

TSA ADHOC Query Results

MsgID: 100101182620091231
CustName: [REDACTED] b6
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/31/2009 5:16:42 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging scanner (he believes the scanner may cause cancer)
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Also advised concerns would ne noted.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Also advised concerns would ne noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED] b6
ClosedDateTime: 12/31/2009 5:17:33 PM
RecelvedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 12/31/2009 5:16:42 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller believes the machine has too much radiation and may cause cancer.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100102883520100104

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

b6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/4/2010 1:13:32 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller has questions and concerns about Whole Body Imaging, Millimeter wave or Backscatter technology.,
ResolutionSummary: Advised caller that the Whole Body Imaging system only takes dimensional images of ones body and the backscatter produces a puff of air but the passenger can file a Civil Rights complaint or they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller that the Whole Body Imaging system only takes dimensional images of ones body and the backscatter produces a puff of air but the passenger can file a Civil Rights complaint or they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Advised caller that the Whole Body imaging system only takes dimensional images of ones body and the backscatter produces a puff of air but the passenger can file a Civil Rights complaint or they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Civil Rights- Perceived Racial Profiling,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/4/2010 1:30:41 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

b6

Airline:

Incident_Date: 1/4/2010 1:13:00 PM

Contact_Date: 1/4/2010 1:13:32 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

b6

AdditionalNotes: Caller states that she calling on behalf of a patient who flew from Isreal and was screened at LAX airport by the Whole Body Imaging, Millimeter wave or Backscatter technology which gave an allegeric reaction on the passengers skin. Caller states that the passenger may not want to file a Civil Rights Complaint.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100103559420100105

CustName: [REDACTED] *bb*

CustAdd:

EmailAddress:

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/5/2010 11:07:53 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller wants to voice his opinion in regards to the body scanners within the airport. Caller stated that the american people are to stupid to realize that the whole body scanners are more so a danger to passengers. Caller stated that these are x-ray machines that are damaging to the human race. Caller stated that he would rather persons be profiled and go through additional screening then to be required to go through the whole body imaging machine. Caller feels as though the american people are being harassed.

ResolutionSummary: Advised caller that his information will be noted. Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller that his information will be noted. Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED] *bb*

NTUser: [REDACTED]

ClosedDateTime: 1/5/2010 11:05:09 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/5/2010 11:07:53 AM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

AdditionalNotes: Caller declined to provide call back number

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100104891620100106
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/6/2010 8:48:54 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has questions and concerns about Whole Body Imaging, Millimeter wave or Backscatter technology Caller stated tha the full body scanners are extremely invasive and have to much radiation. Caller asked about an alternative method for screening. Caller then asked about the pat down process, for instance, if they will touch the genitals or chest area of a woman. ResolutionSummary: Caller was advised that it does ivlove a full body pat down. Caller began to curse and restate that he wantd to know if it included his geitals and his wife chest area being felt. Caller was then transferred to supervisor, [REDACTED] Supervisor then advised that thwy will use a wand to perform along with the pat down and reinerated the secondary screening process.

b6

ResolutionSummary_Extended: Caller was advised that It does ivlove a full body pat down. Caller began to curse and restate that he wantd to know if it included his geltals and his wife chest area being felt. Caller was then transferred to supervisor, [REDACTED] Supervisor then advised that thwy will use a wand to perform along with the pat down and reinerated the secondary screening process.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Airline- Check In/Regulations,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/6/2010 8:49:11 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended: American Airlines ^a,

b6

Airline: American Airlines ^a
Incident_Date:
Contact_Date: 1/6/2010 8:48:54 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller asked how early should passengers arrive at airport, Advised caller to arrive 2-3 hours prior to flight departure,
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100104957920100107
CustName: [REDACTED] *bo*
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/7/2010 12:00:16 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: [REDACTED] stated that he went through the body image machine and his blood pressure went up and felt dizzy.
ResolutionSummary: Advised caller the body image has been tested and is safe, however if he feels that the machine caused him health problems he can file a claim with TSA for injury.
ResolutionSummary_Extended: Advised caller the body image has been tested and is safe, however if he feels that the machine caused him health problems he can file a claim with TSA for injury.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: ABQ
NTUser: [REDACTED] *bo*
ClosedDateTime: 1/7/2010 12:11:02 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ABQ Albuquerque, NM, USA - Albuquerque International Airport,
Airline_Extended: Southwest Airlines,

Airline: Southwest Airlines
Incident_Date: 1/6/2010 6:00:00 PM
Contact_Date: 1/7/2010 12:00:16 AM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED] *bo*

