

Control #19544

Alternate Control #:	
S-10 Control #:	
Referred By:	Org: Name:
Processed By:	Name: Simone Blake
Date of Inquiry:	10/16/2002
Inquiry Medium:	Non-controlled Mail
Contact's Name	[Redacted] <i>bl</i>
Contact's Phone	
Contact's Email	
Mailing Address:	Address Line 1: [Redacted] <i>bl</i> Address Line 2: City, State, Zip: Savoy, IL 61874
Contact Organization:	Public
Name of Organization:	
Constituent Name:	
Subject:	Misc/Other
Description:	Consumer states that FBI constantly harrasses them because his name matches a secret FBI list, so every time they travel they are humiliated and harassed. They were at Newark Int'l.
Status:	In Progress Internally
Resolution:	10/15/02 Rec'd & logged by Dannis. 11/29/02: Processed by Simone Blake. 12/09/02: REVIEWED BY SW. 12/13/02: Redrafted & prepped for signature by Simone Blake. 12/23/02: Sent to Ralph for guidance.
Region Referral:	
Airport ID:	EWR
Needed By:	Signature:
Date Resolved:	
Action Closed By:	Org: Name:

000138



U.S. Department of
Transportation
Office of the Secretary
of Transportation

GENERAL COUNSEL

400 Seventh St., S.W.
Washington, D.C. 20590

19 544

SEP 25 2002

TO: Transportation Security Administration, TSA-1

Enclosed is a consumer and/or congressional inquiry or complaint about an alleged security-related incident concerning disability issues, discrimination, or inappropriate physical contact. We are forwarding this to your office for special handling and a reply to the consumer and/or congressional office. There is no need to send us a copy of the reply.

Thank you.

Sincerely,

Norman A. Strickman
Assistant Director for
Aviation Consumer Protection
Office of Aviation Enforcement
and Proceedings

Enclosure

cc: Rochelle Granat

[Redacted] - bcp

000139

TSA

[Redacted]

-b6

September 14, 2002

Aviation Consumer Protection Division
U.S. Department of Transportation
400 7th Street, S.W., Room 4107
Washington, DC 20590

To whom it may concern

-b4

Recently, on August 24th, 2002, my wife [Redacted] underwent an abusive harassment and an inappropriate use of power in the name of September 11th with no compassion to a sick 10-month-old infant who was crying from exhaustion and hunger. Her dignity and respect were stolen, her privacy was violated, and she was intimidated in a public and humiliating manner.

I have attached a summary of the incident, but from what the security men said, my wife's name matches a name on some secret FBI list. So this means that every time we travel, no matter how many times she is cleared to board, she going to be humiliated and harassed each time. This is like a having a criminal record for doing nothing more than having the same last name as someone else the only information they know about is their last name.

We want her name taken off that list and cleared forever and an apology from Continental Airlines and the security people at the Newark airport.

Thank you

[Redacted signature block]

-b6

000140

SUMMARY OF EVENTS

On Saturday, August 24, 2002, my 10-month-old baby and I had just arrived at Newark airport after traveling for more than 30 hours from Africa. I went directly to gate C85 to get my boarding pass for Continental flight 3377. The gate attendant (a man named Romeo Bent) told me "I'm sorry, but I can't let you inside the plane; your name is on an FBI list so we have to have the FBI come and talk to you." So I sat down in the gate area and waited. Eventually, a man with a "Security" tag came and asked me to come to the gate counter, made some calls, but nothing else happened. He then left. I asked the gate attendant Romeo Bent what I should do now, and he told me to sit down. A while later the same gate attendant paged me on the PA system. When I came up to the gate counter he told me he had a message that I was to call home. I asked him where I could call and he said "I don't know your home, you know your home." I then said, "I said 'where can I call' not 'where to call'". He said "I don't know, find a phone" adding in a harsh voice loud enough to attract the attention of other passengers in the gate area "That's all I can say!" He did not make any effort to direct me to a phone although I eventually found a few about 10 yards from the counter.

I was thus left in the gate area while the rest of the passengers boarded and the gate door was closed. A while later the door opened and the passengers came back out to the gate area. It seems that there was some sort of mechanical problem and they had to fix or replace the plane. If the plane had not been delayed, the plane would have left without me.

