

Control #33660

Alternate Control #:	
S-10 Control #:	
Referred By:	Org: Name:
Processed By:	Name: Stephanie Williams
Date of Inquiry:	3/5/2003
Inquiry Medium:	Non-controlled Mail
Contact Name:	[Redacted] <i>b6</i>
Contact Phone:	[Redacted] <i>b6</i>
Contact's Email:	
Mailing Address:	Address Line 1: [Redacted] Address Line 2: City, State, Zip: Balboa Island, CA 92662 <i>b6.</i>
Contact Organization:	Public
Name of Organization:	
Constituent Name:	
Subject:	Screening - Random Searches
Description:	<i>b6</i> [Redacted] complains that his boarding pass is always marked for random gate screening (12/28/03 - date of his letter). He attached various correspondence between Northwest and himself. Northwest wrote him on 11/20/03, explaining the CAPPS program and how travelers are selected for random gate screening.
Status:	Closed
Resolution:	3/5/03: Andrea Thomas forwarded to SWilliams for handling. Rec'd/Logged by SW. Response written. Out for Keenan sig. - SW. 3/6/03 Letter signed and mailed DG.
Region Referral:	
Airport ID:	
Needed By:	1/28/2003 Signature:
Date Resolved:	3/6/2003
Action Closed By:	Org: Name:

000101

33660

December 28, 2002

[Redacted]

Balboa Island, California
92662

[Redacted]

b3

b6.

US DOT Office of Civil Aviation Security
800 Independence Avenue SW
Washington, DC
20591

Gentlemen:

Please find a copy of a file that I would appreciate your reviewing and investigating. The reason for my request is that I have been flying NW Airlines since 1971 and am an extensive user of air flights almost every week.

Northwest is the only air line that I fly that is putting an "S" on my boarding card which means that I am serched on every flight. It would appear that Northwest is profiling passengers and if I received an "S" on my boarding pass from a random serch I would not mind at all but every flight that I fly has this designation. Please see attached exhibits of just some of my flights.

Another problem is that Northwest has advanced check in and the day before I am to fly I try and check in utilizing the computer and the computer will not let me check in and states "see agent". When you call reservations or the computer help desk of Northwest they tell me the day before it is because I am to be serched. I really do not think this is a good procedure as everyone knows the day before they fly that they will be serched.

Please investigate why I am being serched on every Northwest flight and I would appreciate your kindnesses in this matter to please communicate with me and let me know what is going on.

I originally started writing to Northwest Air Lines over six months ago and I am sorry that I do not have all of these original documents for your review.

Very truly yours,

[Redacted signature]

b6.

Rec'd by CORR.
3/5/03 - SW

000102

645234

L2N149

NW0116 03NOV02
ETKT ETKT
DEPARTURE TIME 0750A

SNA
MSP
01-C

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



PASSENGER'S NAME

[REDACTED]

643035 20C90R

NW0120 30OCT02
ETKT ETKT
DEPARTURE TIME 1205P

SNA
MSP
01-B

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



PASSENGER'S NAME

[REDACTED]

681635 N74V4A

NW0139 21NOV02
ETKT ETKT
DEPARTURE TIME 0200P

ORD
MSP
01-C

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



[REDACTED]

61001A

L2N149

NW0724 03NOV02
ETKT ETKT
DEPARTURE TIME 0511P

MSP
BGS
12-D

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



PASSENGER'S NAME

[REDACTED]

63A035 20C90R

NW1274 30OCT02
ETKT ETKT
DEPARTURE TIME 0712P

MSP
MCI
03-C

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



PASSENGER'S NAME

[REDACTED]

63A026 N74V4A

NW0119 21NOV02
ETKT ETKT
DEPARTURE TIME 0522P

MSP
SNA
03-B

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



[REDACTED]