AdditionalNotes: Walked caller through TSA web to search for the body image information. Claim: Told caller to make copies of: Boarding pass stub Purchase receipt or estimate When the claim form is sent caller will received an acknowledgment letter within 2-3 weeks with a claim number. In case caller wants to check status.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100106180120100108
CustName: Mr. unknown unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/8/2010 5:23:48 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to get information on the screening technology. Caller was curious to know if TSA is aware that the waves of radiation tears apart the DNA. Caller said he received an email from a scientific rsearch company advising that the waves of radiation unzlp strands in the DNA. Caller also asked if there is an alternative way of screening.
ResolutionSummary: Advised caller that the information has been documented and forwarded to the appropriate department.
ResolutionSummary_Extended: Advised caller that the information has been documented and forwarded to the appropriate department.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/8/2010 5:33:21 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/8/2010 5:23:48 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: No contact information was given.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109924620100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:43:37 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express his concerns about the scanning process. Caller stated that the machine is a violation of his rights and privacy and that the machine has significant health issues. The flight crew should fly armed with FAMS. Caller also mentioned that the Obama admin. should be more proactive instead of a knee-jerk reaction. He further mentioned that the bathroom times should be monitored, and that he would like to have his concerns documented.

ResolutionSummary: Advised caller his concerns have been recorded.

ResolutionSummary_Extended: Advised caller his concerns have been recorded.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:52:07 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:43:37 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110024020100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:22:23 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller said that he is against the new full body image scanners at the airport. Caller feels its a violation of privacy and a risk to our health because it subject people to x-ray radiation. Caller also asked about his custom made ski boots. Caller also asked about the luggage size.

ResolutionSummary: Advsiel caller that his comment is taken and that he could also send a comment or concern through our website at TSA.gov

ResolutionSummary_Extended: Advsiel caller that his comment is taken and that he could also send a comment or concern through our website at TSA.gov

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Allowance of Acceptable Items-Permitted/Prohibited, Airlines- Baggage Size Req.,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:23:16 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended: United Airlines a,

b6

Airline: United Airlines a
Incident_Date:
Contact_Date: 1/15/2010 2:22:23 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Refused to leave call back number. Also infirmed caller about the new screening machines at the airports. Advised caller to contact airline carrier regarding size and weight restrictions for luggage. Provided caller to contact airline carrier.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110183520100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 5:19:07 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging because she is pregnant.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 5:19:36 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bb

Airline:
Incident_Date:
Contact_Date: 1/15/2010 5:19:07 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110675320100117
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 5:04:43 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging, Millimeter wave or Backscatter technology, feels that radiation will affect passengers and will show nude photos of passenger. Caller just wants his concern heard.

ResolutionSummary: Advised caller his call will be documented

ResolutionSummary_Extended: Advised caller his call will be documented

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 5:07:10 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date: 1/17/2010 5:04:00 AM
Contact_Date: 1/17/2010 5:04:43 AM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes: Caller did not give a name or number
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300151129920090929
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 9/29/2009 1:28:12 PM
FromDateTime:
Flag:
Status: CLOSED

b6

Consumer_Issue: Caller asked about the affects of the whole body imaging machine because she is pregnant was told to go through the imaging machine,
ResolutionSummary: Advised caller in the future to make the screeners aware she is pregnant and she will experience a pat down or wandering but advised her suggestions and concerns are noted.
ResolutionSummary_Extended: Advised caller in the future to make the screeners aware she is pregnant and she will experience a pat down or wandering but advised her suggestions and concerns are noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 9/29/2009 1:38:39 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 9/29/2009 1:28:12 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

b6

AdditionalNotes: Caller stated she went through the metal detector and sounded the alarm at which point the TSO told her to step into the Whole Body Imaging machine. Caller stated she was not told what the machine was and was just told to step through. Caller stated tyhat was unfair because she is 10 weeks pregnant and had she known what it was she would not have step through. Caller also mentioned she didnt advise the TSO she was pregnat becuae she didnt know what the machine was. Caller would like to suggest that the airport have signs located neat the imaging machine advising what it is because they are fairly new and no one is aware of it.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300180577120091124
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 11/24/2009 6:27:22 PM
FromDate: [REDACTED]
Flag:
Status: CLOSED

Consumer_Issue: Caller wants to report that her pregnant daughter in law was asked by a screener to go through full body scanner @ CVG.

ResolutionSummary: Advised caller a CSM complaint will be sent.

ResolutionSummary_Extended: Advised caller a CSM complaint will be sent. Advised caller a CSM can be sent. Advised a CSM can be sent.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: CVG
NTUser: [REDACTED]
ClosedDateTime: 11/24/2009 6:27:47 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
CSM_Flight: 8701

Airline: Air France ^a
Incident_Date: 11/24/2009 5:00:00 PM
Contact_Date: 11/24/2009 6:27:22 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: NOT APPLICABLE
CSM_Baggage_Tag_Number: Not Applicable

CSM_Terminal_Gate: Not Applicable
CSM_Check_In_Incident_Date_Time: 11/24/2009 5:00:00 PM

CSM_Description: [REDACTED] wants to report that her pregnant daughter in law was asked by a screener to go through a full body scanner @CVG. When she and her husband [REDACTED] came to the checkpoint, her husband informed the screeners that he had concerns about his wife going through the scanner. One screener advised [REDACTED] daughter in law that she should not go through the scanner and gave her the option of a pat down inspection. The screener went away and later another screener motioned for her to go through the scanner and she did. [REDACTED] would like a call back regarding this issue.

