<table>
<thead>
<tr>
<th>Created On</th>
<th>Inquiry No.</th>
<th>Subject</th>
<th>Summary</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-Nov-2003</td>
<td>616770</td>
<td>Inappropriate Screening</td>
<td>Pilot stated that a screener beeped going through security, wants to know why</td>
<td></td>
</tr>
<tr>
<td>17-Nov-2003</td>
<td>624158</td>
<td>Regulatory Questions</td>
<td>Color coding system to separate passengers is a violation of privacy</td>
<td></td>
</tr>
<tr>
<td>19-Nov-2003</td>
<td>626814</td>
<td>No-Fly</td>
<td>Unhappy with response from TSA Contact Center regarding names on No-Fly list</td>
<td></td>
</tr>
<tr>
<td>24-Nov-2003</td>
<td>633288</td>
<td>No-Fly</td>
<td>Consumer stated he couldn't view the No Fly list</td>
<td></td>
</tr>
<tr>
<td>25-Nov-2003</td>
<td>633766</td>
<td>Random Searches</td>
<td>Complaint about additional screening due to &quot;selectee&quot; designation by airline...</td>
<td></td>
</tr>
<tr>
<td>04-Dec-2003</td>
<td>643972</td>
<td>No-Fly</td>
<td>Consumer called in to find out why there was an S on her ticket</td>
<td></td>
</tr>
<tr>
<td>11-Dec-2003</td>
<td>651932</td>
<td>No-Fly</td>
<td>Delayed due to No Fly List. Wants name removed</td>
<td></td>
</tr>
<tr>
<td>19-Dec-2003</td>
<td>662278</td>
<td>No-Fly</td>
<td>Re delays he and his family face at checkpoint because of his name</td>
<td></td>
</tr>
<tr>
<td>21-Dec-2003</td>
<td>664528</td>
<td>Discrimination</td>
<td>Secondary screening selectee</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>ID</td>
<td>Category</td>
<td>Description</td>
<td>Note</td>
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<tr>
<td>22-Dec-2003</td>
<td>66558</td>
<td>Airline Issues</td>
<td>Complaint about being a &quot;selectee&quot; and always subject to add screening...</td>
<td>1/5/04: Forwarded to CMondak for review. RR</td>
</tr>
<tr>
<td>22-Dec-2003</td>
<td>66598</td>
<td>No-Fly</td>
<td>Upset that son constantly encounters clearance delays when flying....</td>
<td>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</td>
</tr>
<tr>
<td>01-Jan-2004</td>
<td>678146</td>
<td>General Contact Information</td>
<td>Concerns w/ Harrisburg, PA</td>
<td>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 told me in a very belligerent manner, &quot;WHAT did you say?&quot; I was simply trying to be helpful and also to prevent him from ripping the pocket out of $400 computer bag.</td>
</tr>
<tr>
<td>12-Jan-2004</td>
<td>69238</td>
<td>Public Opinion</td>
<td>Consumer wants to know if her name is on a no-fly list w/o paying for her flight.</td>
<td>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.</td>
</tr>
<tr>
<td>12-Jan-2004</td>
<td>69307</td>
<td>No-Fly</td>
<td>Experiences delays obtaining boarding pass</td>
<td>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</td>
</tr>
</tbody>
</table>
13-Jan-2004 694460 No-Fly Complaint regarding being profiled 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 w/ 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] 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 she has 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 customer 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.
-----Original Message-----
From: Hodel, Janine
Sent: Wednesday, February 11, 2004 8:42 AM
To: Holmes, Tane <CTR>
Cc: Dyer, Robert; Hodel, Janine
Subject: RE: Complaint

Tane,

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

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

TSA screeners maintained their composure and focus on ensuring Dr. 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. medical devices and within the standards of human decency.

Enclosed is a drafted proposed response to use in responding to Ms. 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.
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
**General Contact Information**

- **04-Feb-2004 716606**
  - Consumer is military and 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. and this problem is being worked out not with the airlines. Mr. should address this problem with the airlines. TSA SYR is required to screen Toscha L. Horton

- **09-Feb-2004 720666**
  - 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 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 authorities and he stated that he did not do a serious crime. I told him to try.

