

Created On	Inquiry No.	Subject	Summary	Notes
10-Nov-2003	616770	Inappropriate Screening	pilot stated that a screener beeped going through security, wants to know why	Pilot who works for US Air stated he was going through checkpoint where he beeped. As he proceed to removed various articles of clothing, a TSA screener went through checkpoint and beeped as well. The pilot asked the screener why didn't he have to be screened and screener told him that TSA employees are prescreened. He is not satisfied with that answer and wants CSM in Pittsburgh to contact him on this issue.
17-Nov-2003	624158	Regulatory Questions	Color coding system to separate passengers is a violation of privacy	12/29/03: Spoke with Scott Houston in OCC about the response that ONRA gave us. He hasn't been able to verify that TSA uses a color code system. Only that some airports issue an [REDACTED] Scott is rewriting the letter and will send it back to me w/in a few days.-SW
19-Nov-2003	626814	No-Fly	Unhappy with response from TSA Contact Center regarding names on No-Fly list.	11/18/03: Rec'd in TCC 11/10/03. 11/17/03: Assigned to JTW.
24-Nov-2003	633288	No-Fly	Consumer stated he couldn't view the No Fly list	-
25-Nov-2003	633766	Random Searches	Complaint about additional screening due to "selectee" designation by airline...	11/13/03: Rec'd in TCC
04-Dec-2003	643972	No-Fly	Consumer called in to find out why there was an S on her ticket	Consumer asked why was there an S placed on her ticket. I advised her that it could have been random or that it could be that her name is similar to one on the No Fly list. She was content after I told her that if it happened again she can contact the office of the Ombudsman. She thanked me and then she hung up.
11-Dec-2003	651932	No-Fly	Delayed due to No Fly List. Wants name removed	1/9/04: Delivered and accepted by Virginia to handle as No-Fly. This now closed in TCC.-SW
19-Dec-2003	662278	No-Fly	Re delays he and his family face at checkin [REDACTED] because of his name	12/31/03: Spoke with Andrea re: Chris' comments. I am forwarding to Dawn for her review. We're not sure this constituent provided enough info to elevate this to a No Fly.-SW
21-Dec-2003	664528	Discrimination	Secondary screening selectee	1/2/04: Forwarded to Virginia for action.-SW

1520.5(b)(9)(ii)

1520.5(b)(9)(i)

22-Dec-2003	665558	Airline Issues	Complaint about being a "selectee" and always subject to addl screening...	1/5/04: Forwarded to CMondak for review. RR
22-Dec-2003	665598	No-Fly	Upset that son constantly encounters clearance delays when flying.....	1/7/04: Reviewed Jewel's letter. Rewrite by SW b/c this is a No Fly not a CAPPs issue. This letter is now w/Dawn for clearance.-SW
01-Jan-2004	678146	General Contact Information	Concerns w/ Harrisburg, PA	Customer says:  I am writing this note out of genuine concern over something that happened to me at the Harrisburg, PA airport on December 19, 2003. I understand that the TSA has a difficult job to do and also that TSA has been trying to present a positive and friendly image to airport patrons, but the crew at the Harrisburg airport are not getting the message. I travel for my business every week to some city other than where I live and have never been treated as poorly as I was in Harrisburg that day. It makes it very difficult for frequent flyers when the TSA staff is rude, obnoxious and extremely inconsiderate. The statements made by the crew were very contrite and abusive. I was chosen as a selectee. At one point when I told the crew member checking my computer bag that a little equipment pocket does not come out of the computer bag, another crew member said to me in a very beligerent manner, "WHAT did you say?" I was simply trying to be helpful and also to prevent him from ripping the pocket out of \$400 computer bag.
12-Jan-2004	692398	Public Opinion	Consumer wants to no if her name is on a no-fly list w/o paying for her flight.	Consumer believes that the no-fly list should be available to tax paying citizens. I explained that the no-fly list is not available to the public.
12-Jan-2004	693072	No-Fly	Experiences delays obtaining boarding pass	1/12/04: Rec'd this letter from Dawn as handled by her as a No Fly. A PIV form was sent out on 12/17/04. I'm logging this in per her request. This letter is closed in TCC.-SW

13-Jan-2004	694460	No-Fly	Complaint regarding being profile every passenger flies (filed w/662478)	2/6/04: Spoke with Dawn. She agrees that we should start the No Fly process and pull back the letter already with OCC. I sent an email to Tonya, Dorene asking for the letter and an extension on the due date.-SW
20-Jan-2004	700450	Perceived Lax Security	Sites possible security breach at [REDACTED] 1520.5(b)(9)(i) 1520.5(b)(8)(i)	This letter is from Mr. [REDACTED] dated, 10/23/03, that was sent to DHS, but then assigned to TSA for response. Mr. [REDACTED] complains that he sent TSA an email about his warning of a security breach at [REDACTED] but never heard back from TSA. Mr. [REDACTED] stated that he warned screeners about the potential issue at [REDACTED] He stated "When the prescreen line is serpentine at busy times, the line is adjacent to a glass partition which is only about 7' tall at its lowest point (the glass wall separates prescreened) A waiting (tall) person could VERY EASILY leave a knife or even a gun on TOP of this glass partition, picking it up after going through screening." --SW
21-Jan-2004	702242	No-Fly	Consumer has problems getting his boarding pass; was told he was on a watch list	-
21-Jan-2004	703080	Random Searches	Consumer is on no fly list/Most recent inc dates FLL 11/21 & LAX 12/3	1-21-2004 Consumer called and stated that she was on a no fly list. She would like to know what she would have to do or who do she have to talk to to get off the list. She stated that she was informed at the airport that she was on a list.
				I informed Ms. [REDACTED] that since she's allowed on the plane after secondary screening. She isn't on the No Fly List. Ms. [REDACTED] spoke to local detectives stationed at FLL. They informed her that she may be on the No Fly List. But this case is out of their jurisdiction. She was referred to Homeland Security. Info has been forwarded to the appropriate source. No accurate timeframe for response. CG
26-Jan-2004	706848	No-Fly	Concerned that he is on NO Fly list, name is same as another person on list	4/13/04 - gave letter to Virginia Skroski to reply to - this constomer needs PIV form for No Fly issue. CLOSED by ast.
26-Jan-2004	706916	No-Fly	Held up at ticket counter thinks he's on the no fly list.	-

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1520.5(b)(9)(i)  
1520.5(b)(8)(i)

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27-Jan-2004 708186

Pat Down - Same  
Sex

Scheduling Manager of  
PWM (Portland in Maine)  
called reporting a  
complaint

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

From: Hodel, Janine  
Sent: Wednesday, February 11, 2004 8:42 AM  
To: Holmes, Tane <CTR>  
Cc: Dyer, Robert; Hodel, Janine  
Subject: RE: [REDACTED] Complaint

Tane,

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I'm sending this e-mail to summarize our efforts to respond to a complaint made by Dr. [REDACTED] regarding TSA security screening of her magnetic breast implants.

In this case, Dr. [REDACTED] appeared to resent the fact that she had been identified as a Selectee and therefore subject to secondary screening. Ms. [REDACTED] presumes that her frequent flyer status should exempt her from secondary screening.

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TSA screeners maintained their composure and focus on ensuring Dr. [REDACTED] was treated with respect/dignity, even when she escalated the situation by using profanity and wishing cancer upon them. The actions taken by TSA to resolve the alarms were within the scope of policy guidance specific to Dr. [REDACTED] medical devices and within the standards of human decency.

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Enclosed is a drafted proposed response to use in responding to Ms. [REDACTED] complaint, but because of the sensitive issues raised, all pertinent information including incident reports from the screening personnel involved is being forwarded to you via Fed-x.