Return_Comment:
Airport_Extended: CVG Cincinnati, OH, USA - Greater Cincinnati Intl Airport, CDG Paris, France - Charles De Gaulle,
Airline_Extended: Air France ^a,

AdditionalNotes: Caller's son name is [REDACTED]
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300180649120090523
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/23/2009 10:50:57 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller asked if there was any alternative to the whole body imaging.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Sent a complaint to the CSM on her behalf.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Sent a complaint to the CSM on her behalf.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SLC
NTUser: [REDACTED]
ClosedDateTime: 5/23/2009 10:51:18 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:

Airline: Delta Air
Incident_Date: 5/23/2009 4:30:00 AM
Contact_Date: 5/23/2009 10:50:57 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: NOT APPLICABLE
CSM_Baggage_Tag_Number: Not Applicable

CSM_Flight: Not Applicable
CSM_Terminal_Gate: Not Applicable
CSM_Check_In_Incident_Date_Time: 5/23/2009 4:30:00 AM
CSM_Description: [REDACTED] speaking for her husband who flew this morning. He had to go through the whole body imaging and she is asking what alternative screening methods are. I informed her that the whole body imaging is optional and she stated that the entire line he was in was forced to go through. She is very concerned and repeatedly stated that he was being x-rayed and this will cause cancer. Please call her to speak about the whole body imaging and other screening procedures.

Return_Comment:
Airport_Extended: SLC Salt Lake City, UT, USA - Salt Lake City International Arpt,
Airline_Extended: Delta Air,

AdditionalNotes: Caller did not give a phone number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300199815120091229
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/29/2009 11:43:12 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has questions/concerns about Whole Body Imaging, Millimeter wave or Backscatter technology., for a pregnant women
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: RDU
NTUser: [REDACTED]
ClosedDateTime: 12/29/2009 11:43:50 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: RDU Raleigh/Durham, NC, USA - Raleigh Durham International Arpt,
Airline_Extended:

b6

Airline:
Incident_Date: 12/29/2009 11:42:00 PM
Contact_Date: 12/29/2009 11:43:12 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes: Advised caller that he can asked for a secondary screening
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 7427579

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress:

Telephone:

Fax:

b6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/5/2010 10:08:08 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller stated that she is 10 weeks pregnant was concerned about going through any whole body imaging machine due to radiation and the fear of harming the pregnancy.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, walk-thru metal detector at the airport screening checkpoint. Advised caller that she is not required to walk through the whole body imaging machine.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, walk-thru metal detector at the airport screening checkpoint. Advised caller that she is not required to walk through the whole body imaging machine.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/5/2010 10:08:10 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

b6

Airline:

Incident_Date: 1/5/2010 10:08:08 AM

Contact_Date: 1/5/2010 10:08:08 AM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

AdditionalNotes:

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 538658
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@verizon.net
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/8/2009 3:41:19 PM
FromDate: 10/7/2009 9:37:12 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Forward to CSM Response
ResolutionSummary_Extended: Forward to CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: JFK
NTUser: [REDACTED]
ClosedDateTime: 10/9/2009 2:37:14 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: JFK New York, NY, USA - John F Kennedy Intl Airport, MCO Orlando, FL, USA - Orlando International Airport,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 10/9/2009 2:36:02 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Forward response to JFK and MCO CSMs
MsgSubject: Re: Customer complaint - CastScope

MsgBody: This reply is a simply a statement of policy. You have not addressed a single one of my concerns. You say whole body screening is voluntary. I did not volunteer. I was forced to undergo this screening against my clearly stated objections. [REDACTED]
----- Original Message ----- From: TSA-ContactCenter <mailto:TSA-ContactCenter@dhs.gov> To: [REDACTED]@verizon.net
Sent: Friday, October 02, 2009 10:32 AM Subject: Re: Customer complaint - CastScope <<#382504-495202#>> Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the