- **09-Feb-2004 721254**
  - Believes he is on a No Fly List
  - 2/10/04: Given copy to Dawn for possible handling as a No Fly.-SW

- **10-Feb-2004 722012**
  - 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**
  - Concerned about name being on watch/no-fly list
  - 2/12/04: Rec'd in TCC...assigned to RR

- **20-Feb-2004 732192**
  - 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
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
<td>3/8/04</td>
<td></td>
<td>General Contact</td>
<td>consumer insisted that he was on the no-fly list. 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</td>
</tr>
<tr>
<td>6/30/04</td>
<td>Rec'd</td>
<td>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</td>
<td></td>
</tr>
<tr>
<td>26-Feb-2004</td>
<td>738842</td>
<td>General Contact</td>
<td>consumer insisted that he was on the no-fly list. 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</td>
</tr>
<tr>
<td>02-Mar-2004</td>
<td>743486</td>
<td>Inappropriate</td>
<td>Caller upset about going thru secondary screening. 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.</td>
</tr>
<tr>
<td>Date</td>
<td>ID</td>
<td>Type</td>
<td>Description</td>
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</tr>
<tr>
<td>08-Mar-2004</td>
<td>750174</td>
<td>No-Fly</td>
<td>Watch List concerns. 4/22/04: Edited and submitted to J.O. for signature. ET.</td>
</tr>
<tr>
<td>09-Mar-2004</td>
<td>751396</td>
<td>Misc/Other</td>
<td>Wanted to know if [redacted] was true. [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. Ms. [redacted] states this causes great problems. 1520.5(b)(9)(i).</td>
</tr>
<tr>
<td>10-Mar-2004</td>
<td>754054</td>
<td>No-Fly</td>
<td>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.</td>
</tr>
<tr>
<td>Date</td>
<td>Code</td>
<td>Category</td>
<td>Details</td>
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</tr>
<tr>
<td>12-Mar-2004</td>
<td>757296</td>
<td>Random Searches</td>
<td>Wants explanation on why always enhanced screening and &quot;selectee&quot; 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 from a non-profit civil liberties organization and he has written us on behalf of his client Mr. [redacted] claims to have been getting &quot;S&quot; marked boarding passes lately and he believes it is in retaliation to his gaining &quot;access&quot; to various US Presidents and &quot;communicat[ing] Christian messages to them.&quot;</td>
</tr>
<tr>
<td>15-Mar-2004</td>
<td>761536</td>
<td>No-Fly</td>
<td>Continues to experience problem and delays w/being on &quot;no-fly&quot; list 3/15/04: Rec'd in TCC..assigned to S. Williams....KG <em><strong>Refer to TSA010904-201 AND TSA072403-816</strong></em></td>
</tr>
</tbody>
</table>
| 16-Mar-2004 | 763892   | Discourteous/Unprofessional Treatment | Consumer called to file complaint against screeners at FLL airport Consumer was traveling from FLL 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
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.

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<thead>
<tr>
<th>Date</th>
<th>No</th>
<th>Details</th>
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<tbody>
<tr>
<td>16-Mar-2004</td>
<td>No-Fly</td>
<td>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.</td>
</tr>
<tr>
<td>18-Mar-2004</td>
<td>No-Fly</td>
<td>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</td>
</tr>
<tr>
<td>18-Mar-2004</td>
<td>No-Fly</td>
<td>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</td>
</tr>
<tr>
<td>22-Mar-2004</td>
<td>No-Fly</td>
<td>Consumer stated that airlines told him that he has a problem with ID. 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.</td>
</tr>
</tbody>
</table>
Mr. [REDACTED] said 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 provide us with that information. He always travels on South West.