By the end of the second hour I was still waiting to be cleared to board when two men came, one with a "Security" tag dressed in plain clothes and one in a uniform which I presume was an airport policeman. The uniformed man asked the gate attendant "Where is she?" and I was pointed at. The man looked at me as if he were not expecting the source of these problems to be a young woman and a 10-month-old baby. He then asked me to come to the gate counter. He asked me what my name was. He then asked me what my ethnicity was. I told him and added that I had the right to know why I am being stopped. He answered in a rude voice loud enough for everyone in the gate area to hear "Because of your name!". I asked, why? He replied in the same tone "Because of September 11th, because of the terrorists that blew up the planes." He then proceeded to question me while on the phone asking me my first name, last name, middle name, date of birth, social security number, where I came from, where am I going, to do what, and repeating all of my private information into the phone loudly enough for everyone in the gate area to hear. I said that it was not fair that the name on their list did not list middle name or even male or female, and he said that there is forgery and falsification.

The uniformed man asked me, that when I went through immigration didn't they stop you? I said no. The plain clothes man then asked me if I had been stopped at any airport before. I said no, but the man said "it shows on the computer you have been stopped in Indianapolis." I said that they looked at my passport, they made some phone calls and then let me on the plane without any problems, and without referral to any FBI list.

Throughout my entire ordeal with these two men, the man in uniform consistently addressed me and repeated information I gave him in a rude voice, and a voice loud enough so that everyone in the gate area could easily hear what he was saying. In contrast, the man dressed in plain clothes spoke to me in a quiet and respectful tone.

000142

After all this I said "I'm a human and I deserve respect and some privacy" The uniformed man said "You asked!". I asked if I was being treated this way because of the way I look or because of what I wear, he said it was because of my name. I said "a woman with a baby!" he said loudly and sarcastically, "Oh, you are saying there are no woman terrorists that can blow up planes!" I said "with a baby?" He said "Yes, it does not matter, it does not matter". As he was returning my green card to me, I asked if each time I traveled would I be stopped. The plain clothes man then said "Yes." I asked what could I do about that. They said "We don't know". I asked "Until when?". He said until the FBI changed their policies or list. The uniformed man, not addressing me, finally told the plain clothes man that I was cleared. I said I will complain to every organization. The uniformed man said, "Go complain to Bush." As he walked away he added loudly and sarcastically that the way I was treated was not because of the color of my skin. He offered no apology.

I was allowed to board the plane after this humiliating public questioning in front of all the other passengers. As I was struggling to carry my baby and two large carry-on bags while boarding and finding my seat, the flight attendants made no effort to assist me (I was the last passenger to board and the attendant was walking behind me all the way to my seat).

Control #20459

Alternate Control #:	
S-10 Control #:	
Referred By:	Org: Name:
Processed By:	Name: Doris Gudger
Date of Inquiry:	10/19/2002
Inquiry Medium:	Non-controlled Mail
Contact's Name:	[Redacted] b4
Contact's Phone:	
Contact's Email:	
Mailing Address:	Address Line 1: [Redacted] b4 Address Line 2: City, State, Zip: Skillman, NJ 08558
Contact Organization:	Public
Name of Organization:	
Constituent Name:	
Subject:	Screening - Discrimination b4
Description:	Letter is addressed to Tanya at TSA. [Redacted] complaint concerns being repeatedly screened. She claims that Tanya told her she is on a FBI list. She called Newark, NJ FBI and spoke to Agent Andrew who told her that she was not on a FBI list. Agent Andrew advised her to find a "point of origin" at TSA and that the FBI did not have to tell her if she was on their list or not. [Redacted] references [Redacted] b4
Status:	In Progress Internally b4
Resolution:	Received 11/06/02 and Logged; Edison Thompson Assigned; Doris Gudger. 11/18/02: 1st draft response typed by Doris Gudger and submitted to Stephanie for approval. 12/09/02 Sent to Ralph for guidance.
Region Referral:	
Airport ID:	
Needed By:	11/20/2002 Signature:
Date Resolved:	
Action Closed By:	Org: Name:

20459 ✓

October 19, 2002

U. S. Department of Transportation
TSA
400 7th St S.W.
Washington, D.C. 20590
Attn: Tanya

Re: discrimination case [redacted] *ble*

Dear Tanya,

This will confirm to date what has transpired regarding my being continually stopped at airports. On October 2, 2002, I called 866-289-9673 and spoke to you, explaining that since 9/11/2001, I have flown 5 times, and have been pulled out 5 times. All flights were with Continental Airlines, between Newark and Florida. To the best of my knowledge, these were the dates: Feb 12 W. Palm to Newark; Feb 18 Newark to W. Palm; April 11 Orlando to Newark; Sept 6, Newark to W. Palm; Sept 12 W. Palm to Newark. On one of the flights a man boarded the plane and came to my seat and asked if my name was [redacted] I said yes, and he left the plane. *ble*