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If I may be of further assistance, please don't hesitate to call me at 207-541-0009.

Regards,

Janine Hodel

Stakeholder Liaison, PWM

28-Jan-2004

708632

No-Fly

Concerned about his name being on No-Fly List

1/28/04: Received in TCC and assigned to Jewel. MAK THIS IS THE FOURTH REQUEST. REFER TO TSAS102003-155/TSA111403-188/TSA121203-022

04-Feb-2004	716606	General Contact Information	Consumer is military and has problems with screening.	2-5-04-Per my previous notes, I received an email back from the csm at SYR airport named Semper Fodellis and also spoke to Simone. [REDACTED] and this problem is being worked out not with the airlines. Mr. [REDACTED] should address this problem with the airlines. TSA SYR is required to screen [REDACTED] Toscha L. Horton
09-Feb-2004	720666	General Contact Information	wanted to know if he was going to be stopped b/c of his warrant for his arrest	Told him to get info. from his Lawyer stating that he did have a Court date and that why he was traveling. He stated that he spoke to his Lawyer and that he stated that he was not wanted for a Felony and that he should not have any problems. I stated to him that he should take that letter and arrive early to the airport in case he is pulled to the side for secondary screening. He asked about the no fly list and asked if he would be arrested at the airport. I stated to him that with him being wanted no matter what the crime is he will be stopped and turned over to authorites and he stated that he did not do a serious crime. I told him to try.
09-Feb-2004	721254	No-Fly	Believes he is on a No Fly List	2/10/04: Given copy to Dawn for possible handling as a No Fly.-SW
				Dr. [REDACTED] complains that every time he tries to fly commercial airlines, especially United and Continental, he is "submitted to the most embarrassing and humiliating security checks at the counter even before they take my luggage... it takes .... up to 25 minutes standing up..."-SW
10-Feb-2004	722012	No-Fly	Experiences problems while traveling due to NoFly List	2/10/04: Received in TCC 2/10/04: Assigned to Rhonda. MAK NOTE; E-MAIL SENT TO EXEC SEC FOR DUE DATE. MAK
12-Feb-2004	724326	No-Fly	Concerned about name being on watch/no-fly list	2/12/04: Rec'd in TCC....assigned to RR
20-Feb-2004	732192	No-Fly	Concerned why he is on NO-FLY list (filed under 732192)	3/4/04: This letter was never given to June. Andrea just found this out and is assigning to me. We can do an interim on this letter b/c of the F. Kerner and K.Walton's need to call a meeting on how to resolve passenger's wish to get relief from selectee screening.-SW

1520.5(b)(9)(i)

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1520.5(b)(9)(i)

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				<p>3/8/04: Per Dawn Han's notes: Dawn spoke to [REDACTED] on 2/25 - 2/27/04 and explained CAPPs and No Fly. OLA's Cori Sieger and Matt Gasser, [REDACTED] from Cong. Stabenow's office participated in phone conference on 2/27/04. [REDACTED] insisted on unequivocal explanation re: why he had been subjected to delays at both ticket counter and checkpoint every time he flew since 1/26/04. Gasser and Sieger insisted [REDACTED] submit questions in writing. [REDACTED] promised to forward passenger's written requests/questions to OLA.-SW</p>	b6
				<p>6/30/04: Rec'd folders back from Carol D./Tammy Meckley w/question asking if we checked No Fly and Selectee Lists and if so, we should say so. I emailed Ben this A.M. w/these questions and provided alternative language we may be able to use. Just waiting to hear back from him.-SW</p>	
26-Feb-2004	738842	General Contact Information	consumer insisted that he was on the no-fly list	<p>As Beth stated that when I attempted to assist the consumer but he told me to shut up. I let the consumer finish and advised the consumer of the TSA policy. He wanted a number to the office of the Ombudsman but I advised him that it needed to happen to him on another airline and it needed to happen more than just the 2 times that he initially stated. He was upset and irate but then he was calm and stated that he will call back and wanted all of his information to be in the system so that he does not have to go through this again. Simone 2/26/04</p>	
				<p>Consumer stated to me that it had only happened 2 times, on his initial flight and on his return flight. When I advised him of tsa policy and procedure of the no fly list he insisted that he was on it. I advised him that in the event that he was on the list then he would not be able to [REDACTED] Consumer became upset b/c I would not provide him with a public number that he could call. He then asked to speak to a supervisor. Consumer spoke to Simone and when she was explaining the procedure to him he told her to shut up. Simone explained the procedure to consumer and advised him of the CAPPs program as well. Mr. [REDACTED] then said that it had happened 3 times and by the end of the conversation he had raised the number to 4 times. When I initially made contact with him I asked how many times it had occurred and he stated that it had only occurred twice.</p>	1520.5(b)(9)(i)
02-Mar-2004	743486	Inappropriate Screening	Caller upset about going thru secondary screening	<p>Mrs. [REDACTED] and her husband were traveling on southwest airline and when they checked in at the ticket counter the southwest agent told them that their name keeps popping up as a red flag in the computer system and they advised them to contact TSA to get their names off of the no fly list.</p>	b6

04-Mar-2004	746174	No-Fly	Concerned with being selected for addl screening everytime passenger flies	3/8/04: Per Dawn Han's notes: Dawn spoke to [REDACTED] on 2/25 - 2/27/04 and explained CAPPs and No Fly. OLA's Cori Sieger and Matt Gasser, [REDACTED] from Cong. Stabenow's office participated in phone conference on 2/27/04. [REDACTED] insisted on unequivocal explanation re: why he had been subjected to delays at both ticket counter and checkpoint every time he flew since 1/26/04. Gasser and Sieger insisted [REDACTED] submit questions in writing. [REDACTED] promised to forward passenger's written requests/questions to OLA.-SW
08-Mar-2004	750174	No-Fly	Watch List concerns	4/22/04: Edited and submitted to J.O. for signature. ET
09-Mar-2004	751396	Misc/Other	Wanted to know if [REDACTED] was true 1520.5(b)(9)(i)	Ms. [REDACTED] is a Continental employee. She has to be at work by 4am. Ms. [REDACTED] complained that it is only one checkpoint lane open around this time causing some employees to be late. [REDACTED] Ms. [REDACTED] states this causes great problems, [REDACTED] 1520.5(b)(9)(i)
10-Mar-2004	754054	No-Fly	Requesting ID to use on airlines so that he is not detained every time he flies	3/22/04: Rec'd Dawn's guidance and requested transfer:  Sherina:  Our No Fly Analyst has spoken to Mr. [REDACTED]. Mr. [REDACTED] received No Fly clearance on Feb. 17, 2004. His No Fly clearance is not his issue.  His question is actually specific to his civil rights. He questions whether or not TSA infringes on his rights by asking him to carry 3 forms of ID when he flies.  I am requesting that his letter is transferred to Civil Rights or OCC since this is an legal issue.  Thanks, Stephanie

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1520.5(b)(9)(i)