TSA ADHOC Query Results

traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. You may wish to submit future feedback to the TSA Blog, "Evolution of Security," which can be found at www.tsa.gov/blog. The purpose of this blog is to facilitate an ongoing dialogue on innovations in security, technology, and the checkpoint screening process. We encourage you to visit our website at www.tsa.gov <<http://www.tsa.gov>> for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: [REDACTED] <[REDACTED]@verizon.net> Received: 9/29/09 1:24:57 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: Customer complaint - CastScope On 9/24/2009 I flew on JetBlue Airways from JFK to Orlando, returning from Orlando to JFK on 9/26/2009. I am an amputee and fly frequently, however I have never been subjected to the indignity or rudeness of your personnel operating the CastScope. I understand the need to ensure the safety of passengers and also for thorough inspections, but the CastScope is a humiliating experience. At JFK I questioned the level of radiation and number of scans. I also asked for the protection of a lead apron. The response was "either take the scan or be escorted from the building". At Orlando it was no better, except the process took much longer (about 20 minutes) and the private screening room was unbearably hot. I have names, times, gate numbers, etc. The bottom line is that you have made this inspection mandatory without giving any reasonable assurances to consumers. It might be helpful to have an official explanatory leaflet detailing the levels of radiation, rather than poorly trained personnel with no compassion or understanding of medical issues. Unfortunately, commercial air travel today has become a miserable experience, but better training and education of CastScope operators might perhaps make it less so. [REDACTED] TCC Control Number: -----

<<#382504-495202#>>

b6
b6

TSA ADHOC Query Results

MsgID: 549277
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].org
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 11/1/2009 11:59:37 AM
FromDateTime: 10/31/2009 9:20:57 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 11/2/2009 12:12:45 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 11/2/2009 12:11:45 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

----- Remote Client [REDACTED] Date

b2

Time: 10/31/2009 10:20:57 PM
----- Name: [REDACTED] Email: [REDACTED].org
Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: About a year ago I was put thru the millimeter wave machine randomly for screening before I was told what it was... it concerns me now that the device rips DNA apart. Your people should post warnings about this since you do HAVE a choice and I didn't know till it was too late. I already have health problems I just don't want them complicated more by usage of a machine that can destroy/unzip double strand DNA

b6

TSA ADHOC Query Results

MsgID: 576116
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]hotmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/29/2009 7:40:33 PM
FromDateTime: 12/29/2009 3:53:01 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Screening-Millimeter Wave Portal
ResolutionSummary_Extended: Screening-Millimeter Wave Portal,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/5/2010 12:11:59 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/5/2010 12:08:35 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Edited response as needed.
MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----
----- Remote Client IP: [REDACTED] Date Time: 12/29/2009 3:53:01 PM -----

b2

----- Security IssuesAll Other Security Issues Name: [REDACTED] Email: [REDACTED]hotmail.com Message:I
wanted to discuss a problem with this new body scan at airports are going to cause. Radiation is number one. The public wants to know how much radiation and how much is to much. Also in the medical field you must have a Dr. perscription for the x-ray. And a certified Radiologist must read it. And a radiology technologist trained in radiation of patients must perform the X-ray. You are going to have alot of hoopla to contend with. I work in a radiology career field and I do not want to be exposed more then I have to. Also there has to be alot of radiation protection and safety measures taken in consideration. What is good for the

b6

TSA ADHOC Query Results

medical field is good for the Transportation Security Administration

TSA ADHOC Query Results

MsgID: 577509
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 12/31/2009 3:51:09 PM
FromDate: 12/31/2009 7:55:10 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/6/2010 4:11:36 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/6/2010 4:10:41 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

b6

----- Remote Client IP: [REDACTED] Date

b2

----- Name [REDACTED] Email: [REDACTED].com
Complaints: My Complaint is Not Listed Here Flight Info
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: Generally the TSA security and screening personnel do a credible job but I believe that full body scans which are in fact X-Rays, can cause cancer. The Federal Government admitted so in the "Biological Effects of Ionizing Radiation (BEIR) VII," report. Thus the TSA cannot dispute this. Therefore I object to any full body scan and will not subject myself to one. As I allow extra time when going to an airport for security screening I will only allow a body pat down or even grant a request to open or remove clothing, but not an X-Ray body scan

TSA ADHOC Query Results

MsgID: 577940
CustName: [REDACTED] Unknown
CustAdd:
EmailAddress: [REDACTED]hotmail.com
Telephone:
Fax:

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/1/2010 4:17:38 PM
FromDateTime: 12/31/2009 8:25:17 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/7/2010 3:40:35 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bc

Airline:
Incident_Date:
Contact_Date: 1/7/2010 3:39:44 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Full body Scans

MsgBody: Dear Sir/Madam, I strongly oppose being subjected to a full body scan by ionic radiation. It has been demonstrated that the rate of breast cancer has increased by 328% since the introduction of the mammogram. http://www.naturalnews.com/010886_cancer_brst_cancer_mammography.html And mammograms occur only once a year. If one were to travel more than once a year, then the rates of cancer could increase. The health implications of this machine have not been tested and just like big tobacco, the government could potentially see a large law suit on it's hands. Please reconsider the choice of equipment used to protect this country. Please think of the health of those you love travelling home for the holidays as this choice is made.

