

Inquiry Detail Report

Control #:	26693
Alternate Control #:	
Date of Inquiry:	1/9/2003
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: [REDACTED] City, State, Zip: Bronx, NY 10455
Contact Organization:	
Name of Organization:	
Subject:	Screening - Pat Down - Same Sex
Description:	11-14-02- At 5:25am at Syracuse Hancock in NY Consumer stated that he is a airplane pilot, he had gone through security but when he went through he set the machine off so the screener asked him to step to the side to be hand search and the agent (male) search him with the wand and took his hands and ran it up and down is private area twice, he said that the agents put him on some type of watch list and every time he goes through security checkpoint they harass him. He asked to see the video but they keep calling him a liar about beeing harassed. Ross A. Mayo employee # 20176 is the supervisor he mad his complaint to. Consumer said that he called on 11/14/02 to make the complaint but it was not in the system when he called to check on it on the 1/9/03
Status:	Open
Resolution:	I forwarded this information to a CSR at the Syracuse airport.
Airport ID:	

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Inquiry Detail Report

Control #:	31270
Alternate Control #:	
Date of Inquiry:	2/13/2003
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	
Name of Organization:	
Subject:	Screening - Random Searches
Description:	He is an [REDACTED] and every time he flies he is stopped at the ticket counter and a search is done on him. The lady at the ticket counter his name matches a person who is on a police list.
Status:	Closed
Resolution:	2/13/03-caller was told to contact his local law enforcement office. (SLC)
Airport ID:	

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Inquiry Detail Report

Control #:	33168
Alternate Control #:	
Date of Inquiry:	2/28/2003
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: [REDACTED] City, State, Zip: Twin Falls, ID 83301
Contact Organization:	
Name of Organization:	
Subject:	Inappropriate Screening
Description:	2-17-03 South Bend, IN to St. Louis, MO arriving in Salt Lake City, UT-Flight # 5553 with American airlines. The consumer said that he is a frequent flyer and 100% of the time his is searched. The consumer said that it is getting ridiculous how many times he is searched. The consumer said that he is searched even on his connecting flights. The consumer would like this to stop, he doesn't mind being searched on a random but every time is stressful. The consumer said that he called the airport and they told him that he was on a checklist. The consumer wants to know what type of list this is.
Status:	Open
Resolution:	I sent this information to Patrice Bauschke in South Bend, IN.
Airport ID:	SBN

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Inquiry Detail Report

Control #:	7020
Alternate Control #:	
Date of Inquiry:	2/22/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	When Fly
Description:	No fly list -- boarding denied -- it's his name, he's getting hit with a name match every time he travels.
Status:	Open
Resolution:	need Therese to call 79474 - talk to Matt in Intel on Monday.
Airport ID:	

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000150

Inquiry Detail Report

Control #:	33219
Alternate Control #:	
Date of Inquiry:	2/28/2003
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: [REDACTED] City, State, Zip: Mukwonago, WI 53149
Contact Organization:	
Name of Organization:	
Subject:	Inappropriate Screening
Description:	2-26-03 Left from Des Moines, IA to Minneapolis, MN arriving in Milwaukee, WI - Flight # 3464- 0100 with North West Airlines. The consumer said that he travels every week and is pulled over to be searched everytime he flies. The consumer said that he has called the US Marshall's and they informed him that his name matches a name on the watch list. The consumer wants to know how can he avoid this and not be searched as much because it's becoming stressful.
Status:	Open
Resolution:	i sent this information to Michelle Coursey.
Airport ID:	

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Inquiry Detail Report

Control #:	11173
Alternate Control #:	
Date of Inquiry:	4/30/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	When Fly
Description:	He is on a watch list - everytime he flies he has to get clearance from the police or fbi. I called Chris in Intel - waiting for a call back.
Status:	Closed
Resolution:	spoke w/ Claudio Manno - he explained that [REDACTED] therefore he recommends that we refer the caller to the local field office in their area.
Airport ID:	