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12-Mar-2004	757296	Random Searches	Wants explanation on why always enhanced screening and "selectee" tag	3/11/04: Rec'd in TCC..assigned to S. Williams per request
				3/16/04: Draft w/Dawn for review.  I want to run this letter through OCC b/c Mr. [REDACTED] is a from a non-profit civil liberties organization and he has written us on behalf of his client Mr. [REDACTED] Mr. [REDACTED] claims to have been getting "S" marked boarding passes lately and he believes it is in retaliation to his gaining "access" to various US Presidents and "communicat[ing] Christian messages to them."
15-Mar-2004	761536	No-Fly	Continues to experience problem and delays w/being on "no-fly" list	3/15/04: Rec'd in TCC..assigned to S. Williams....KG  ***Refer to TSA010904-201 AND TSA072403-816***
16-Mar-2004	763892	Discourteous/Unprofessional Treatment	Consumer called to file complaint against screeners at FLL airport	Consumer was traveling from FII to LGA on Sunday 3-14-04. When he approached security checkpoint the screeners on duty were laughing and joking. They observed him and started asking him questions. When they asked him if he had any guns or ammo with him that he needed to declare, he jokingly stated "yeah, I have a bazooka" and then started to laugh. The screener then said something to his partner and then the security supervisor came over and asked him to repeat what he just said, he told the supervisor what he said, and that he was only joking and the supervisor said ok and walked away saying hold on a minute. The supervisor was gone for quite some time. When the consumer asked what was going on, the airport police officer approached him and stated that he was in a lot of trouble and that he wasn't flying anywhere today and that there was a "NoTolerance rule and he could be fined and the FBI could be called. He couldn't believe what he was hearing and invited them to search his bags and his person which he did 3 times. He was asked a lot of questions and after 2 hours during which he was threatened that he would be receiving a letter and fine in the mail and that if he did not pay it he would be black listed against flying and he could lose his home. The consumer then threatened to file suit against them and the airport and they became very nervous and started talking amongst themselves. They finally told him he could go, but that he could never fly on Spirit again and that he had to take another carrier home. He missed his flight and had to call friends and family to get another ticket to get home. He stated that they are like little kids with a gun

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				and that this could ruin his life and for what a joke! They are abusing their power and should not have a job like this. Consumer would like a call to discuss this with the CSR at FLL please.
16-Mar-2004	764544	No-Fly	Consumer had a concern about being on no fly list	Consumer stated that every time tried to fly, TSA will select him asked an agent to take his info, stated also that That TSA called somebody to verify his SSN and his birth day. The caller stated that happen on Jan 28, on MEM and Jan 31, at PHX and Feb 11 at MEM, and March 14 at MEM as well with different airlines. I forwarded his info to my team leader.
18-Mar-2004	767092	No-Fly	Consumer complains that he is frequently screened; may be on No-Fly list	3/18/04: Received in TCC on 2/13/04. Logged in by RR. First draft by RR. Forwarded to AT for review. RR
18-Mar-2004	767552	No-Fly	No Fly list Confusion causing delays and frustration	2/4/04: Rec'd in TCC.BER IMS was searched for duplicates to this record.BER
22-Mar-2004	770842	No-Fly	Consumer stated that airlines told him that he has a problem with ID	Continental Consumer stated that he spent 45 minutes with his airlines agent to check his ID. The airlines agent told him to contact TSA because he was showing problems on his Identifications, advised to call us to clear his name. I explained no fly list to him and if his was on no fly list he won't be able to fly at all.

				Mr. ██████ syayed to me that he had taken 3 flights on South West airlines and that he was put through a 30 minute screening in order to obtain a boarding pass. I advised consumer that there needed to be a certain number of times documented that he was subjected to this. Consumer at that point advised me that he had reached the 6 times needed. I advised consumer that he needed to provide me with the times it had occurred as far as date, airport, airline and flight numbers for each time. Consumer then stated that he needed to call back to provided us with that information. He always travels on south west.	66
25-Mar-2004	775568	Inconsistent Screening	Concerned about being selected for enhanced screening (selectee)	3/25/04: Rec'd in TCC..assigned to J. Wright...KG	
26-Mar-2004	777304	No-Fly	Concerned that name may be on "no fly" list	3/26/04: Rec'd in TCC..assigned to SW....KG	
27-Mar-2004	778062	Inconsistent Screening	Alleged Harrassment @ BMI	Customer says:  On Sunday, March 14, I was taking United flight 5828 from Bloomington, IL to O'Hare airport. I was a selectee for additional screening and requested to have a female officer screen me and to personally witness my bags being searched. The officers were very accommodating with these requests. The officer searching my bags, Aaron was very professional and helpful. However, during the time that he was searching, another officer, Jim (Smith, I heard someone say), a much older gentleman, came over, stood next to me and began to point past me with his security wand. The wand was about 4 inches from my face. I wear glasses and the wand came dangerously close to hitting my face and glasses. Jim then put an airline ticket and a ticket envelope on the counter. Aaron told me that I was finished, so I began to gather up my coat, pocketbook, carry on bag, passport etc. I asked if I could have my ticket. Aaron handed it to me. I then asked for the ticket folder. At this point, Jim (who remained standing there) said in a nasty tone "That's not yours; it belongs to that lady there" and pointed to the lady next to me, again using his wand and putting it right in my face. He also said to me at this time "You're impeding the line. Move on" I was still getting everything together, so I said "I'm getting everything together and I'd appreciate it if you did not put that wand in my face". Aaron also spoke up and told Jim that I was not holding up the line. At this point, Jim got a little louder, told me again that I was "impeding the line", picked up my carry on bag and jacket and threw them across the floor, approximately 6 feet away. He then grabbed my arm and told me to move. I	

				pulled my arm away, became very angry and told Jim in a loud voice to get away from me, to not touch my items and that if he touched me again I would file assault charges.
29-Mar-2004	780198	No-Fly	concerned that her name is on a no-fly list	3/29/04: Received in TCC on 3/4/04. Logged in by RR. first draft by RR. Forwarded to AT for review. RR
06-Apr-2004	790708	General Contact Information	I am on a tsa watch list	Mr. [REDACTED] called b/c as he stated I am always prescreened before obtaining a boarding pass. I asked him how many times it had occurred and he said I fly about 20 times a year and it happens everytime. The only time he would document was this past Saturday going from Syracuse NY into PHL on a us airways flight. I asked him to please document every time and he said I am a busy person and you expect me to go through my logs and tell you each time it has occurred, tsa and us airways has put my name on some list and it is up to you to do something about getting it off that list. I then also advised him that with the info that I needed from him then I would refer him to a dept and that he needed to submit a request in writing, he said I don't have to do anything you guys are responsible for this and you are going to clear me. *He wants a supervisor to call him back as soon as possible* [REDACTED] after 11:30 am.
07-Apr-2004	792806	No-Fly	Regarding consistant delays in retrieving boarding pass and enhanced screening	4/6/04: Rec'd in TCC..assigned to AT for no-fly processing....KG

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09-Apr-2004	795626	No-Fly	Regarding issues with "no-fly" list	4/22/04: Sent interim and rec'd by Exec Sec.-SW
09-Apr-2004	795736	No-Fly	Caller had concerns about being on the no fly list.	
12-Apr-2004	799174	No-Fly	Husband & wife were "red-flagged" at two airports; difficulty checking in	4/9/04: Rec'd in TCC..assigned to SW for no-fly processing....KG
12-Apr-2004	799364	No-Fly	Consumer called back to follow up on his request (take his name from no fly list	Consumer was very upset wanted to speak to sup forwarded his info
12-Apr-2004	799562	Discourteous/Unprofessional Treatment	Consumer was upset with screener at the RDU airport	Date: April 12, 2004 Time: 6:30pm Ms. [REDACTED] was upset that Ms. [REDACTED] employed by Globe was discourteous. Ms. [REDACTED] was in the selectee line and there where other passengers in the line complaining that they where going to miss there flights and Ms. [REDACTED] sent the passengers to another line. Ms. [REDACTED] stated to Ms [REDACTED] if your late for your flight you can just complain and get into another line and Ms. [REDACTED] replied this is the selectee line and she should mind your business. Ms [REDACTED] was upset and wanted to notify the CSM.
13-Apr-2004	800346	No-Fly	2nd req: Concerned why consistently selected for addl screening.	4/12/04: Rec'd in TCC..assigned to AT for "no fly" processing....KG  *****2nd Req for TSA-040402-001*****