Wishing you a Happy New Year, [REDACTED] Hotmail: Trusted email with Microsoft's powerful SPAM protection. Sign up now. <http://clk.atdmt.com/GBL/go/177141664/direct/01/> Hotmail: Trusted email with powerful SPAM protection. Sign up now. <http://clk.atdmt.com/GBL/go/177141665/direct/01/>

bb

TSA ADHOC Query Results

MsgID: 578442
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]verizon.net
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/2/2010 11:14:54 AM
FromDateTime: 1/2/2010 6:45:10 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/8/2010 11:40:30 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/8/2010 11:39:56 AM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

b2

Time: 1/2/2010 6:45:10 AM -----

Remote Client IP: [REDACTED] Date

----- Subject: Suggestions Name: [REDACTED] Email: [REDACTED]@verizon.net Comments: Dear Sirs, I applaud your efforts in keeping the traveling public safe; however I am concerned about the use of full body scanners. I believe that the radiation exposure is harmful. I would not consent to go through such a scanner because of the radiation dangers. As an alternative, I would consent to a physical strip search to avoid the harmful radiation. I suggest you offer this alternative to those of us who do not want the extra radiation exposure. I realize that flying exposes one to high levels of radiation in itself, but why add to the radiation risks by going through these scanners? Sincerely yours, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 585429
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@aol.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/11/2010 12:40:20 PM
FromDateTime: 1/11/2010 9:09:23 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 11:31:43 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/13/2010 11:31:22 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: RE: NO naked body airport scanners for air travellers
MsgBody: Hi, I am urging you to not implement or use the new naked body scanners at U.S. airports b/c they violate my privacy and also would expose all travellers such as myself to excessive lethal dosages of gamma rays. And they cannot detect plastic explosives on possible suspects; therefore, I am requesting that these new highly invasive body scanners be shelved and not be used on air travellers. Thank you. yours truly, [REDACTED] US Navy

b6

TSA ADHOC Query Results

MsgID: 587047
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 1/13/2010 12:55:10 PM
FromDateTime: 1/12/2010 11:58:53 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 10:45:07 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/13/2010 10:43:26 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

b2

Time: 1/12/2010 11:58:53 PM Remote Client ID [REDACTED]

Name [REDACTED] Email: [REDACTED]@gmail.com Complaints: My Complaint is Not Listed Here Flight Info
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: Hello, I am EXTREMELY CONCERNED about the new
cancer-causing and DNA-damaging scanners that you have started installing at airports across the country, as discussed in this
article: <http://tinyurl.com/y9jst3d> How can I OPT OUT of being scanned by these scanners?! I do not mind being hand searched or
walking through the old X-Ray machines, but I do NOT WANT TO WALK THROUGH these new whole body imaging devices. How can I board
a plane but NOT walk through these terrible terrible devices? Thank you, [REDACTED]

b6

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TSA ADHOC Query Results

MsgID: 587284
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@hotmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 12:58:33 PM
FromDate: 1/13/2010 12:02:00 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: TLV
NTUser: [REDACTED]
ClosedDateTime: 1/14/2010 10:59:20 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TLV Tel Aviv Yafo, Israel - Ben-Gurion International,
Airline_Extended: Continental Airlines (present) ^a,

b6

Airline: Continental Airlines (present) ^a
Incident_Date:
Contact_Date: 1/14/2010 10:58:39 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

b2

Time: 1/13/2010 12:02:00 PM -----

Remote Client IP: [REDACTED] Date

Name: [REDACTED] Email: [REDACTED]@hotmail.com Complaints: My Complaint is Not Listed Here Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: [REDACTED] for a major carrier. I have concerns regarding the new body screening machines. The articles I have read indicate that there is a potential cancer risk for those who are exposed to these machines on a regular basis. (i.e. flight attendants, airport employees, as well as, frequent flyers). I am wondering how you are going to handle these issues? I am concerned about my health and do not want to be scanned on a regular basis due to radiation risks. I also love my job and do not want to give it up. I appreciate everything your are

b6

TSA ADHOC Query Results

attempting to do to keep flying safe. Just a thought.... I fly to Tel Aviv on a regular basis and am wondering if consulting with Israeli security to learn from them might be a good idea? Their security is top notch. One flight, we had a large amount of U.S. police officers that were in Israel to learn about deterring suicide bombers. I don't mean to tell you what to do. Would you kindly respond to my concern by e-mail? My address is [REDACTED]@hotmail.com Thank you and Best regards, [REDACTED]

bc

b6

TSA ADHOC Query Results

MsgID: 587581
CustName: w Unknown
CustAdd:
EmailAddress: [REDACTED]
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 7:22:45 PM
FromDateTime: 1/13/2010 6:14:36 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/14/2010 3:52:01 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/14/2010 3:51:42 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED] Date

b2

Time: 1/13/2010 6:14:36 PM

b6 Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Name:w Email: [REDACTED] Complaints:My Complaint is Not Listed Here Flight Info (If applicable).
Comments:It the USA persuis with the full body scan machine,and give no other option to check out passengers, i will not enter the USA, as the scans are NOT by research deemed safe, even though some one sais they are safe, they are too refined for the human body to handle without changes in the DNA structure