643035

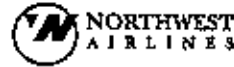
NW1274 30OCT02

HSP
MCI
AT GATE

SEAT NUMBER DESTINATION

B

SPECIAL SERVICE



PASSENGER'S NAME

[REDACTED] *ble*

63FC71 N22PQX

NW0473 25NOV02
ETKT ETKT
DEPARTURE TIME 0505P

DTW
ATL
01-B

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



PASSENGER'S NAME

[REDACTED] *ble*

643028 N22PQX

NW0390 24NOV02
ETKT ETKT
DEPARTURE TIME 0840A

SNA
DTW
01-A

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



[REDACTED] *ble*

000104

645234

L2H149

NW0116 03NOV02
ETKT ETKT
DEPARTURE TIME 0750A
SNA
01-C MSP

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



63A11A

L2H189

NW0724 03NOV02
ETKT ETKT
DEPARTURE TIME 0511P
MSP
12-D BOS

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



643C35

NW1274 30OCT02

AT GATE MSP
MCI

SEAT NUMBER DESTINATION

B

SPECIAL SERVICE



b4

643C35

20C90H

NW0120 30OCT02
ETKT ETKT
DEPARTURE TIME 1205P
SNA
01-B MSP

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



63A035

20C90H

NW1274 30OCT02
ETKT ETKT
DEPARTURE TIME 0712P
MSP
03-C MCI

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



63FC71

M22PQX

NW0473 25NOV02
ETKT ETKT
DEPARTURE TIME 0505P
DTW
01-B ATL

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



b4

681635

M74V4A

NW0139 21NOV02
ETKT ETKT
DEPARTURE TIME 0200P
ORD
01-C MSP

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



63A026

M74V4A

NW0119 21NOV02
ETKT ETKT
DEPARTURE TIME 0522P
MSP
03-B SNA

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



643C28

M22PQX

NW0390 24NOV02
ETKT ETKT
DEPARTURE TIME 0840A
SNA
01-A DTW

SEAT NUMBER DESTINATION

FQTV PERK

SPECIAL SERVICE



b4

000105



**NORTHWEST
AIRLINES.**



Royal Dutch Airlines

Department Number

C6590

Northwest Airlines, Inc.
PO Box 11875
St. Paul MN 55111-0875

November 20, 2002

REF #1174093

[REDACTED] *ble*
Barboza Island CA 92662

Dear [REDACTED] *ble*

Thank you for your letter expressing your concerns relative to the selectee process in regard to airport security procedures.

We regret any inconvenience caused by intensified airport security measures. Please understand that safety remains our first and foremost priority and it guides our day-to-day operations. While security procedures may be invasive and disruptive and are, understandably, not always well received by passengers, they serve to make flying safer for all passengers. The Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) largely mandate the manner in which such security procedures are conducted. Northwest continues to work closely with such agencies to provide the highest level of security possible, while at the same time minimizing passenger inconvenience.

It is Northwest's policy to conduct such procedures in accordance with FAA and TSA requirements and in compliance with all applicable civil rights laws. There are three reasons a passenger may be selected for additional security screening at the gate. First, the passenger may be identified by the Computer Assisted Passenger Prescreening System (CAPPS) as a selectee. Federal regulations prohibit Northwest from disclosing the CAPPS selection criteria; however, they have been reviewed by the Department of Justice to ensure that the methods of passenger selection are non-discriminatory and do not constitute impermissible profiling of passengers on the basis of their race, color, religion, ethnicity, or national origin. If CAPPS selects a passenger for additional security screening the passenger's boarding pass will identify the passenger as a selectee, as noted in your letter. When the boarding gate agent receives a boarding pass that identifies the passenger as a selectee, the agent must direct the passenger to the security screening station. If CAPPS selects the passenger, the agent has no control or discretion. They are not involved in the decision, but they must follow FAA and TSA procedures concerning such passengers.

A passenger may also be selected for cause. For instance, if an agent observes a passenger concealing a suspicious object or sees a suspicious package, the agent may direct the passenger to the security screening table. Finally, passengers may also be selected for security screening on a random basis.

000110



Northwest Airlines Talk To Us

Talk to Northwest Email Sent

The following information has been sent to Northwest Support:

Subject type selection: nwa.com Check-In

Other Subject:

First Name: [REDACTED] - b6

Last Name: [REDACTED] - b6

Reply-To Email Address: [REDACTED]

WP number:

Street Address: [REDACTED] - b6

City: BALBOA ISLAND

State/Province: CA

Zip/Postal Code: 92662

Country: USA

Flight Date:

Flight Number:

Origin:

Destination:

Tkt Number:

Conf number:

Browser:

Other Internet Browser:

Internet Browser Version Number:

Luggage:

Luggage Other:

File Reference Number:

Date Filed:

Filed Name:

Message: AGAIN I ASK THAT YOU SEND ME THE PROFILING CRITERIA THAT YOU USE TO PUT AN "S" ON THE TICKET WHICH INDICATES THAT I AM TO BE SERCHED.