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15-Apr-2004	803980	No-Fly	Wanted to know if he was on no-fly list	Mr. [REDACTED] experienced a problem obtaining a boarding pass today 4/15/04 @ DCA. Mr. [REDACTED] went to the automated ticket check in and received a message telling him he needs to go to United ticket counter. United rep attempted to put him in the system and came back with a message and stated to Mr. [REDACTED] he was on a no fly list. United flight was cancelled he ended up at Delta ticket counter where a message popped up saying something about corporate security Mr. [REDACTED] stated. Delta supervisor was called, supervisor made phone call and Mr. [REDACTED] received a boarding pass. Mr. [REDACTED] stated going thru the checkpoint he was pulled to the side for additional screening because what Delta/United has put on his boarding pass. Mr. [REDACTED] will be traveling back home on 4/16, I advised if he experienced this again to call back and let us know.
21-Apr-2004	809924	No-Fly	Regarding check-in delays due to name on "no-fly" list.	4/20/04: Rec'd in TCC..assigned to AT for no-fly processing....KG
21-Apr-2004	810664	General Contact Information	Consumer voiced that he was racially profiled,selectee	-
26-Apr-2004	815162	No-Fly	Concerned as to why frequently "flagged" by TSA when he travels	4/26/04: Rec'd in TCC..assigned to SW for "no-fly" processing....KG
26-Apr-2004	815176	No-Fly	Constituent concerned about screening delays believes on "no-fly" list	4/26/04: Rec'd in TCC..assigned to SW....KG  *****PLEASE EXPEDITE REPLY*****
29-Apr-2004	819224	LSD - Checked Baggage	Stated that she is being harassed by TSA because she was a selectee	Stated that TSA is harassing her because she was selected to be randomly inspected, she stated that her items were treated with disrespect and that her things looked like they were thrown on the floor and stepped on.

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30-Apr-2004

820306

No-Fly

Re: Selectee List  
Removal

From: [REDACTED]  
Sent: 30-Apr-2004 07:56:55 AM  
To: s-tcc-distro@tsa.dot.gov  
s-tcc-ims@tsa.dot.gov  
Cc:  
Subject: Re: Selectee List Removal

Thank you for the response. I was able to fly without difficulty but was subject to much additional screening. I do not have a problem with the screening or the extra security but what can I do to streamline the process?

Should I notify TSA in advance of my travel? I can bring my passport (US) on each travel trip including CONUS to better identify myself, if helpful.

Until I am eventually cleared, I will cooperate without any exceptions. I am a loyal US citizen by birth, by choice, and not anything but loyal.

[REDACTED]  
[REDACTED]  
[REDACTED]

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

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

To: [REDACTED]

Sent: Friday, April 30, 2004 6:50 AM

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Subject: Re: Selectee List Removal

Thank you for your email message.

The Federal Aviation Administration (FAA) had in place for a number of years security directives that prohibited aircraft operators from transporting persons who were either a potential or known threat to civil aviation or national security.

In November 2001, with passage of the Aviation and Transportation Security Act (ATSA), TSA assumed control of the No-Fly List. TSA compiles the No-Fly List based upon recommendations and information from Federal government intelligence and law enforcement agencies. Individuals on the No-Fly List pose, or are suspected of posing, a threat to civil aviation or national security.

For national security reasons, the No-Fly List is not available to the public. The release of such information could endanger intelligence sources

 In addition, please note that the airlines

1520.5(b)(9)(ii)

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.

TSA Contact Center

30-Apr-2004

821162

General Contact  
Information

General Question

From: [REDACTED] b6  
Sent: 30-Apr-2004 02:42:11 PM  
To: s-tcc-distro@tsa.dot.gov  
s-tcc-ims@tsa.dot.gov  
Cc:  
Subject: General Question

My question relates to the information found in this paragraph, copied from your website.

#### Boarding Pass and Photo ID Required To Get to Your Gate

At some airports, a boarding pass and ID are required to access sterile areas. TSA is consolidating passenger screening to the passenger security checkpoints in an on-going commitment to enhance security and improve customer service. Selectee and most random searches will now be conducted at the checkpoints where TSA staff and screening equipment are concentrated. Please refer to this list for airports which require both a boarding pass and ID <[http://www.tsa.gov/public/interapp/editorial/editorial\\_1046.xml](http://www.tsa.gov/public/interapp/editorial/editorial_1046.xml)> . Tickets and ticket confirmations (such as a travel agent or airline itineraries) will no longer be accepted at these checkpoints.

While it is easy for me to understand the benefits of not allowing weapons, knives, etc onto planes, it is not easy for me to understand this policy. The explanation above, 'TSA is consolidating passenger screening to the passenger security checkpoints in an on-going commitment to enhance security and improve customer service.' isn't specific enough for me to understand. It leads me to question why not allowing unticketed persons beyond the security checkpoints causes any safety risk at all. Since everyone would be screened for weapons, what possible harm would potentially be caused by allowance of unticketed persons access to the concourses of the airport?

My family and I would thoroughly enjoy the times we could spend walking, shopping, eating, and meeting friends at the airport. Now, we have to buy airline tickets we won't need or use just to get into the airport for a few hours.

I suspect this policy may be motivated more by money than security. If this were the case, I would be happy to pay a "security fee" i

08-May-2004 830846

General Contact  
Information

Re: Security Inspections

From: [REDACTED]  
Sent: 07-May-2004 01:15:50 PM  
To: s-tcc-distro@tsa.dot.gov  
s-tcc-ims@tsa.dot.gov  
Cc:  
Subject: Re: Security Inspections

Thanks...but you didn't address my concerns...let alone answer them.

[REDACTED]

[REDACTED]

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

>To: [REDACTED]

>Subject: Re: Security Inspections

>Date: Thu, 6 May 2004 12:20:43 -0400

>

>Thank you for your email message concerning security screening of military  
>personnel. We hope the following information is helpful.

>

[REDACTED]

[REDACTED]

[REDACTED]

b6

b6

b6

1520.5(b)(9)(1)  
1520.5(b)(2)(1)

[REDACTED]

1520.5(b)(9)(i)  
1520.5(b)(2)(iii)

[REDACTED]

>We encourage you to visit our website at <http://www.tsa.dot.gov> for  
>additional information about TSA. All travelers, and particularly those  
>who travel infrequently, are encouraged to visit the section on travel tips  
>before their trip. The website has information about prohibited and  
>permitted items, the screening process and procedures, and guidance for  
>spec

10-May-2004 831940

No-Fly

No Fly List and Selectees List

From: [REDACTED] (b)(6)  
Sent: 09-May-2004 04:57:17 AM  
To: s-tcc-distro@tsa.dot.gov  
s-tcc-ims@tsa.dot.gov  
Cc:  
Subject: No Fly List and Selectees List

I was detained at San Francisco International Airport on 4/29/04 as I checked in for a flight to Vancouver, Canada on Air Canada which departed SFO at 8:00am.

I was informed that my name was "similar" to one on the No Fly List. After being interrogated by 2 airline employees, their supervisor, and 2 airport police officers, they determined that I was not a security threat, but rather had the misfortune of having a "similar" sounding name to someone who is on the TSA No Fly List.

Since my Passport has a unique number attached to it, a list of passport numbers of people who are KNOWN TO NOT BE SECURITY THREATS could be maintained so that we can travel without being routinely detained.