You said that maybe I was on the FBI list, which I found amusing, since I never even had a speeding ticket at 60 years' old. When you checked, you said I was on the FBI list and that I should call the FBI. I immediately called the Newark NJ FBI and spoke to Agent Andrew. He said I was not on the FBI list and told me to call Transportation to find "point of origin". I was told that the FBI did not have to tell me I was on their list.

On October 3, you said you were filing with Airport Security and that someone would call from Airport Security within a week. NO one called, so I called you on October 17, and you said you would check into it. On October 17, Victoria from TSA called and asked dates of travel and said she would email airport security and someone will call.

My first goal is to be able to fly and not be stopped each time. I would not be bothered by a random check, but certainly feel that my name should be taken off a continual check. It is upsetting to think that I would be on any list, since I have lead such an impeccably clean, good citizen life. I then would be very interested on how my name originally got on a list. Is it because of my heritage? This I plan to pursue eventually.

Tanya, you have been very helpful, and I know you are working diligently to solve this for me.

Sincerely,
ble [redacted]

Skillman, NJ 08538

000134

██████████
Skillman, NJ 08538

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7000 1670 0007 81A3 3179



U.S. POSTAGE
PAID
BLAKENBURG, NJ
08504
OCT 21, '02



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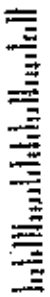
SILVER POSTAGE

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10237

RETURN RECEIPT
REQUESTED

U.S. Department of Transportation
Transportation Security Agency (TSA)
400 7th St. S.W.
Washington DC 20590



000135

Control #19198

Alternate Control #:	
S-10 Control #:	
Referred By:	Org: Name:
Processed By:	Name: Vadams
Date of Inquiry:	10/3/2002
Inquiry Medium:	Telephone
Contact's Name:	[Redacted] b6
Contact's Phone:	[Redacted] b6
Contact's Email:	
Mailing Address:	Address Line 1: [Redacted] b6 Address Line 2: City, State, Zip: Skillman, NJ 08558
Contact Organization:	Public
Name of Organization:	
Constituent Name:	
Subject:	Screening - Discrimination
Description:	<p>b6</p> <p>10/03/02 - I've been randomly searched everytime I flown 5 out of 5 times. I feel like I've been discriminated against everytime I've flown. I was even pulled off the planes to be searched after my name was called. This doesn't sound right. I've been searched to many times. I'm really upset and will stop at no means to find out the reasons why I'm being searched the way that I am. I've flown out of West Palm Fl, Newark, NJ and Orlando, FL Your phone number as your provided below, is incorrect. Please provide an accurate one. When did [Redacted] fly out of West Palm Beach? Date? Time? What flight number? Feb 12, 2002 Newark Feb 18, 2002 Newark back to West Palm pulled out to check bags. April 11, 2002 Oralndo to Newark - tried to check in electronically and it told her to go to the desk. Sept 6, 2002 flight 1554 Newark to West Palm Sept 12th Flight 1255 West Palm to Newark What Airline? Continental Airlines all the time Was it a one-way ticket? round trip ticket What was the form of payment for the ticket? electronic ticket Was she randomly searched at the screening checkpoint, or at the gate? gate when you get on the plane. What was the nature of the search at West Palm Beach? baggage? personal? both? both Did she alarm the Walk Through Metal Detector? No In order to resolve this issue, we will need more information. Thank You, Tim Brooks FSD, FBI</p>
Status:	Claim Form Sent
Resolution:	<p>10/03/02 - I gave her the information to contact the FBI Agency in Newark, NJ. Vadams</p> <p>10/03/02 - Caller spoke to Andrew at 973-792-3000. I was told that I wasn't on the FBI list and for her to call the TSA back. I told her that an investigation will be in process and for her to wait a few weeks to call us back. Vadams</p> <p>10/08/02 - Caller called and said that her name was not on the FBI and hopefully she will not have any problems at all trying to fly. Vadams</p> <p>10/17/02 - Caller called to find out how come no one called her in reference to this situation. Vadams</p> <p>12/10/02 CCI to chk the status of this list that her name made be on. Informed no</p>

	status change. consumer o.k.ed, stated will be calling still.
Region Referral:	EA
Airport ID:	EWR
Needed By:	Signature:
Date Resolved:	
Action Closed By:	Org: Name:

