject: IMS # 1171322- Person of Interest called to disagree w/ watch list findings by Ombudsman - Reportable Communication</p> <p>This Reportable Communication message is forwarded for your operational consideration. The</p>

			<p>following steps were taken while forwarding this Reportable Communication message:</p> <ol style="list-style-type: none"> 1. CDO notified at 703-563-3208. Spoke to Mark Snyder. 2. Forwarded e-mail to appropriate sources. 3. IMS Inquiry # [REDACTED] 4. Quick Summary: Person of Interest called to disagree with watch list findings by Office of the Ombudsman. <p> Caller Name- [REDACTED] Contact Number- [REDACTED] b6 Travel Date- N/A Airport- N/A Airline- N/A Flight- N/A </p> <p> [REDACTED] called to advise he had received a letter from the Office of the Ombudsman. The letter stated he is not on any watch list. [REDACTED] disagrees with their findings. [REDACTED] stated he feels he is on a watch list because he is repeatedly subjected to secondary screening when he flies. [REDACTED] prefers to travel on one-way tickets. [REDACTED] stated, "I don't buy the fact that pre-screening is random. I don't want to see SSSS's on my boarding pass. If they pop up again, I'm not going to be a happy camper. I'm not going to bite my tongue." [REDACTED] advised his next air travels will be in February 2005. [REDACTED] will be traveling from BWI to MCI, MCI to TPA, and TPA to BWI. </p> <p>The recording is 25:16 minutes in length. Approximately 18:10 to 19:04 minutes into our conversation, [REDACTED] fell asleep and began to snore. A man at [REDACTED] residence woke him to continue the conversation.</p> <p>[REDACTED] tends to get very upset and vocal during the screening process. The behavior he displays draws the attention of security personnel and law enforcement. [REDACTED] was bumped from a BNA to TPA flight on 11-21-2004 because his behavior disturbed the other passengers.</p>
06-DEC-2004	1171498	No-Fly	<p>Problems with screening at Airports</p> <p> From: [REDACTED] b6 Sent: 06-Dec-2004 08:42:49 PM To: Telltsa@dhs.gov Cc: Subject: Problems with screening at Airports </p> <p> My name is [REDACTED] and I reside at [REDACTED] Riverton, WY 82501. I am writing regarding the problems I have had over the last 2 years with travel with the airlines. Apparently someone with the same name (different middle initial and different birthday) is on some kind </p>

				<p>of watch list. Everytime I travel I am detained for additional security checks. The first couple of times I thought OK due to 911 etc, but I am starting to get more frustrated in the delays. The airlines at first were even not going to let me board, but after calling supervisors, etc I was able to travel. The reason for writing is because I am planning to fly again for the holidays and would like to minimize my problems with security. Is there anything I can do to avoid the problems I have had in the past flying?? Please let me know.</p> <p>Thanks [REDACTED] b6</p>
07-DEC-2004	1172238	No-Fly	re: upset caller calling about been in the no fly list	<p>very upset caller for been in the no fly list i explained to him the process [REDACTED] Arlington, VA 22207-3325 b6</p>
07-DEC-2004 :	1172410	No-Fly	All Other Inquiries	<p>From: [REDACTED] b6 Sent: 07-Dec-2004 12:00:36 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 have a son, [REDACTED] named [REDACTED] Whenever we fly, of course he is flagged due to the "No Fly" list. Looking for suggestions to alleviate this situation, as we have an flight coming up to San Juan and do not want to go through the hassles that we have had the last 3 times we have flown. He is subjected to intense scrutiny and embarrassment. Our check in times are increased every time. What suggestions might you have to clear his name? b6</p> <p>[REDACTED] Mother Email: [REDACTED] b6</p> <p>Date and Time of message: 12/07/2004 11:00:36 AM</p>

07-DEC-2004	1173192	Secondary Screening	caller complaining about being on watch list	-
07-DEC-2004	1173720	No-Fly	How to get off of the no-fly-list	<p>From: [REDACTED] b6</p> <p>Sent: 08-Dec-2004 12:27:50 AM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: How to get off of the no-fly-list</p> <p>Hello, This evening I was unable to check in at the Houston IAH electronic ticket machine for Continental. It told me special handling was required. At the ticket counter I was told that I had been placed on the no-fly list. The ticket agent called someone and gave them my birth date and checked me in for the flight. I have traveled about 30 flights this year with no problem and have traveled regularly for the last 15 years without ever being even rude to anyone. Will I have this delay every time, or did the check of my ID make this problem go away? If not, how can I become removed from this list? If your new computer program selected me as a security risk, it is seriously flawed.</p> <p>Kind Regards,</p> <p>[REDACTED]</p> <p>[REDACTED] TEL: [REDACTED] Houston, b6</p> <p>Tx 77082 Mobile: [REDACTED]</p> <p>* "No Job Is So Urgent That It Cannot Be Done Safely" ** from [Puget Sound Refinery] Safety Training Video stex</p>