In the name of security, the TSA needs to do more than just maintain a "NO FLY LIST" AND "SELECTEE LIST"

10-May-2004 832064

General Contact  
Information

Re: RE: Customer Service  
- Past  
(KMM6018264V63962L0  
KM)

From: Customer-Care@delta.com

Sent: 08-May-2004 11:45:10 AM

To: s-tcc-distro@tsa.dot.gov

s-tcc-ims@tsa.dot.gov

Cc:

Subject: Re: RE: Customer Service - Past (KMM6018264V63962L0KM)

Dear [REDACTED] (b)(6)

Thank you for your additional comments. The "selectee" process is done randomly by the computer.

The airlines participate in a program to safeguard your travel on any scheduled passenger air carrier in the world. The security procedures are required by the United States Department of Transportation, the Federal Aviation Administration, and governmental agencies in other countries.

The use of electronic and X-ray equipment is one of the best ways to prevent the boarding of persons, who might pose a threat to a flight.

In addition, other screening methods are used, which are not necessarily apparent to passengers. We do everything possible to provide safe, dependable transportation for our customers and flight crews and, will continue to look for ways to improve in this vital area.

[REDACTED], when traveling on a Delta flight, only Delta Platinum (b)(6)

Medallion members are allowed free upgrades.

Please accept our apology for the poor impression, and we welcome further opportunities to be of service.

Sincerely,

Melissa Hill  
Manager  
Customer Care

Original Message Follows:

-----  
Melissa Hill,

I understand on this particular instance that security with TSA had a portion of the responsibility. It is the agents behind the Delta

counter

that organize the boarding passes and label them with "S's" for security

to

check them. Which brings up another point, if a terrorist does his/her

homework, in which they will, do you think they will actually show up or

bring the terrorist devices on that trip or wait until they do not get

the S

labels? This has been brought to my attention from a couple of our

frequent

flyers.

That is not the only issue as noted below. If a platinum member for

10-May-2004 832134

No-Fly

email address for TSA  
Ombudsman

From: [REDACTED] (b)(6)  
Sent: 09-May-2004 05:54:27 PM  
To: ns-tcc-distro@tsa.dot.gov  
ns-tcc-ims@tsa.dot.gov  
Cc:  
Subject: email address for TSA Ombudsman

What is the email address for the Ombudsman. I've tried  
Ombudsman@dhs.gov

and can't get thru. I'm trying to report my experience due to the No-Fly  
list. I received a letter with this email address to use and it doesn't work.

I've called and no one returns my calls. If I can't get a good email address

I'll send my letter certified. But I would like to do this by email if  
possible.

Thank you,

[REDACTED] (b)(6)

10-May-2004 832158

No-Fly

The TSA "No Fly List"

From: [REDACTED] (b)(6)  
Sent: 09-May-2004 03:23:00 PM  
To: ns-tcc-distro@tsa.dot.gov  
ns-tcc-ims@tsa.dot.gov  
Cc:  
Subject: The TSA "No Fly List"

Gentlemen:

I have had a problem whenever flying for about the last 2 years. My wife and I fly on vacation about 4 times a year, and my name pops up for extra clearance whenever we do so.

My profile is:

White male, 55 years old

U.S. Army veteran, served in Vietnam

Retired with 30 years, 15 in management, from the Ford Motor Company

Father of 3, grandfather of 3

35 year active member of the Lutheran Church in my home town

College graduate, with my thesis for a Master's Degree submitted

Member of the local American Legion and Life member of the Veteran's of Foreign War

Please advise who I should contact to discuss why I have been added to your "no fly list".

On our recent trip to Las Vegas, I was delayed for 15 minutes in Dayton, Ohio,

and 30 minutes in Las Vegas, waiting for a counter agent - who were all very busy - to call a number, give them my driver's license number, and get a clearance.

Thanks for any help and direction you may be able to give.

[REDACTED]

[REDACTED]

[REDACTED]

(b)(6)

Phone: [REDACTED]

11-May-2004 833864

No-Fly

Concerned why husband and wife were "red flagged" at two different airports

5/10/04:  
Rec'd in TCC..assigned to AT for "no-fly" processing....KG

11-May-2004	833954	No-Fly	Constituent is concerned that her name is on the "no-fly" list.	5/10/04: Rec'd in TCC..assigned to SW for "no-fly" processing....KG
11-May-2004	834440	Threats	No-Fly List - Elizabeth Green	<p>From: [REDACTED]  Sent: 11-May-2004 01:59:02 PM  To: TCC-FINAL-S@tsa.dot.gov (b)(6)  Cc:  Subject: No-Fly List - [REDACTED]</p> <p>To the TSA Reps:</p> <p>I would like to know why my name is on the No Fly List and how I can get it removed. When I fly Continental for business, I have to have an airline representative check my identification and a TSA representative clear the reservation so that my ticket can be issued for me to fly. This seems to only happen at Continental Airlines, but frequently I have had to go through the additional search when traveling on other airlines. The Continental agent did tell me that my name was on the No-Fly List and that it would be next to impossible to get it off, but I shall try anyway. I have not had any run-ins with the law nor the airline, so I do not understand the reason for being on this list and subject to additional scrutiny when I fly for business or personal reasons. My information is as follows:</p> <p>[REDACTED] Employer [REDACTED] (b)(6)</p> <p>Home - [REDACTED]</p> <p>I appreciate your assistance in resolving this matter.</p>



11-May-2004 834448

Inappropriate  
Screening

Formal Complaint

From: [REDACTED] (b)(6)  
Sent: 11-May-2004 01:39:00 PM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: Formal Complaint

To Whom It May Concern:

On May 6, 2004, I was chosen as a selectee at the Hilton Head Island Airport. Every time I travel out of the Hilton Head Airport, I am selected because my husband is a Captain of UAL and we are flying on USAir, and, I have also been selected in other airports since 9/11 so I am used to the standard procedures.

On the morning of May 6 I received unusual and punitive treatment from Rose who is a TSA agent. I understand that she is part of a mobile unit. I have made a verbal report with Tom Olsen, the Hilton Head Airport Director, Stacy Philhower, TSA, and Lisa Blakunas, TSA, by phone.

Rose began with the usual wand procedure. The wand started to become unusual when she touched me in the crotch with the wand and continued to wand my legs. She then felt my legs with her hands. When she began wand the upper torso she complained that my palms were down not up as she liked to have them placed. Then she wanded my back and decided that she needed to touch my bra straps on the shoulder and back with her hands. She then wanded me in the front and touched my bra straps in front as well as feeling the underwire around both breasts with her fingers. Both my husband, who was in his UAL Captain's uniform and the Deputy Sheriff, [REDACTED] became concerned and angry watching her do this. I was so stunned that I couldn't speak. I also felt that if I said anything about her unorthodox methods it would antagonize her and she would be worse. After the personal wand she went through my luggage. Everything I owned in my handbag and my bag was packed in clear plastic bags. Rose went through my credit cards, my wallet, my photos, my money, she had two milkshakes in unopened cartons rerun through the xray machine (saying that they were

(b)(6) (b)(7)(C)

frozen, they were not). In addition, I had four objects screened for explosives.  
Both of


11-May-2004 834740

Threats

security violation

From: [REDACTED] (b)(6)  
Sent: 10-May-2004 05:24:40 PM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: security violation

I am an ATA flight attendant. Yesterday, May 9, I worked Flt #277 EWR-MDW. During boarding a male customer came up to me to say that someone else was assigned his same seat. When I went to the seat, a female customer had her boarding pass out and said "this is not my name". She was in possession of a boarding pass that had the man's name and of course seat number. She went through security screening and ID checks with a boarding pass and ID that did not match. The names were not even close.

This indicates to me that whom ever is supposed to be checking to see that ID and boarding pass match is not doing his/her job. It also leads me to believe that "Mary Smith" who is not on a terrorist watch list can purchase a ticket and hand it over to "Mohammed Atta" who is a terrorist. The terrorist can then just show his ID and her boarding pass and gain entry to our flights. Our first line of defense is terribly flawed.