000137

Control #18936

Alternate Control #:	
S-10 Control #:	
Referred By:	Org: Name:
Processed By:	Name: Stephanie Williams
Date of Inquiry:	9/5/2002
Inquiry Medium:	Non-controlled Mail
Contact's Name:	[Redacted] <i>ble</i>
Contact's Phone:	
Contact's Email:	
Mailing Address:	Address Line 1: [Redacted] <i>ble</i> Address Line 2: [Redacted] City, State, Zip: Fairfax, VA 22030
Contact Organization:	
Name of Organization:	
Constituent Name:	
Subject:	Misc/Other <i>ble</i>
Description:	[Redacted] says he has to go through long drawn out searches due to the fact that his name is similar to someone on the Watch List and wants to know how this can be corrected to avoid any more problems. He says he goes through this each time he flies.
Status:	In Progress Internally
Resolution:	Rec'd 9/5/02:to Candy 9/26/02:to Ralph for guidance.
Region Referral:	
Airport ID:	
Needed By:	Signature:
Date Resolved:	
Action Closed By:	Org: Name:

000144

Control #21163

Alternate Control #:	
S-10 Control #:	
Referred By:	Org: Name:
Processed By:	Name: JEWEL WRIGHT
Date of Inquiry:	11/19/2002
Inquiry Medium:	Non-controlled Mail
Contact's Name:	[REDACTED] <i>ble</i>
Contact's Phone:	
Contact's Email:	[REDACTED] <i>ble</i>
Mailing Address:	Address Line 1: [REDACTED] <i>ble</i> Address Line 2: City, State, Zip: EDGEWATER, MD 21037
Contact Organization:	Public
Name of Organization:	
Constituent Name:	
Subject:	Screening - Random Searches
Description:	CONSUMER FEELS THAT THE DELTA HAS HIM ON A BLACK LIST BECAUSE OF SOMETHING THAT HAPPENED BEFORE AT THE TICKET COUNTER. HE FEELS THAT FOR THIS REASON IS WHY HE IS BEING SEARCH SO MANY TIMES.
Status:	Closed
Resolution:	11/20/02 Rec'd by Doris Gudger Consumer sent in a courtesy copy of a response sent to Delta Airlines about the 2 transportation credits received and stated that he was returning them because he didn't expect any special consideration from customer care dept. no action response is required. 12/10/02: Re-assigned to KD. Response drafted and submitted to SW for edits. 12/17/02: file closed info copy only.
Region Referral:	
Airport ID:	
Needed By:	Signature:
Date Resolved:	12/17/2002
Action Closed By:	Org: Name: Kimberly

000123

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✓

[REDACTED]

ble.

November 7, 2002

Office of the President
Delta Airlines
P.O. Box 20980
Atlanta, GA 30320

Dear Sir:

Thank you for the letter received from Customer Care.

We are returning Delta's gracious \$100. Transportation Credits. We did not seek or expect any special consideration as is eluded to from your Customer Care Department. In fact, it would have been helpful had Ms. Norred actually read the correspondence.

We are convinced it is Delta, not the FAA, who is responsible for the treatment and inconvenience placed on us by their personnel.

In this time of massive airline revenue losses and welcomed tighter security measures, it would be in Delta's best interest to review their policies and procedures for ground personnel.

Very truly yours,

[REDACTED]

ble.

Enc.: Two transportation credits

cc: Transportation Security Administration
400 7th Street, SW (TSA-1)
Washington, DC 20590

000124



Transportation Security Administration
100 7th Street, SW (TSA-1)
Washington, DC 20590

66



21163

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21103

Rec 1111712



Delta Air Lines, Inc.
Post Office Box 20980
Atlanta, Georgia 30320-2980

(404) 715-1450
www.delta.com

October 21, 2002

[Redacted]

ble

Edgewater, MD 21037

Dear M [Redacted]

ble

Thank you for your letter describing your and your wife's recent travel experiences with Delta and the use of random security screenings. We are sorry to hear of your displeasure when you were detained for an additional security checks at the Athens and John F. Kennedy airports on September 11th. Also, the additional difficulties you encountered due to the flight delay are not indicative of the superior customer service that has been Delta's hallmark.