TSA ADHOC Query Results

MsgID: 587647

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/14/2010 11:34:17 AM

FromDateTime: 1/13/2010 12:03:57 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/14/2010 4:47:28 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/14/2010 4:18:37 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: danger of full body scanners

MsgBody: I am ALL for safety. BUT, I am very, deeply concerned about you using full body scanners. There is NO amount of radiation that is safe. And I do not want myself or anyone in my family to be exposed to any form of unnecessary radiation. Do you know that by using those scanners YOU will be responsible for the even more dramatic increase of cancer, that will eventually follow because those scanners will contribute to DNA damage?!? Can you live with that guild? Especially those who travel a lot for business are at high risk. Are you sure you want to make innocent children go through the pain of losing their father or mother because their job requires frequent travel? PLEASE don't do that! It's legalized murder. And that is wrong

TSA ADHOC Query Results

MsgID: 587723
CustName: ██████ Unknown
CustAdd: ██████
EmailAddress: ██████@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TafismaDateTime: 1/14/2010 11:35:23 AM
FromDate: 1/14/2010 12:25:54 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: ████████████████████
ClosedDateTime: 1/14/2010 5:04:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/14/2010 5:04:25 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: I think you misunderstood my email... I am not concerned about my privacy, I am concerned about the HEALTH-DAMAGING AND CANCER-CAUSING EFFECTS that these whole body imaging devices cause to humans. Are you saying that I may BYPASS the whole body imaging devices at the airport, and opt for a manual pat-down inspection instead? Thanks, ██████ From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> Date: Wed, 13 Jan 2010 22:45:24 -0500 To: ██████@gmail.com Subject: Re: TSA Contact Us: Complaints <<#425329-544534#>> Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens

b6

TSA ADHOC Query Results

against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at www.tsa.gov <<http://www.tsa.gov>> for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: [REDACTED]@gmail.com> Received: 1/13/10 12:55:09 PM EST To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

----- Remote Client IP: [REDACTED] Date Time: 1/12/2010 11:58:53 PM ----- Name: [REDACTED]

b6 [REDACTED] Email: [REDACTED]@gmail.com Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: Hello, I am EXTREMELY CONCERNED about the new cancer-causing and DNA-damaging scanners that you have started installing at airports across the country, as discussed in this article: <http://tinyurl.com/y9jst3d> How can I OPT OUT of being scanned by these scanners?! I do not mind being hand searched or walking through the old X-Ray machines, but I do NOT WANT TO WALK THROUGH these new whole body imaging devices. How can I board a plane but NOT walk through these terrible terrible devices? Thank you, [REDACTED]----- TCC Control Number: ----- >

b6

TSA ADHOC Query Results

MsgID: 587882
CustName: [REDACTED]
CustAdd:
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/14/2010 11:47:21 AM
FromDate: 1/14/2010 10:34:42 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/14/2010 11:15:05 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/14/2010 11:14:05 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----
----- Remote Client IP: [REDACTED] Date
Time: 1/14/2010 10:34:42 AM -----

b2

----- Name: [REDACTED] Email: [REDACTED]@gmail.com Complaints:Inappropriate Screening/Pat
Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:I am most concerned by
the pending implementation of full body scanners by the TSA. Not only is there the fact that it would be like stripping naked
before strangers, but worse, the unknown impact on the health of millions of people all over the world. These machines have been
reported to alter the human DNA, and the frequency of radiation emitted, is more severe than that of cell phones, for one.
Cancer is increasing globally, and yet we cast caution to the wind when taking decisions that can expose so many innocent people

b6

TSA ADHOC Query Results

to damaging effects, and that to perhaps catch the few that have ill intent. There must be another way. At least, let's make certain of the potential dangers before deciding to implement this decision as compulsory to all

TSA ADHOC Query Results

MsgID: 588847
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:55:19 PM
FromDate: 1/15/2010 12:36:24 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/18/2010 11:49:57 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/18/2010 11:49:33 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Objection to TSA Plan to Utilize Full Body Scans for Airline Passengers