This is not the first time I have had a customer with a boarding pass whose name was not his own.

Although there have been some improvements, I continue to believe that the increased security measures are just for show so that the traveling public "thinks" it is safe to fly. There are still ways for the "bad guys" to get us.

[REDACTED] (b)(6)

11-May-2004 835990

Threats

Re: Physical address for  
your office.

From: [REDACTED] (b)(6)  
Sent: 11-May-2004 06:15:42 PM  
To: Tsa-ContactCenter@dhs.gov  
Cc:  
Subject: Re: Physical address for your office

I AM on the No-Fly list ... the whole rigmarole happened yet again this  
past Thursday: can't check in at a kiosk, gate agent goes into a  
frenzy, confiscates my passport, disappears and finally comes back to  
issue me a boarding pass. This SUCKS. I have never done one thing to  
deserve this treatment. Whomever is the person they want - it's NOT  
ME!!!!!!!!!!!!!!!!!!!!!! I sent a registered letter to TSA AND IT WAS  
SENT BACK TO ME STATING ADDRESSEE UNKNOWN. I am sick to death  
of this.

I fly again in 10 days ... oh great thrill ... I can hardly wait.

[REDACTED] (b)(6)

TSA-Contact Center wrote:

>

>-----Original Message-----

>From: [REDACTED] (b)(6)

>Sent: Tuesday, April 27, 2004 11:46 PM.

>To: TSA-ContactCenter

>Subject: Physical address for your office

>

>Hello,

>I am having a problem with my identity in your system being flagged because a person with the same name as I has committed a security breach. I have been trying to get a hold of someone with whom to communicate and all my email attempts have bounced. I sent a registered letter to your office, which was returned saying that the addressee was unknown. I copied it directly off your web site, but evidently it is incorrect:

>U.S. Department of Transportation

>Transportation Security Administration

>Office of Civil Rights

>Mail Stop: TSA-6

>400 7th Street, Southwest

>Washington, D.C. 20590

>

>I need to talk to someone about his problem. I am a frequent flyer and this is causing me great distress. Please send me the address and name of the person I need to contact to have this identity problem rectified. HELP!!!!!!!!!!!!!!!

>Sincerely,

>

> [REDACTED] (b)(6)

>

>

>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 air

13-May-2004 839078

Regulatory  
Questions

Procedural complaint  
while being screened at  
BTV for Air Travel

From: [REDACTED] (b)(6)  
Sent: 05-May-2004 01:14:33 AM  
To: Telltsa@dhs.gov  
Cc:  
Subject: Procedural complaint while being screened at BTV for Air Travel

Sir,

I travel on a regular basis. I am writing to you with what I consider to be a procedural complaint that I have with the screening process at the Burlington Vermont Airport, Gates 1 & 2. I do not have any issues with the actual people that were involved as I know they were only following directives given to them by their management team. The staff was courteous and professional.

The past three times(in the last 6 weeks) I have been screened at the Burlington Vermont Airport I have been selected for a secondary screening. The last time was at 5:30am on 29 April 04. I did not set off the metal detector, and was not a random selectee(I asked). The reasoning provided was that I was wearing my running shoes, and according to the first line supervisor at BTV, the heel thickness of my running shoes is beyond the threshold of one inch, thereby requiring a secondary screening. In my opinion this is ridiculous. Without shoes I am 5 ft 6 1/2 in, and with these particular shoes I am 5 ft 7 in. The amount of rubber visible on the exterior of my shoe is greater than one inch, but the actual thickness of the heel is only 1/2 inch. Most running shoes produced today extend the rubber of the shoe past the actual sole for added durability and stability. I believe the BTV Screeners are going beyond the call of duty, almost to the point of harassing travelers. Nowhere else in the air travel system have I received this extra treatment, and I find it annoying.

I understand the need for transportation security and am not trying to undermine it in any way. Nor am I trying to obtain any special dispensation or "pull" at this particular airport. I am merely pointing out inconsistencies within the screening processes at airports within your control. I thought the screening process was suppose

13-May-2004 839290

Threats

RE: Screening Issue

From: AirConsumer@ost.dot.gov  
Sent: 04-May-2004 11:52:50 AM  
To: Tsa-ContactCenter@dhs.gov  
Cc:  
Subject: RE: Screening Issue

It appears that you sent the following reply to the DOT instead of the consumer.

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

From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov]  
Sent: Tuesday, May 04, 2004 11:34 AM  
To: AirConsumer <DOT>  
Subject: Re: Screening Issue

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.

				<p>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 atte</p>
--	--	--	--	---

13-May-2004 839306

Threats

RE: Screening Issue

From: AirConsumer@ost.dot.gov  
Sent: 04-May-2004 11:51:41 AM  
To: Tsa-ContactCenter@dhs.gov  
Cc:  
Subject: RE: Screening Issue

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

From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov]

Sent: Tuesday, May 04, 2004 11:34 AM

To: AirConsumer <DOT>

Subject: Re: Screening Issue

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.

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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

60


13-May-2004 840254

No-Fly

Wants to be removed from No Fly List; always chosen for secondary screening

5/13/04: Rec'd email from Dorene, Carol and DHS initiating this letter. Rec'd letter in CCMS. Ralph called Sister McPhee first thing this AM and provided everyone an update of what happened in their conversation.

Ralph does not believe she is having No Fly list problems, but instead, she is experiencing Selectee List issues. Sister McPhee also verified that her purse was dumped out twice at BWI.

I have drafted letter and it is now with Chris for his review.-SW

13-May-2004 840364

Threats

CAPPSII

From: [REDACTED] (b)(6)  
Sent: 04-May-2004 01:34:37 PM  
To: Telltsa@dhs.gov  
Cc:  
Subject: CAPPSII

I have been advised by the airlines to contact you on my dissatisfaction with your failed attempt to get the nations airports safely running.

I strongly believe that your CAPSII is doomed to the same dismal failure as CAPPSI. You guys don't get it. The only thing your rules have/will do is to further erode our personal freedoms.

There is NO consistency at our airports. Some need ID at the gate, some do not. Some airports make you take off your shoes, some do not. At Newark, your Rocket Scientists were so fascinated at my keys (which just had keys on the ring) that I stood there for 5 minutes while they discussed them. This is frightening - the level of extertise is soemwhat lacking.

If you are going to standardize, then do it, but keep your collective noses out of my personal information, which has nothing to do with security. I am a frequent flier and have seen nothing positive worth commenting on so far in your measures. At least the people at SeaTac Airport are courteous.

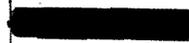
It would seem that any halfway professional terrorist can easily get around you feeble CAPPS procedures. Now I read that your no fly list has several people fighting to get on a plane each time they try to fly and you agency is doing little if anything to help.

One of my people had his cell and planner (with PDA) stolen at Newark and

suddenly you know nothing and did not want to deal with it.

I am frustrated with my freedoms being erroded for no real return and thank you for listening to me vent. Please get some sanity in the government for a change.