EVERY FLIGHT THAT I TAKE HAS THIS "S" AND TODAY I TRIED TO CHECK IN FOR TOMORROWS FLIGHT AND THEY TOLD ME THAT TOMORROW WHEN I FLY AGAIN THAT I SWOULD AGAIN BE SERCHED AND THAT IS WHY I CANNOT CHECK IN USING THE COMPUTER. I HAVE NO INTEREST IN THE SERCH PROCEDURE JUST YOUR CRITERIA FOR PROFILING THE 'S' ON THE TICKETS.

MOST OF US JUST WANT TO FLY AND BE LEFT ALONE WHY THE HASSLE? THIS IS MY SECOND REQUEST FOR THE PROFILING INFORMATION

You may now return to [where you were](#).

000120



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Northwest Airlines Talk To Us

Airport, Enroute, Post-Travel Help

To e-mail a question or request for assistance to nwa.com Customer Service, please complete the information below and then select 'Submit.'

Note: All fields marked with an asterisk must be completed.

Please select subject

- nwa.com Check-In
- Luggage Services**
- Airport Procedures & Maps
- In Flight Services
- Unaccompanied Minor Travel
- Ticket Refunds
- Online E-Ticket Exchange
- Priority Pet
- WorldClub Lounges
- Other: (please specify)

First Name* *blb*

Last Name* *-blb*

blb

E-mail Address*

WorldPerks Number, if applicable

Street Address*

-blb

City*

State, Province

Zip/ Postal Code

Country

Date of your Flight

Flight Number

Origin City

Destination City

E-Ticket Number, if applicable

Reservation Confirmation Number, if applicable

000121

For nwa.com Check-In queries, complete browser information*

- Internet Explorer
- Netscape
- AOL
- Opera
- Other
- Not Sure

Other Internet Browser Number

Internet Browser Version

For Luggage Services queries, complete the following information**

- Carry-on Dimensions Firearms/Hazardous Materials
- Transporting Pet(s) Delayed Luggage
- Damaged Luggage Other

If other, please specify

File Reference Number

Date Filed (must be in MM/DD/YYYY format)

Last Name on File Reference

How can we help you? Please type your message.

AGAIN I ASK THAT YOU SEND ME THE PROFILING CRITERIA THAT YOU USE TO PUT AN "S" ON THE TICKET WHICH INDICATES THAT I AM TO BE SERCHED.

EVERY FLIGHT THAT I TAKE HAS THIS "S" AND TODAY I TRIED TO CHECK IN FOR TOMORROWS FLIGHT AND THEY TOLD ME THAT TOMORROW WHEN I FLY AGAIN THAT I SWOULD AGAIN BE SERCHED AND THAT IS WHY I CANNOT CHECK IN USING THE COMPUTER.. I HAVE NO INTEREST IN THE SERCH PROCEDURE JUST YOUR CRITERIA FOR PROFILING THE 'S' ON THE TICKETS.

Submit

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000122

Control #30117

Alternate Control #:	
S-10 Control #:	
Referred By:	Org: Name:
Processed By:	Name: Monica McNeal
Date of Inquiry:	2/5/2003
Inquiry Medium:	Non-controlled Mail
Contact's Name:	J. Christy Wilson, III
Contact's Phone:	407-843-4321
Contact's Email:	
Mailing Address:	Address Line 1: Wilson, Garber & Small A professional Association Address Line 2: 437 N. Magnolia Ave. City, State, Zip: Orlando, FL 32801
Contact Organization:	
Name of Organization:	
Constituent Name:	
Subject:	Screening - Discrimination <i>b6</i>
Description:	This letter was forwarded to TSA. Attorney Christy Wilson rights on behalf of her client, [REDACTED]. After checking in at ticket counter, [REDACTED] has been detained once by authorities and let go. Another time, he was subjected to a 40 minute wait before being permitted to board without explanation or apology. Ms. Wilson demands an apology from Delta Airlines and [REDACTED] from Delta's "master system". <i>b6</i>
Status:	Open <i>b6</i>
Resolution:	rec'd 2/4/03 -mm
Region Referral:	
Airport ID:	jfk
Needed By:	Signature:
Date Resolved:	
Action Closed By:	Org: Name:

b6

000094

Rec'd Corr
2/4/03
36117



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

(404) 715-1450
www.delta.com

January 9, 2003

Mr. J. Christy Wilson
Wilson, Garber & Small
437 N. Magnolia Avenue
Orlando, FL 32801

Dear Mr. Wilson:

b6

Thank you for your patience while we reviewed your correspondence concerning [redacted] and his recent experience with Delta. We are sorry to hear of his displeasure when he was detained for an additional security check prior to boarding Flight 2449 at the John F. Kennedy airport on November 5th and Flight 2337 on November 6th. Let me emphasize that we take matters such as you described very seriously, and we regret your poor impression.

C
O
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.

b6

We have thoroughly investigated this matter with the individuals involved and find that the appropriate security procedures were followed. Additionally, we have no record of [redacted] being arrested. Nevertheless, we sincerely apologize for any inconvenience or anxiety he may have felt, and we have forwarded a copy of your letter to the responsible department head within Delta so they may be aware of your concerns.

Unfortunately, Delta does not provide compensation in situations of this kind. Therefore, I must respectfully decline your request.

000095



Mr. J. Christy Wilson

January 9, 2003

Page 2

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).

Again, thank you for taking the time to write. Please accept our apologies for the poor impression you received. We value your business and hope you will give us a chance to regain your confidence.

Sincerely,

Elizabeth N. Norred
Manager
Customer Care

ENN:enx

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

000096

Mr. Frederick W. Reid
November 15, 2002
Page Two

RE: [REDACTED]

I have provided this brief biography of [REDACTED] so that you might understand his perspective on his treatment at the hands of ~~Delta Supervisor Kevin McCarthy~~. At approximately 6:00 p.m. on November 5, 2002, [REDACTED] arrived at the Delta ticket counter to check in for Flight Number 2449 from ~~MEM~~ to Orlando, Florida. The ticket agent called Delta Supervisor McCarthy, who advised [REDACTED] that there was a problem with his reservation. Mr. McCarthy described this as a "computer glitch" which would take about forty minutes to fix. Shortly thereafter a uniformed police officer arrived who demanded [REDACTED] ID and placed him under arrest. [REDACTED] was detained until approximately 8:45 p.m. During this time he was not even allowed to use the restroom. Around 8:45 p.m. [REDACTED] was told he was "free to go". He was not given any explanation as to why he was detained, nor was he given any assistance with his travel arrangements which had been seriously interrupted.

The next day [REDACTED] again tried to travel to Orlando on Delta Flight Number 2337. He was again detained for approximately forty minutes before being permitted to board the flight. He was given no explanations or apologies.

While I understand the need for security in light of the September 11th attacks, I believe Delta's treatment of [REDACTED] goes well beyond the bounds of reasonableness. He has been publicly humiliated by Delta, falsely arrested at Delta's behest, and had his busy business scheduled interrupted without even an apology much less any offers of compensation which are routinely offered to travelers who experience far less inconvenience than he.

As a consequence, I must insist that your company immediately take the following actions:

- Issue a formal letter of apology to [REDACTED]
- Compensation [REDACTED] for the rough shod treatment and inconvenience he suffered at the hands of Delta Air Lines.

Mr. Frederick W. Reid
November 15, 2002
Page Two

RE: [REDACTED] b6

Make appropriate changes to the Delta master system to insure that this treatment of [REDACTED] is not repeated. b6

b6 I trust it will not be necessary to engage in litigation over this issue and invited your prompt response.

Sincerely,



J. Christy Wilson, III

JCW/jc

[REDACTED] Reid Let 11-15-02

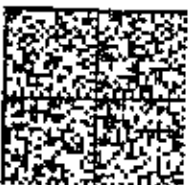
b6



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

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

JJ3MEN3



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