MsgBody: Dear TSA Representative, As a frequent air traveler here in the U.S. I must strongly oppose your plan to implement the use of full body scanners in the interest of safety. Besides being an intrusion of privacy and having the potential for serious misuse by your employees, there is too little scientific data on what the long term effects from these scans might be for an individual's health. Even the current baggage scanners have the potential to disrupt DNA in humans, so I'm sure that scans developed for people could end up causing much greater damage. But my primary objection is this unnecessary invasion of privacy. I don't think you will make anyone safer by scanning children and grandmothers, much less myself. As [REDACTED]

b6

[REDACTED]
explained, "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll

TSA ADHOC Query Results

say it again, if the feds had not stripped us of our natural rights to keep ourselves safe-by keeping and bearing arms-9/11 would never have happened." Please register my comment in your database as a vehement "No!" to TSA's push to adopt these scanners. Thank you, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 590391
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] B6
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:16:40 PM
FromDate: 1/16/2010 7:40:02 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED] B6
ClosedDateTime: 1/20/2010 3:24:42 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:24:10 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: full body scans

MsgBody: please do not scan elderly men, women and small children with these scanners. exposure effects have not been established on children yet and unnecessary exposure is a potential catastrophe-waiting-to-happen to them. as for the elderly, a physical exam will suffice. thank you

TSA ADHOC Query Results

MsgID: 590424

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *PSB*

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:07 PM

FromDateTime: 1/16/2010 8:58:43 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 9:48:13 AM

ReceivedDateTime:

To_TSOC: [REDACTED] *PSB*

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 9:47:52 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Gonna Boycott You.

MsgBody: your cancer causing machines arent going to help bring any security to this country, when you cant even get the peoples bags on the proper planes. at what point are your airline companles gonna step up and do something for the american person. instead of taking something away. next you will charge to scan and increase odds of cancer, so that very person can be considered safe? so where are you gonna be when we are going seventy miles an hour down the highway next to a 18 wheeler, to keep us safe? or when we are on a ocean liner that is traveling through icebergs? the fact is if the border is wide open, you are wasting your time taking away our freedoms in the name of freedom. you eventually wont have anyone flying your airlines. Not that you would seem interested in that at all ever since 9/11. We see whats going on, how long do you think people are going to buy this scam? as long as people are out there informing other people on your plan, and what you ACTUALLY are doing, we will keep people aware. so when the straw finally breaks the camels back, every single one of us will remember you people and what

TSA ADHOC Query Results

you were up to, so remember we have the numbers when you continue this tyrannical implimentation you are engaging in!

TSA ADHOC Query Results

MsgID: 590824
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] (b)
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 2:23:08 PM
FromDate: 1/17/2010 7:49:30 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/21/2010 2:36:32 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/21/2010 2:35:58 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Merged two or more responses.

MsgSubject: full body scanners

MsgBody: To Whom It May Concern, I am writing to air the indignation and frustration that my entire family and myself feels after learning of your decision to install those body scanners in airports. What makes you people believe that seeing and recording citizens' naked bodies (including elderly and children) is going to keep everybody safer? That is only one concern, there are other issues such as, health issues that should alarm any one who cares; receiving radiation on your full body regularly is not a very smart thing to do. Haven't you heard that radiation causes cancer? Really, what are you guys thinking. Is this all about the money and control (at \$150,000 per machine)? Well, I assume it has to be because it is everything but our safety you seem to be interested in. I really hope people wake up and say "enough with all this nonsense hysteria" Every person who cares about his or her rights should stop flying and using international flights for the shipment of their products until these issues are resolved. Perhaps that will solve the problem; if only terrorists fly, it will make it so much easier for you to do your "job".

TSA ADHOC Query Results

P.S. You are aware that Congress has already voted against a bill concerning the use of these types of security measures, and that as an instrumentality of the federal government your agency is obligated to uphold our National Bill of Rights (unlawful search and seizures), correct?

TSA ADHOC Query Results

MsgID: 590863
CustName: unknown unknown
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax:

HoldDateTime: 1/21/2010 2:26:52 PM
ProcessedDateTime:
TalismaDateTime: 1/18/2010 2:23:58 PM
FromDateTime: 1/17/2010 9:16:28 PM
Flag:
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only
ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/21/2010 2:25:46 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: BODY SCANNERS

MsgBody: I AM PLANNING A FLIGHT TO SOUTH AMERICA FROM TAMPA. WILL I BE REQUIRED TO USE A BODY SCANNER AT THE TAMPA AIRPORT . WHEN I ARRIVE BACK STOPPING OVER AT THE MIAMI AIRPORT? I BELIEVE THE TECHNOLOGY IS HARMFUL TO MY HEALTH AND I DO NOT AGREE IT... DO PASSENGERS HAVE A CHOICE OF A PATDOWN. THAT WILL BE THE ONLY ACCEPTABLE WAY TO FLY WITHOUT MY RIGHTS BEING ABUSED. WOULD APPRECIATE A REPLY. THANK YOU