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1520-76

000152

Inquiry Detail Report

Control #:	10094
Alternate Control #:	
Date of Inquiry:	4/11/2002
Inquiry Medium:	Telephone
Contact's Name:	Tim Lambrecht, Esq.
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	Misc/Other
Description:	Attorney Tim Lambrecht, calling on behalf of client [REDACTED] FBI has advised that the client has been placed on an FAA-security watch list because his surname and date of birth is similar to a known terrorist. Mr. Lambrecht wants to know the procedures to follow to have client's name removed from the list so that his client may fly without restrictions. Requested a call back by Supervisor.
Status:	In Progress Internally
Resolution:	referred to chris in Intel for assistance. john dols - 66828 @ OST Gen'l Council office -- 9/5/02-WANTS TO KNOW STATUS OF COMPLAINT AND THE CORRECT ADDRESS FOR FRAN LOZITO-DIRECTED HIM TO THE FAA NUMBER 1-800-332-7873-LKW
Airport ID:	

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000153

Inquiry Detail Report

Control #:	9757
Alternate Control #:	
Date of Inquiry:	4/5/2002
Inquiry Medium:	Telephone
Contact's Name:	Tim Lambrecht
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	L, S, D Items
Description:	Has the same name and year of birth as someone who is on the FAA's watch list.
Status:	Closed
Resolution:	Referred him to Chris at NCI Intel Ext. 75631.
Airport ID:	

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000154

Inquiry Detail Report

Control #:	11023
Alternate Control #:	
Date of Inquiry:	4/25/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	Screening - Random Searches
Description:	He is a frequent flyer and flies at least twice a week. Each time he is stopped, FBI is called in and he has to go through a series of questions before he is allowed to fly. Apparently, he is on a No Fly list.
Status:	Closed
Resolution:	He has the same last name as one of the know terrorist. Referred him to Chris at NCI intel.
Airport ID:	

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Inquiry Detail Report

Control #:	11303
Alternate Control #:	
Date of Inquiry:	5/1/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	Screening - Random Searches
Description:	Mr. [REDACTED] is a businessman who is a frequent flyer. He works for [REDACTED] and for the last six weeks her has traveled, he has been detained and questioned on every flight. He was told that he has the same name as someone who is on the no fly list.
Status:	Closed
Resolution:	Referred him to Chris at NCI Intel.
Airport ID:	

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000156

Inquiry Detail Report

Control #:	13081
Alternate Control #:	
Date of Inquiry:	5/30/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	Screening - Discrimination
Description:	5/22/02 Flying from Detroit connecting in TN to San Diego and return SW from San Diego to LAX Spirit air to Detroit was selected for random searches in Detroit, TN, San Diego, and LAX. Tickets were one way explained that one way tickets are one of the triggers for random selection for screening after 9/11/02 --Thinks she is being profiled Airlines referred her to TSA to be taken of the search list.
Status:	Closed
Resolution:	Explained the database used for random searches is administered by the airlines not FAA/TSA-MP
Airport ID:	DTW

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000157

Inquiry Detail Report

Control #:	11886
Alternate Control #:	
Date of Inquiry:	5/8/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	Screening - Random Searches
Description:	Contact states that the FAA put [REDACTED] (of him) on a sa watch list and everytime he tries to fly he is always poned to the side and checked by police and have to be cleared by the FBI. He states that it is a 2 hour process and want to know what to do about it>>The fbi confirmed to him that we put his name on some kind of watch list. He said he will fax information to us concerning faa watch list.
Status:	Closed
Resolution:	5/8-Contact fax'd msg from contact's father [REDACTED] referred to Chris Rusio (NCR Intel) on 202-207-6637. [REDACTED]
Airport ID:	

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Inquiry Detail Report

Control #:	11821
Alternate Control #:	
Date of Inquiry:	5/10/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip: Morton PA
Contact Organization:	Public
Name of Organization:	
Subject:	General
Description:	[REDACTED] gets stoped each time he flies. Is on FBI no fly list or has the same name as someone who is on the no fly list.
Status:	Closed
Resolution:	Referred to FBI regional office in Phillldelphia. 05/10/02
Airport ID:	