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 Harassment at 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.
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<th>Category</th>
<th>Details</th>
<th>Notes</th>
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<tbody>
<tr>
<td>29-Mar-2004</td>
<td>780198</td>
<td>No-Fly</td>
<td>Concerned that her name is on a no-fly list</td>
<td>3/29/04: Received in TCC on 3/4/04. Logged in by RR. First draft by RR. Forwarded to AT for review. RR</td>
</tr>
<tr>
<td>06-Apr-2004</td>
<td>790708</td>
<td>General Contact</td>
<td>I am on a tsa watch list</td>
<td>Mr. 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. <em>He wants a supervisor to call him back as soon as possible</em> after 11:30 am.</td>
</tr>
<tr>
<td>07-Apr-2004</td>
<td>792806</td>
<td>No-Fly</td>
<td>Regarding consistent delays in retrieving boarding pass and enhanced screening</td>
<td>4/6/04: Rec'd in TCC...assigned to AT for no-fly processing....KG</td>
</tr>
<tr>
<td>Date</td>
<td>No-Fly</td>
<td>Call Log</td>
<td>Details</td>
<td></td>
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<tr>
<td>09-Apr-2004</td>
<td>795626</td>
<td>No-Fly</td>
<td>Regarding issues with &quot;no-fly&quot; list</td>
<td></td>
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<tr>
<td></td>
<td>795736</td>
<td>No-Fly</td>
<td>Caller had concerns about being on the no fly list.</td>
<td></td>
</tr>
<tr>
<td>12-Apr-2004</td>
<td>799174</td>
<td>No-Fly</td>
<td>Husband &amp; wife were &quot;red-flagged&quot; at two airports; difficulty checking in</td>
<td></td>
</tr>
<tr>
<td>12-Apr-2004</td>
<td>799364</td>
<td>No-Fly</td>
<td>Consumer called back to follow up on his request (take his name from no fly list)</td>
<td></td>
</tr>
<tr>
<td>12-Apr-2004</td>
<td>799562</td>
<td>Discourteous/Unprofessional Treatment</td>
<td>Consumer was upset with professional screener at the RDU airport. Ms. [name] was employed by Globe was discouraged. Ms. [name] was in the selectee line and there where other passengers in the line complaining that they where going to miss there flights and Ms. [name] sent the passengers to another line. Ms. [name] stated to Ms [name] if your late for your flight you can just complain and get into another line and Ms. [name] replied this is the selectee line and she should mind your business. Ms [name] was upset and wanted to notify the CSM.</td>
<td></td>
</tr>
<tr>
<td>13-Apr-2004</td>
<td>800346</td>
<td>No-Fly</td>
<td>2nd req: Concerned why consistently selected for addl screening.</td>
<td></td>
</tr>
</tbody>
</table>

4/22/04: Sent interim and rec'd by Exec Sec.-SW

4/9/04: Rec'd in TCC..assigned to SW for no-fly processing....KG

4/12/04: Rec'd in TCC..assigned to AT for "no fly" processing....KG

*****2nd Req for TSA-040402-001*****
<table>
<thead>
<tr>
<th>Date</th>
<th>No-Fly</th>
<th>Issued</th>
<th>Case Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-Apr-2004</td>
<td>803980</td>
<td>No-Fly</td>
<td>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] was called. Supervisor made phone called 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.</td>
<td></td>
</tr>
<tr>
<td>21-Apr-2004</td>
<td>809924</td>
<td>No-Fly</td>
<td>Regarding check-in delays due to name on &quot;no-fly&quot; list.</td>
<td>4/20/04: Rec'd in TCC, assigned to AT for no-fly processing. KG</td>
</tr>
<tr>
<td>21-Apr-2004</td>
<td>810664</td>
<td>General Contact Information</td>
<td>Consumer voiced that he was racially profiled, selectee</td>
<td></td>
</tr>
<tr>
<td>26-Apr-2004</td>
<td>815162</td>
<td>No-Fly</td>
<td>Concerned as to why frequently &quot;flagged&quot; by TSA when he travels</td>
<td>4/26/04: Rec'd in TCC, assigned to SW for &quot;no-fly&quot; processing. KG</td>
</tr>
<tr>
<td>26-Apr-2004</td>
<td>815176</td>
<td>No-Fly</td>
<td>Constituent concerned about screening delays believes on &quot;no-fly&quot; list</td>
<td>4/26/04: Rec'd in TCC, assigned to SW. KG</td>
</tr>
<tr>
<td>29-Apr-2004</td>
<td>819224</td>
<td>LSD - Checked Baggage</td>
<td>Stated that she is being harassed by TSA because she was a selectee</td>
<td>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.</td>
</tr>
</tbody>
</table>
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 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.
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...
I 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
From: [Redacted]
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]. Tickets and ticket confirmations (such as 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".
07-May-2004 06:28:46
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.

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.
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 specific...
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"
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.
when traveling on a Delta flight, only Delta Platinum 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
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,
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,
Concerned why husband and wife were "red flagged" at two different airports 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.
<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Subject</th>
<th>From:</th>
<th>To:</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-May-2004</td>
<td>No-Fly</td>
<td>Constituent is concerned that her name is on the &quot;no-fly&quot; list.</td>
<td>KG</td>
<td><a href="mailto:TCC-FINAL-S@tsa.dot.gov">TCC-FINAL-S@tsa.dot.gov</a></td>
<td>5/10/04: Rec'd in TCC...assigned to SW for &quot;no-fly&quot; processing....KG</td>
</tr>
<tr>
<td>11-May-2004</td>
<td>Threats</td>
<td>From:</td>
<td></td>
<td></td>
<td>To the TSA Reps: 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:</td>
</tr>
</tbody>
</table>

Employer: [redacted]  
Home: [redacted]  

I appreciate your assistance in resolving this matter. |
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 wanding procedure. The wanding started to become unusual when she touched me in the crouch with the wand and continued to wand my legs. She then felt my legs with her hands. When she began wanding 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, 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 wanding 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
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.
Re: Physical address for your office.

