

Created On	Inquiry No.	Subject	Summary	Notes
10-Nov-2003	616770	Inappropriate Screening	pilot stated that a screener beeped going through security, wants to know why	Pilot who works for US Air stated he was going through checkpoint where he beeped. As he proceed to removed various articles of clothing, a TSA screener went through checkpoint and beeped as well. The pilot asked the screener why didn't he have to be screened and screener told him that TSA employees are prescreened. He is not satisfied with that answer and wants CSM in Pittsburgh to contact him on this issue.
17-Nov-2003	624158	Regulatory Questions	Color coding system to separate passengers is a violation of privacy	12/29/03: Spoke with Scott Houston in OCC about the response that ONRA gave us. He hasn't been able to verify that TSA uses a color code system. Only that some airports issue an [REDACTED] Scott is rewriting the letter and will send it back to me w/in a few days.-SW
19-Nov-2003	626814	No-Fly	Unhappy with response from TSA Contact Center regarding names on No Fly list.	11/18/03: Rec'd in TCC 11/10/03. 11/17/03: Assigned to JTW.
24-Nov-2003	633288	No-Fly	Consumer stated he couldn't view the No Fly list	-
25-Nov-2003	633766	Random Searches	Complaint about additional screening due to "selectee" designation by airline...	11/13/03: Rec'd in TCC
04-Dec-2003	643972	No-Fly	Consumer called in to find out why there was an S on her ticket	Consumer asked why was there an S placed on her ticket. I advised her that it could have been random or that it could be that her name is similar to one on the No Fly list. She was content after I told her that if it happened again she can contact the office of the Ombudsman. She thanked me and then she hung up.
11-Dec-2003	651932	No-Fly	Delayed due to No Fly List. Wants name removed	1/9/04: Delivered and accepted by Virginia to handle as No-Fly. This now closed in TCC.-SW
19-Dec-2003	662278	No-Fly	Re delays he and his family face at checkin [REDACTED] because of his name	12/31/03: Spoke with Andrea re: Chris' comments. I am forwarding to Dawn for her review. We're not sure this constituent provided enough info to elevate this to a No Fly.-SW
21-Dec-2003	664528	Discrimination	Secondary screening selectee	1/2/04: Forwarded to Virginia for action.-SW

1520.5(b)(9)(ii)

1520.5(b)(9)(i)

22-Dec-2003	665558	Airline Issues	Complaint about being a "selectee" and always subject to addl screening...	1/5/04: Forwarded to CMondak for review. RR
22-Dec-2003	665598	No-Fly	Upset that son constantly encounters clearance delays when flying.....	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
01-Jan-2004	678146	General Contact Information	Concerns w/ Harrisburg, PA	<p>Customer says:</p> <p>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 said to me in a very beligerent manner, "WHAT did you say?" I was simply trying to be helpful and also to prevent him from ripping the pocket out of \$400 computer bag.</p>
12-Jan-2004	692398	Public Opinion	Consumer wants to no if her name is on a no-fly list w/o paying for her flight.	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.
12-Jan-2004	693072	No-Fly	Experiences delays obtaining boarding pass	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

13-Jan-2004	694460	No-Fly	Complaint regarding being profile 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 with 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] 1520.5(b)(9)(i) 1520.5(b)(8)(i)	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 do she have 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 constomer 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.	-

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1520.5(b)(9)(i)
1520.5(b)(8)(i)

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27-Jan-2004 708186

Pat Down - Same
Sex

Scheduling Manager of
PWM (Portland in Maine)
called reporting a
complaint

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

From: Hodel, Janine
Sent: Wednesday, February 11, 2004 8:42 AM
To: Holmes, Tane <CTR>
Cc: Dyer, Robert; Hodel, Janine
Subject: RE: [REDACTED] Complaint

Tane,

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

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

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

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Enclosed is a drafted proposed response to use in responding to Ms. [REDACTED] 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.

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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