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Inquiry Detail Report

Control #:	13977
Alternate Control #:	
Date of Inquiry:	6/17/2002
Inquiry Medium:	Telephone
Contact's Name	[REDACTED]
Contact's Phone	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	When Fly
Description:	he keeps getting stopped because of the name on the no fly list.
Status:	Closed
Resolution:	explained all the data to him that he needs to contact the FBI. told him when he goes to the airport that he needs to tell them to check the criteria on what the "fugitive" looks like and the date of birth, etc. 6/17/02 JAC- Call back from client wanted INS telephone number. Indicated that he is still trying to get off list.
Airport ID:	

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Inquiry Detail Report

Control #:	14854
Alternate Control #:	
Date of Inquiry:	7/1/2002
Inquiry Medlum:	Telephone
Contact's Name	[REDACTED]
Contact's Phone	[REDACTED]
Malling Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	Screening - Random Searches
Description:	6/29/02 Charlotte to Chattanooga, TN US Air Flt 3204 says for the last 2 months he has been stopped just before boarding and is delayed for about 30 minutes each time. He is never searched the ticket agent calls a manager who than comes over to see about overriding some code that appears in it. He was asked if he is a Secret Service Agent he replied no just a salesman. They held up the flight for 15 minutes this last time wants to know what is happening. Is his name on some sort of list that is causing this delay?...MP
Status:	Closed
Resolution:	7/02/02 Emailed to IFSR and PSI..MP 7/9/02 Email response:There is a [REDACTED] on the latest "No Fly" list, so this passenger's name is close enough for USAirways' system to be flagged as a hit. In written correspondence, we've been apologizing for the inconvenience and thanking the passenger for his/her pittance. Hope this helps. Annmarie Avila Principal Security Inspector for US Airways 202-267-9553 7/9/02 TC [REDACTED] Left Voice Message detailing above..MP 7/18/02Ref control #14854 Pax [REDACTED] This complaint was given to USAA/Piedmont Customer Service MGR Barbara Starker and her response was: Piedmont is unable to obtain Pass date Passenger name records but they do know that "Adams" is not on the "no fly list". Most passenger complains about lengthy delays deal with their selection as a selectee. [REDACTED] is a frequent flyer and is often selected for passenger screening. Ms. Straker did a history check on flt 3204/29June, and no delay was taken as reported by [REDACTED]
Airport ID:	CLT

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Inquiry Detail Report

Control #:	17001
Alternate Control #:	
Date of Inquiry:	8/23/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	Screening - Random Searches
Description:	flew out of SEATAC today 8/23 on Alaska Air flight 392 - her name is on no fly - recommended that she contact the fbi -
Status:	Closed
Resolution:	referred her to the FBI and suggested that everytime she flies that she tells the checkin people to read the criteria under which the person is described.
Airport ID:	SEA

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000162

Inquiry Detail Report

Control #:	16647
Alternate Control #:	
Date of Inquiry:	8/7/2002
Inquiry Medium:	Telephone
Contact's Name	[REDACTED]
Contact's Phone	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	Public
Name of Organization:	
Subject:	General
Description:	referred to us by US Airways - his name is on some sort of list - they always have to notify the police before issuing boarding pass and they do not let him board until the last minute
Status:	Closed
Resolution:	returned call - out of the office
Airport ID:	

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000163

Inquiry Detail Report

Control #:	17081
Alternate Control #:	
Date of Inquiry:	8/26/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: [REDACTED] City, State, Zip: DIAMOND BAR, CA 91765
Contact Organization:	Public
Name of Organization:	
Subject:	Inappropriate Screening
Description:	HIS SON WENT TO CHICAGO TO VISIT HIS GRADMOTHER AND WHEN HE CAME BACK THE DELTA AIRLINE OFFICER TOLD HIM HIS NAME WAS SUSPICIOUS AND THAT HE COULD NOT TRAVEL. THEN THEY CALLED THE POLICE AND FOUND OUT THAT HE WAS THE WRONG PERSON AND THEN THEY LET HIM FLY. HE WANTS TO KNOW WHO PUT HIS SONS NAME ON THE LISTS.
Status:	In Progress Internally
Resolution:	
Airport ID:	