C
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P
Y

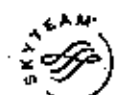
The airlines participate in a program to safeguard your travel on any scheduled passenger air carrier in the world. The security procedures are required by the United States Department of Transportation, the Federal Aviation Administration, and governmental agencies in other countries. It is unfortunate that the tragic events of September 11 have contributed to the need for increased levels of security in all aspects of air travel.

Safety and security are our first priorities at Delta, and they will not be compromised. You also should be aware that some passengers will be selected for additional screening on a random basis at screener checkpoints. Such random screening is required by the Federal Aviation Administration. In addition, other screening methods are used which are not necessarily apparent to the passengers. Specific security procedures are not disclosed to ensure the integrity of the system.

On February 18, 2002, the Transportation Security Administration (TSA) assumed responsibility for airport security screening. You may be sure that Delta will continue to work closely with the TSA, and other government agencies on matters related to security and safety. You can also visit delta.com for more details and the latest updates on our operations, and find out what to expect at the airport. Additional information may be available from your local airport's Web site, or the Web sites of the U.S. Department of Transportation (www.dot.gov) and FAA (www.faa.gov).

Also, we realize that our passengers expect their flights to operate as scheduled, and your disappointment with Delta is certainly understandable. Unfortunately, in the process of operating scheduled service over many different route segments each day, an occasional mechanical malfunction, adverse weather and other interruptions to routine performance plans are unavoidable. This is a situation faced by all airlines and no air carrier can guarantee that flights will depart or arrive on schedule.

000126



[Redacted]

b6

October 21, 2002

Page 2

As a gesture of our concern, enclosed is our \$100.00 Transportation Orders for you and your wife. They are valid for one year from the date of issue.

Again, thank you for writing. Please accept my apology for the poor impression you received, and we welcome future opportunities to be of service.

Sincerely,

Elizabeth N. Norred
Manager
Customer Care

ENN:enx

Enclosures

cc: Transportation Security Administration
400 7th Street SW (TSA-1)
Washington, DC 20590

Not a man -
CIA trip

21163

ble

[Redacted]

October 3, 2002

ble
21037
✓

Office of the President
Delta Airlines
P.O. Box 20980
Atlanta, GA 30320

Subject: Harassment
Reference: Memo 2/04/02 and 3/04/02

Dear Sir:

ble.

[Redacted] On 9/11/02 my wife and I returned from [Redacted] [Redacted]. The in-flight service on both legs was excellent. Your employees are doing a wonderful job in the air to comfort passengers during these times of feared flying.

Flying on 9/11/02, I must admit, was with some apprehension and many, including our children, tried to convince us to do otherwise. However, I digress. At the ticket counter in Athens we were singled out for "random" baggage check. I was obligated to lift each bag on and off a table. At age 69 with a history of arthritic neck problems this is not an easy chore. Apparently, in Delta's eyes, my wife and I fit Delta's screening process as potential terrorists. The flight into JFK was delayed in excess of one hour as we were told by the Captain due to VIP's coming in or out of the New York area. Understandable, however it caused us to miss our connecting flight to Baltimore.

Your ground personnel were right there and prepared to follow our wishes with several alternatives. We opted to taxi to LaGuardia and take the Delta Shuttle into DCA as either airport, BWI or DCA, is suitable for our getting home.

At check-in, we were again singled out for a thorough baggage check. Simultaneously, at the next counter was a gentleman following the same course with us, i.e., Athens, JFK, taxi, LGA. His bags were accepted without any baggage check.

I inquired of our agent why it was necessary to have our bags re-checked as the procedure was done in Athens and if not for the delay would have simply been put on the aircraft at JFK. Her response was our bags were being checked because we came in on an international flight. I suggested that perhaps Delta has us keyed within your system to single us out. I further mentioned the other gentleman's luggage going unchecked. Her response was if I wanted to talk to the Government, she would provide me with a telephone number.

To add insult to injury, our ticket singled us out again at the gate and our hand luggage was checked along with the probes of our bodies.

CUSTOMER CARE 10/07/02-001098880

000128

Page 2

We are convinced Delta has us identified on a "black list" and intends on harrassing us at ticket counters and gates. We are further convinced that this "black list" is a result of the rude encounter we had at the ticket counter earlier this year.

Unfortunately no other option than Delta was available to us and with tongue in cheek, we permitted Silversea, the cruise line that books our air, to put us back on Delta. Our cruise travel plans in the future call for us to fly to Europe. We would appreciate if you, Delta could review your methodology for the so-called random computer baggage check and give us full assurance that Delta will give us the same courtesies extended to similar non-terrorist profile fitting passengers.