Thanks you for your attention,

 (b)(6)

13-May-2004 840536

No-Fly

Clarification on the TSA  
"Selectee List"

From: [REDACTED] (b)(6)  
Sent: 05-May-2004 04:50:46 PM  
To: Telltsa@dhs.gov  
Cc: PremierExecutiveVoice2@united.com  
Subject: Clarification on the TSA "Selectee List"

RE: Profiling & Off Loading a US Citizen from an International Flight on the basis of a So-called "No Fly List", or "Selectee List"

1. I am a Frequent United Airlines Flyer (Premier Membership Number [REDACTED] (b)(6))
2. On April 11, 2004 I was returning home on a United Airlines flight 8825 (code shared with Lufthansa German Airlines Flight 430 from Frankfurt, Germany) after conclusion of a business trip paid for by [REDACTED] (b)(6) to several countries of the world (a routine task for me).
3. After boarding the airline I was singled-out humiliatingly de-boarded, harassed, and almost prevented from returning home to my country on the basis that I was on the so-called "No Fly List" of the government. I was an exact match [REDACTED] (b)(6) (so it was not a mistake).
4. I had the same experience on arrival in Chicago, I was met with the same experience and after extensive search and interrogation and admission by the airline that I was on the list, I was allowed to fly home at a later flight (United Express 7226 to Hartford).
5. I am law abiding US Citizen, and a resident, home owner of [REDACTED] (b)(6) I am employed in the capacity of an [REDACTED] (b)(6) at [REDACTED] (b)(6) in Meriden for the last 10 years. My work mandates extensive travel within and outside the country.
6. I have no criminal records, have never been charged or made aware of any crimes.

(b)(6)

1520-B(6)(9)

(b)(6)

7. I have never been even remotely of any threat to civil aviation.

8. And I have never faced this type of humiliation, harassment, and efforts to prevent me from returning to my country in my extensive travels in the last 10 years while I h

13-May-2004 840542

No-Fly

Clarification on the TSA  
"Selectee List"

From: [REDACTED] (b)(6)  
Sent: 05-May-2004 04:48:21 PM  
To: Telltsa@dhs.gov  
Cc:  
Subject: Clarification on the TSA "Selectee List"

RE: Profiling & Off Loading a US Citizen from an International Flight on the basis of a So-called "No Fly List", or "Selectee List"

1. I am a Frequent United Airlines Flyer (Premier Membership Number [REDACTED] (b)(6))
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4. I had the same experience on arrival in Chicago, I was met with the same experience and after extensive search and interrogation and admission by the airline that I was on the list, I was allowed to fly home at a later flight (United Express 7226 to Hartford).
5. I am law abiding US Citizen, and a resident, home owner of [REDACTED] (b)(6). I am employed in the capacity of an [REDACTED] (b)(6) at [REDACTED] in Meriden for the last 10 years. My work mandates extensive travel within and outside the country.

1520.50-2120

6. I have no criminal records, have never been charged or made aware of any crimes.

7. I have never been even remotely of any threat to civil aviation.

8. And I have never faced this type of humiliation, harassment, and efforts to prevent me from returning to my country in my extensive travels in the last 10 years while I have been flying extensively in

13-May-2004 840700

Threats

Re: Selectee List

From: [REDACTED] (b)(6)  
Sent: 03-May-2004 01:08:01 PM  
To: Tsa-ContactCenter@dhs.gov  
Cc:  
Subject: Re: Selectee List

Thank you for your response, however my original question was : How do I  
clear my name from your list?

Thank you,

[REDACTED] (b)(6)

Jacksonville, Florida

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

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

To: [REDACTED] (b)(6)

Sent: Monday, May 03, 2004 12:45 PM

Subject: RE: Selectee List

Thank you for your letter concerning your experience while traveling. We are  
sorry that you were unhappy with your recent experience.

A person may be 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.

Security requirements issued by the TSA establish a security minimum for adoption by air carriers and airports. Air carriers and airports may exceed those minimum standards by implementing more stringent security requirements. This prevents potential terrorists from "beating the system" by learning how it operates. Leaving out any one group, such as senior citizens or the clergy, undermine security. We simply cannot assume that all future terrorists will fit any particular profile.

TSA Contact Center

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

From:

[REDACTED]

(b)(6)

Sent: Thursday, April 29, 2004 08:04 AM

To: TelITSA

Subject: Selectee List

Good Morning;

I was recently on a round trip flight from Jacksonville, Florida to Manila, Philippines and was stopped at the gate and screened further before boarding in Jacksonville, Florida. I was also screened at Manila. I believe that I am on your list by mistake. I am a solid US citizen with no criminal history and have never

14-May-2004 842202

General Contact  
Information

Complaints - Customer  
Service

From: [REDACTED] (b)(6)  
Sent: 14-May-2004 01:10:05 AM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: Customer Service Feedback

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

Name:

[REDACTED] (b)(6)

Category:

Complaints - Customer Service

Message:

To Whom It May Concern:

As an airline employee who worked before and after September 11th at Los Angeles Airport (LAX), I totally understand the reasons behind all the searches especially regarding selectee passengers from certain countries. I completely understand TSA procedures and regulations.

I???d like to give you a little background info before my complaint.

Due to my traveling benefits, I travel internationally at least twice a year and I just got back from Turkey 2 days ago. [REDACTED] which [REDACTED] when I travel. I do live in the United States

15205 (b)(6)(X)  
15205 (b)(6)(X)

of America for many years and I do hold a travel document which has been issued by INS since I???m a refugee [REDACTED]

1520.5(b)(9)(i)

At Istanbul???s airport I went through security check point and by bags went through the CTX machine like everyone else at the airport entrance. Before checking in, I was approached by two agents that I found out later that they are contracted agents from U.S. TSA in Istanbul???s Airport. When I presented my travel document, one of the agents called 2 others and I was escorted like a criminal to a room. They closed the doors and removed all of my belongings out of my suitcases and searched them 2 times for over 40 minutes. By this time I was irritated but knew that I had to go through it as a selectee pax. After they finished checking all of my bags and removing all of the batteries from all of my electronic devices (including laptop which I needed in the aircraft), I was told to go to a smaller room and told to remove my clothing! I went there shocked and waited to be searched. A lady stripped searched me and I was escorted back to the ticket counter for checking in an

14-May-2004 842240

General Contact  
Information

Complaints - Customer  
Service

From: [REDACTED] (b)(6)  
Sent: 14-May-2004 02:47:28 AM  
To: TCC-FINAL-NS@tsa.dot.gov  
Cc:  
Subject: Customer Service Feedback

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

Name:

[REDACTED] (b)(6)

Category:

Complaints - Customer Service

Message:

Since the TSA was activated I have never had a problem with their program. Tonight was different. I flew from Seattle and my ticket was checked 4 separate times by 4 separate TSA employees. They pulled me aside to do a full search because I didn't want to take off my tennis shoes (which didn't beep). When asked why I was having extra screening and I wasn't a selectee, the agent said "just because". [REDACTED]

[REDACTED] I went through the S concourse screening on 5/13/04 at 19:20PST. I don't know the employee's name, but there were three agents I did acknowledge, and I was suprised by their lack of professionalism and poor demeanor. Why is Seattle such a difficult airport for the TSA?

Email:

1520.5(b)(9)(i)



14-May-2004 843202

Threats

Searches

From: [REDACTED] (b)(6)  
Sent: 14-May-2004 02:06:15 PM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: Searches

I am a well dressed, 100 pound, 5'2", 69 year old, gray haired grandmother who has travelled several times since "9/11".

I have been completely searched, both personally and my baggage, on each leg of each trip and am certain that this is not a coincidence. Is my name similar to one on your watch list? I see no reason why I should be "selected" on such a regular basis.

Please don't get me wrong, I am totally in favor of the tightest security measures possible and have been for many years before 9/11. Now, I understand, the Administration is planning to cut back on the number of personnel needed to perform this function. Perhaps, since this is forthcoming, the TSA should put more efficient methods into effect rather than wasting time and manpower on the likes of me.

By the way, I was born and raised in the USA, have had a passport for more years than I can remember, own my own home, free and clear, have the highest of credit ratings, and always charge my airline tickets on American Express, well in advance of the trip..

Please explain what could possibly trigger my "selection" so regularly.