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000164

Inquiry Detail Report

Control #:	17769
Alternate Control #:	
Date of Inquiry:	9/4/2002
Inquiry Medium:	Telephone
Contact's Name	[REDACTED]
Contact's Phone	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: [REDACTED] City, State, Zip: BEAVERTON, OREGON 97007
Contact Organization:	Public
Name of Organization:	
Subject:	Screening - Random Searches
Description:	EVERYTME HE FLIES WITH ALASKA AIRLINES THEY CALL SECURITY ON HIM BECAUSE HE IS ON THE NO FLY LIST.
Status:	Closed
Resolution:	I ADVISED HIM THAT HE NEEDS TO CALL THE FBI OFFICE NEAREST HIM. I LOOKED ON THE FBI WEBSITE AND GAVE HIM THE NUMBER.
Airport ID:	

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000165

Inquiry Detail Report

Control #:	17757
Alternate Control #:	
Date of Inquiry:	9/4/2002
Inquiry Medium:	Telephone
Contact's Name	[REDACTED]
Contact's Phone	[REDACTED]
Mailing Address:	Address Line 1 [REDACTED] Address Line 2 [REDACTED] City, State, Zip: LAS VEGAS, NV 89149
Contact Organization:	Public
Name of Organization:	
Subject:	General
Description:	WANTS TO GET OFF THE SPECIAL ATTENTION LIST BECAUSE SHE FEELS AS THOUGH IT IS UNNECESSARY
Status:	Open
Resolution:	
Airport ID:	

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Inquiry Detail Report

Control #:	17607
Alternate Control #:	
Date of Inquiry:	9/3/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: [REDACTED] City, State, Zip: ELLICOTT CITY, MD 21043
Contact Organization:	Public
Name of Organization:	
Subject:	General
Description:	THERE IS TERRORIST USING HIS NAME AND THIS RESULTS IN HIM GETTING SPECIAL ATTENTION EVERYTIME HE FLIES. HE WANTS TO KNOW HOW HE CAN GET OFF THE LISTS.
Status:	Closed
Resolution:	I REFERED HIM TO THE FBI AGENCY NEAREST HIM.
Airport ID:	

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000167

Inquiry Detail Report

Control #:	18385
Alternate Control #:	
Date of Inquiry:	9/19/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: City, State, Zip: Noblesville, Indiana 46060
Contact Organization:	Public
Name of Organization:	
Subject:	When Fly
Description:	9/19/02 - Caller was aware that he was on the no fly list and was told that he needs to contact his local FBI agency. Vadams
Status:	Closed
Resolution:	
Airport ID:	

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000168

Inquiry Detail Report

Control #:	20012
Alternate Control #:	
Date of Inquiry:	10/28/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1 [REDACTED] Address Line 2 [REDACTED] City, State, Zip: Hanstead, PA 18822
Contact Organization:	
Name of Organization:	
Subject:	Screening - Random Searches
Description:	Wanted to complain about the number of times he's been selected for "Random Screening." He claims that he has been randomly selected almost everytime he has flown. In addition, he has been told by Airline officials that he is not being randomly selected but is a selectee. [REDACTED] wants to know why. His complaint is that this policy should change in relation to the number of times a person can be randomly screened.
Status:	Closed
Resolution:	Passenger was informed that our current policy on random screening is under review. This information was made public when Under Secretary of Transportation for Security Admiral James Loy announced in the press that TSA would consider doing away with this security measure.
Airport ID:	