From: (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.

(\(\text{\(b\)(6)}\))

TSA-Contact Center wrote:

> 
>
> -----Original Message-----
> From: (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,

(Incognito)

(Incognito)
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 airl
Procedural complaint while being screened at BTV for Air Travel

From: (Email address redacted)

Sent: 05-May-2004 01:14:33 AM

To: Telitsa@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 5:30 am 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 that 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.
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
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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
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
I have been advised by the airlines to contact you on my dissatisfaction with your failed attempt to get the nation's airports safely running.

I strongly believe that your CAPPSII 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 expertise is somewhat 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 eroded 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,

(?

(?

(?

(?

(?)
Clarification on the TSA "Selectee List"

From: [Redacted]
Sent: 05-May-2004 04:50:46 PM
To: Tellise@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])

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] 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 of (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]; I am employed in the capacity of an at [Redacted] 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.
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
Clarification on the TSA "Selectee List"

Object: Clarification on the TSA "Selectee List"

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

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

Thank you,

Jacksonville, Florida

--- Original Message ---

From: "TSA-Contact Center" <Tsa-ContactCenter@dhs.gov>
To: [Redacted]
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: ........................................


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
From: [redacted]  
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]

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, which when I travel. I do live in the United States
of America for many years and I do hold a travel document which has been issued by INS since I'm a refugee.

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
<table>
<thead>
<tr>
<th>From: [Redacted]</th>
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<tbody>
<tr>
<td>Sent: 14-May-2004 02:47:28 AM</td>
</tr>
<tr>
<td>To: <a href="mailto:TCC-FINAL-NS@tsa.dot.gov">TCC-FINAL-NS@tsa.dot.gov</a></td>
</tr>
<tr>
<td>Cc:</td>
</tr>
<tr>
<td>Subject: Customer Service Feedback</td>
</tr>
</tbody>
</table>

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

Name: [Redacted]

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] 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 surprised by their lack of professionalism and poor demeanor. Why is Seattle such a difficult airport for the TSA?

Email:
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,
<table>
<thead>
<tr>
<th>Date</th>
<th>ID</th>
<th>Type</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>17-May-2004</td>
<td>846732</td>
<td>No-Fly</td>
<td>Refer to TSA-040504-007 re: incidence of CAPPS II profiling</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>5/14/04: Rec'd in TCC...assigned to AT for &quot;no-fly&quot; processing....KG</td>
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<td><em><strong><strong><strong>Refer to TSA040512-003, TSA040512-003 AND TSA040504-007</strong></strong></strong></em>*</td>
</tr>
<tr>
<td>17-May-2004</td>
<td>846852</td>
<td>No-Fly</td>
<td>Concern regarding name being on the &quot;no-fly&quot; list</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>5/14/04: Rec'd in TCC...assigned to SW for &quot;no-fly&quot; processing....KG</td>
</tr>
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</table>
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.
You have received this email from the TSA website Customer Service.

Name:

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

Name:

Category:
Security Issues - All Other Security Issues

Message:

On Saturday May 8, 2004, I departed DIA on Frontier flight 0083(?) to Xxtapa 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 (b) (c)
You have received this email from the TSA website Customer Service.

Name:

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:

Date and Time of message: 05/19/2004 11:26:06 PM
<table>
<thead>
<tr>
<th>Date</th>
<th>Resolution</th>
<th>Customer Details</th>
<th>Incident Details</th>
</tr>
</thead>
</table>
| 21-May-2004| 855122     | No-Fly           | Consumer was stopped per No-Fly. Was told name was on No-Fly. Contacted with AWA Chairman's Office to have him 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.
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 and 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?
<table>
<thead>
<tr>
<th>Date</th>
<th>No.</th>
<th>Status</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-May-2004</td>
<td>858028</td>
<td>No-Fly</td>
<td>Constituent concerned that he and his son are on a &quot;no-fly&quot; list.</td>
<td>Rec'd in TCC..assigned to AT for &quot;no-fly&quot; processing...KG</td>
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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