Respectfully,

				<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> (b) (6)
17-May-2004	846732	No-Fly	Refer to TSA-040504-007 re: incidence of CAPPs II profiling	5/14/04: Rec'd in TCC..assigned to AT for "no-fly" processing....KG  *****Refer to TSA040512-003, TSA040512-003 AND TSA040504-007*****
17-May-2004	846852	No-Fly	Concern regarding name being on the "no-fly" list	5/14/04: Rec'd in TCC..assigned to SW for "no-fly" processing....KG

18-May-2004 847526.

Threats

Complaint

From: [REDACTED] (b)(6)  
Sent: 18-May-2004 01:48:06 AM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: Complaint

I would like to file a complaint against Steven #12547 a supervisor at the Cleveland airport. After being delayed 5 hours and then subsequently cancelled on United flight 725 to Chicago-O'Hare, I was lucky enough to be rerouted on Southwest flight 2081 to Chicago-Midway. After I was ticketed on Southwest I was tagged as a selectee. That was after I had already been processed as a selectee for my United flight.

Several other passengers were selected as selectees for this Southwest flight and we had a very short window of time to make this flight. So many people showed up at security screen that a TSA agent called a supervisor over to handle this. This is when Steven arrived. I tried to explain our situation to him to which he rudely replied "that's not my problem". After that he proceeded to search my bags very slowly. It took roughly 3 times as long as my search did when I was a United selectee 4 hours earlier.

I am disappointed in the rude manner that this employee spoke to me. There were several delayed flights this evening out of Cleveland and a little

understanding is all we were asking. I did not expect that your staff would disregard any rules they currently have in place regarding searches and processing. I would like a phone call at [REDACTED] with an explanation of why a supervisory official with your agency was so rude and what you plan to do about it.

(b)(6)

[REDACTED]

(b)(6)

18-May-2004 848220

Threats

Passenger and Traveler  
Information - All Other  
Passenger & Traveler  
Inquiries

From: [REDACTED] (b)(6)  
Sent: 18-May-2004 11:25:54 AM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: Customer Service Feedback

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

Name:

[REDACTED] (b)(6)

Category:

Passenger and Traveler Information - All Other Passenger & Traveler Inquiries

Message:

To Virginia Scrotski (forgive spelling),

Last week I was delayed while obtaining a boarding pass to fly on a business trip. The agent said the commonality of my name had put me on a "No Fly List" and that I needed to contact you all for a background check, or what-have-you, to get my name removed from said list. Just let me know what I need to do. Sincerely, [REDACTED] (b)(6)

Email:

[REDACTED] (b)(6)

Date and Time of message: 05/18/2004 10:25:48 AM

18-May-2004 849306

No-Fly

Security Issues - All Other  
Security Issues

From: [REDACTED] (b)(6)  
Sent: 18-May-2004 03:49:38 PM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: Customer Service Feedback

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

Name:

[REDACTED] (b)(6)

Category:

Security Issues - All Other Security Issues

Message:

On Saturday May 8,2004, I departed DIA on Frontier flight 0083(?) to Xtapa Mexico. At check-in I was informed that my name is on a "watch list" and it took about 1/2 hour to get cleared to fly. On my return to DIA from Mexico same problem and it took longer to get clearance.

I would like to know: why my name all of sudden is on this list; how do I get it removed; and what measures should I take to assure that this will not happen in the future?

I can be reached at [REDACTED] (b)(6)

Thank you

[Redacted]

(b)(6)

Email:

[Redacted]

Date and Time of message: 05/18/2004 02:49:36 PM

19-May-2004 852044

General Contact  
Information

Passenger and Traveler  
Information - All Other  
Passenger & Traveler  
Inquiries

From: [REDACTED] (b)(6)  
Sent: 20-May-2004 12:26:09 AM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: Customer Service Feedback

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

Name:

[REDACTED]

(b)(6)

Category:

Passenger and Traveler Information - All Other Passenger & Traveler Inquiries

Message:

I recently flew on Frontier airlines and was notified that I was on the no-fly list. How do I get off of this list/clear my identity to avoid future travel inconveniences.

Email:

[REDACTED]

(b)(6)

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Date and Time of message: 05/19/2004 11:26:06 PM

21-May-2004

855122

No-Fly

Consumer was stopped per  
was told name was on No  
Fly

Contacted [REDACTED] with AWA Chairmam's Office at [REDACTED] to have  
him to fax information that will identify that this incident occurred on their airline  
at PHX on May 11th. Consumer stated that he was not permitted to board his  
flight and the CSR at the ticket counter asked for his ID and walked away from  
the counter for about 20. When she returned, the police were also  
approaching the same ticket counter. The consumer was delayed and was not  
allowed to fly out until the next business day. DWJ

(b)(6)

23-May-2004 857768

Threats

email inquiry

From: [REDACTED] (b)(6)  
Sent: 24-May-2004 12:33:35 AM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject:

To Whom It May Concern:

My husband and I travelled with our 2 small children last week to the Caribbean from DFW airport. When we were trying to check-in, the airline agent at US Airways informed us that we (the whole family) were on the "no fly" list for the TSA. She gave my husband's passport to the TSA agent and we were kept waiting for about 1/2 hour. The TSA agent then came out and asked my husband for his [REDACTED] and [REDACTED] 15205(b)(9)(A) and after waiting a little longer, he came back to us and said everything was OK and we were allowed to check in. We had travelled overseas in January 2004 and had travelled to Hawaii in late Feb./early March 2004 without any such problem. We are concerned that every time we fly, we will have to go through the same process. We almost missed our flight last week. Can you give us any further information?

[REDACTED]  
[REDACTED]

(b)(6)

24-May-2004

858028

No-Fly

Constituent concerned  
that he and his son are on  
a "no-fly" list.

5/24/04:

Rec'd in TCC..assigned to AT for "no-fly" processing....KG

24-May-2004 858174

General Contact  
Information

\$40 lost during my search  
as a 'Selectee' at RIC,  
05/23/04, 6:45 - 7:00 PM

From: [REDACTED] (b)(6)  
Sent: 24-May-2004 10:38:58 AM  
To: TCC-FINAL-S@tsa.dot.gov  
Cc:  
Subject: \$40 lost during my search as a 'Selectee' at RIC, 05/23/04, 6:45 - 7:00 PM

To whom it may concern,

- 1) What criteria is used to become a security gate 'selectee'?
  
- 2) What are my rights as a 'selectee'? Should I receive a disclosure or be presented with a chart identifying what a 'selectee' search entails and what my rights are to have another person present?
  
- 3) Should I be able to stand and get a better view of my pocketbook being searched?
  
- 4) How close should I be to my personal belongings when the search is occurring?
  
- 5) Do I have to let the screener remove the items from my pocketbook, or can I empty it, like a man would empty his pant or coat pockets?
  
- 6) Are there security cameras on the security gate, and particularly for the 'selectee' section? In other words, who's watching the screeners?

7) Who and how often are these tapes reviewed?

8) Are the screeners periodically checked as 'selectees' and they undergo an 'emptying out' of pockets, etc.?

9) Are these screeners required to undergo credit and criminal checks prior to this type of work?

10) Are the screeners allowed to wear pants with pockets? I noticed their shirts have front pockets.

The reason for all these questions is the unnerving experience I encountered after I arrived at Richmond International Airport at 6:42 PM, for a 7:15 PM US Airways flight 3140 B, 05/23/04 to New York LGA.

I was meeting two business associates, who were already waiting at boarding gate A8.

As I picked up my boarding pass from the US Airways ticket counter, my husband proceeded to the SunTrust ATM in the main section of the airport, in front of the gift shop. He withdrew \$200, \$100 for my business trip money (five \$20 bills), and \$100 for our family (five \$20 bills).

The ATM is i