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000169

Inquiry Detail Report

Control #:	19774
Alternate Control #:	
Date of Inquiry:	10/22/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: City, State, Zip: Rosville CA 95747-6719
Contact Organization:	
Name of Organization:	
Subject:	Inappropriate Screening
Description:	<p>July 6th Fit 523 TSA agents said that his name was on some sort of a watch list and that he they had to call an agent of the government to verify and that it would only take 5 minues witch actually took 30 minutes and the agent did not identify himself, made a phone call and asked him a couple questions then cleared him through. The agent advised customer to contact the FBI to remove his name off the list after that he had to wait even longer for the gate agent to check there bags,witch is taking up more time and he feels that they could have screened the bag while he was waiting for the agent. So when they were repacking they turned the shoes around so that the shoes were touching the clothes, when asked to turn the shoes around the checker took additional time and slowed his pace of searching, the checker next him cleared 3 other couples while they waited for bags. The customer was then again radomly selected to the undressing and pat down and then another bag search, when they got to the gate him and his wife was pulled aside a third time and searching thim over and over, and their belongings. Alaska Fit 87 they was pulled aside again for some additional random screening and at this point they are upset because they never left the secure area. A week later on the 13th on their return trip they were selected for some additional random screening, so they had to lug their luggage to the Terminal luggage was selected for hand search again. Getting on the plane they were selected again for additional random screening. Customer felt that they recieved 100% of the random screening. When returned home he contacted the FBI, and the agent informed him that their was no llist in effect at the time he was at the airport, if it was a hit on a list their would have been an FBI agent searching him and he felt that it was not random selection, what list was he on, is this list still around and he wants off that list, why was he on it, will this happen again when he files. Fills that he does not fit a harmful profile, when he is etlred law enforcement and he was on his 30th year anniversary. And want to no why his original letter was not responded to witch was sent on July 23rd .</p>
Status:	Open
Resolution:	
Airport ID:	

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Inquiry Detail Report

Control #:	19092
Alternate Control #:	
Date of Inquiry:	10/2/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: [REDACTED] City, State, Zip: Dearborn, MI 48126
Contact Organization:	Public
Name of Organization:	
Subject:	Screening - Random Searches
Description:	[REDACTED] was told in Vancouver on March 13th, that a similar name to his, is in a no fly list. In Detroit, Sept. 22nd, Northwest airlines told him at the ticket counter that they have to check with local authorities before he can be allowed to fly. When he asked them for who he can talk to about this problem, he was told to call the Transportation Security Administration. AI
Status:	In Progress Internally
Resolution:	10/02/02- Will send this report to my Manager. AI
Airport ID:	DTW

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000171

Inquiry Detail Report

Control #:	20221
Alternate Control #:	
Date of Inquiry:	11/1/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: City, State, Zip: Houston Texas 77024
Contact Organization:	
Name of Organization:	
Subject:	General
Description:	George Bush Intercontinental Airport Flight # 1650 Oct 29,02 10:00 am the gentlemen names is on the federal list at the airports. He has the same name as another person on the federal no fly list. He is being searched more then usual. He feels this is inappropriate Flight # 351 Raleigh NC Oct 30,02 3:00 pm detained for an hour at the airport Flight # 1904 Aug 11,02 11:00 pm detained for an hour at the airport
Status:	Open
Resolution:	11/11 called and left a message wanting to know what was going on. 11/22/02 KB E-mail to FSD
Airport ID:	IAH

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000172

Inquiry Detail Report

Control #:	22712
Alternate Control #:	
Date of Inquiry:	12/13/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	
Name of Organization:	
Subject:	General
Description:	Name comes up on some kind of security list.
Status:	Closed
Resolution:	gave him FBI field office #.
Alrport ID:	

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Inquiry Detail Report

Control #:	23456
Alternate Control #:	
Date of Inquiry:	12/18/2002
Inquiry Medium:	Telephone
Contact's Name	[REDACTED]
Contact's Phone	[REDACTED]
Mailing Address:	Address Line 1: [REDACTED] Address Line 2: City, State, Zip: Redwood City CA 94065
Contact Organization:	
Name of Organization:	
Subject:	General
Description:	11/26/02-9:00am-Terminal 1-Flt #198-San Francisco. The passenger and his family was not allowed to to fly because they were on a no fly list. He wants to know how he can get off that list.
Status:	Claim Form Sent
Resolution:	12/19/02 BW mailed the claims form.
Airport ID:	SFO

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000175

Inquiry Detail Report

Control #:	23566
Alternate Control #:	
Date of Inquiry:	12/18/2002
Inquiry Medium:	Telephone
Contact's Name:	[REDACTED]
Contact's Phone:	[REDACTED]
Mailing Address:	Address Line 1: Address Line 2: City, State, Zip:
Contact Organization:	
Name of Organization:	
Subject:	General
Description:	customer's boss is on a no-fly list, she wants to know how to get his named removed from the list... he is flying on 12-20-02, on alaska airlines from sanfansisco
Status:	Closed
Resolution:	gave customer a contact # to have person removed from list - ca
Airport ID:	

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