

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

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1520.5(b)(9)(i)

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

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

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

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

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

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

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

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

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30-Apr-2004

820306

No-Fly

Re: Selectee List
Removal

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

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

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

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

[REDACTED]

[REDACTED]

[REDACTED]

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

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

To: [REDACTED]

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

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Subject: Re: Selectee List Removal

Thank you for your email message.

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

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

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

 In addition, please note that the airlines

1520.5(b)(9)(ii)

will not give a boarding pass to individuals who are on the No-Fly List.
Therefore, if you have a boarding pass, you are not on the No-Fly List.

TSA Contact Center

30-Apr-2004

821162

General Contact
Information

General Question

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

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

Boarding Pass and Photo ID Required To Get to Your Gate

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

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

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

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