We appreciate your taking the time to read this letter and look foward to your earliest, convenient response.

Yours truly,

[Redacted signature block] b6

[Redacted block] b6

Attachments

000129

2MB3



Delta Air Lines, Inc.
Post Office Box 20980
Atlanta, Georgia 30320-2980
404 715 1450
www.delta-air.com

March 4, 2002

[Redacted] *ble*

Edgewater, MD 21037

Dear [Redacted] *ble*

Thank you for your letter concerning the unsatisfactory situations you encountered on your return trip of January 19.

We regret that the friendly, helpful attitude we expect of our people was lacking when checking in at the San Diego airport. We also are sorry that you were disappointed with the service you experienced on your flights. We apologize for your displeasure with the manner in which a security check was performed.

We are concerned when the good work of many is undone by individuals with poor attitudes or unsatisfactory performance. We appreciate your taking the time to share your thoughts with us. We monitor performance throughout our company, and your comments will be helpful.

Again, thank you for writing. Your business is important to us, and we welcome the opportunity to be of service under normal conditions.

Sincerely,

Tyrone D. Hall, Jr.
Manager
Customer Care

TDH:thx

000130



21163

[REDACTED] b6.
February 4, 2002

Delta Airlines
Customer Care
P.O. Box 20980
Atlanta, GA 30320

Dear Sirs: b6.

On January 19, 2002, [REDACTED]
[REDACTED]

We were on a cruise scheduled to disembark in Los Angeles on January 20th and fly home from LAX on American Airlines. At our request, while still on the cruise ship, we opted to get off the ship one day early in San Diego rather than the 20th in Los Angeles.

Unfortunately, Radisson, the cruise line elected to re-ticket us on Delta rather than stay with American, the airline of our choice. The purpose of this letter is to express our discontent with the discourteous treatment we received from Delta's ticket counter clerk, Ms. Yolanta Avjona-SAN 125 and the poor service provided in First Class on both legs of our flight home.

We arrived at the Airport in San Diego at 4:30PM with the full knowledge that we had a considerable wait for our flight home. We were told first by a Sky Cap and again by a more courteous ticket agent that we could check in and, of course, get our luggage collected by Delta at 6PM.

We returned to the same First Class line at 6PM only to have Ms. Avjona first ignore us and then yell in our direction that we could not check in until 6:30PM. I indicated we were told by a different Delta agent to return at 6PM. Ms. Avjona ignored us and continued to service others on the coach line.

We left the line and returned at 6:30PM. We were again ignored while Ms. Avjona continued to serve the Coach passengers. As they were before us this posed no problem except for the lack of staff at the ticket counter.

Ms. Avjona finally announced next in First Class. Her attitude was negative toward us as if we were flying non-revenue. In actuality our tickets round trip were in excess of \$2,200. per person.

Once checked in, we were told that each of our bags must be opened and checked as we were randomly selected. It is my belief that Ms. Avjona computer-triggered our selection to have our bags searched, in particular since not one person before or after us was subjected to a similar search,

000131

21163

Page 2

even though there were four individuals travelling alone who would appear to need a questionable profile. A second search of our hand luggage and body was performed at the gate while all other passengers were permitted to board without such a check.

We welcome tight security and baggage checks at the airports. As frequent travellers and fliers, we hope the close scrutiny will continue. We do feel Delta's methodology or perhaps an annoyed employee can mandate so-called random checks that hardly address the issue of profile checking, unless you consider senior citizens coming off a cruise a higher risk than individuals travelling alone who went through without any type of baggage or person check.

The flights can hardly be considered memorable. On the first leg our food tray was pulled out and a light meal served before even being asked if we would like something to drink. The second leg was a service of coffee and cookies. We understand the airlines are going through tough times. However, if Delta expects to get a fair market share, you had better start reviewing your personnel and policies.

Thankfully we have a choice in air travel and had it not been for our desire to return one day earlier, we would not have been subjected to flying with Delta.

We are forwarding this letter to our travel agent and Radisson and Silverseas cruises to ensure we are only ticketed on Delta in the future when no other option is available to us.

Delta discouraged rather than encouraged us to return to our normal travel habits. Thanks for leaving us with this impression.

Yours truly,

[Redacted signature]

b6

[Redacted signature]

b6.

000132