TSA ADHOC Query Results

MsgID: 590935

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:25:48 PM

FromDate: 1/18/2010 12:43:57 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 3:23:14 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/21/2010 3:21:37 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Invasion of American citizens rights- Full Body Scans

MsgBody: To Whom It May Concern: I would think that the USA should have more qualified TSA personnel to monitor / profile the type of individuals that would potentially want to harm us. Full Body Scans create additional & unnecessary radiation exposure to anyone who flies as well as a major financial burden on the United States & it's citizens. If the Israeli's can have safe airports w/o the invasion of everyone's privacy, then one would think America should be smart enough to figure a less reactionary method to keep us safe. Remember the shoe bomber- again reactionary. Thank you. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 591666

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] B4

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:16:19 PM

FromDate: 1/18/2010 11:40:30 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:

NTUser: [REDACTED] B6

ClosedDateTime: 1/22/2010 2:48:15 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:47:54 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: full body scans

MsgBody: Hello, I'm writing to state my opposition to full body scans. Not only for the fact that they can be revealing and an invasion of privacy but also because the radio waves/radiation that they emit has not been proven safe. The magnetic scanning is enough already. How many more freedoms will be required to give up "by force" just because we as business people or as common citizens need or want to travel. I know I already take trains when I can to avoid the hassle at the airport. I feel this is starting to cripple travel and slow business progress. Again, taking away freedoms by making us submit to useless testing/scanning is something I don't feel we should have to do just to travel. In today's world, post 9/11, people, average citizens, will come to the aid in preventing disasters. Planes will not be taken hostage, nor will the passengers sit idle if something were to occur. Times have changed and the TSA needs to back down on this issue or you'll cripple the already toppling travel industry. Thank you, [REDACTED] Hotmail: Trusted email with Microsoft's powerful SPAM protection.

B6

TSA ADHOC Query Results

Sign up now. <



Page

TSA ADHOC Query Results

MsgID: 593614
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/21/2010 7:43:42 PM
FromDate: 1/21/2010 6:58:58 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/24/2010 2:54:40 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/24/2010 2:53:15 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

----- Remote Client [REDACTED] -----
1/21/2010 6:58:58 PM --- [REDACTED]
----- Name: [REDACTED] -----
Complaints: My Complaint is Not Listed Here Flight Info
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: I object to the use of full body scanners to be used in airports/public buildings. These devices are a blatant violation of my privacy and as an american citizen I will refuse to fly or enter buildings with such devices. It is a health concern as well as these machines use harmful radiation that could cause cancer particularly in frequent users. Just because one crazy man was trying to blow his junk to hell doesn't mean that we all are. Please recognize that this is one more inconvenience with no perceptible security increase

B2

TSL

TSA ADHOC Query Results

MsgID: 593621

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

BC

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 7:43:46 PM

FromDate: 1/21/2010 7:07:05 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/25/2010 1:32:15 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

BC

Airline:

Incident_Date:

Contact_Date: 1/25/2010 1:30:43 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Re: full body imaging

MsgBody: Your reply mention nothing about full-body imaging which is what my letter was about. WE feel this is an intrusion on our privacy, and also unnecessary exposure which the AMA has mentioned in reports as a possible cancer-causing risk. Please read the short letter I wrote! [REDACTED] Thank you for your email message concerning your questions about > traveling with

medications. > > > TSA encourages passengers to ensure medications are in their original > packaging, with professionally printed labels or pharmaceutical > labels. This is a recommendation to assist travelers with the > screening process; however, this is not a requirement. > > > You should always notify your air carrier of any special needs before > you arrive at the airport and request their assistance with these > needs. This should include any assistance you will need with > connecting flights. You can report problems encountered while > traveling by calling the TSA Contact Center, toll free at > 1-866-289-9673. > > > For your convenience we are including information from our website > about traveling with medications. We hope this

BC

TSA ADHOC Query Results

information is helpful. > > · The limit of one carry-on and one personal item (purse > briefcase or computer case) does not apply to medical supplies, > equipment, mobility aids, and/or assistive devices carried by and/or > used by a person with a disability. > > · If you have medical documentation regarding your medical > condition or disability, you can present this information to the > screener to help inform him of your situation. This documentation is > not required and will not exempt you from the security screening process. > > · Pack your medications in a separate pouch/bag to facilitate > the inspection process. Ensure that containers holding medications > are not too densely filled, and that all medication is clearly > identified. Large amounts of medications that are not for immediate > use should be put in checked baggage. > > · Medications in daily dosage containers are allowed through > the checkpoint once they have been screened. > > · Any medication and/or associated supplies that cannot be > cleared visually must be submitted for x-ray screening. If you > refuse, you will not be permitted to carry your medications and > related supplies into the sterile area. > > · Medication and related supplies that are carried through a > checkpoint are normally x-rayed. However, as a customer service, TSA > now allows you the option of requesting a visual inspection of your > medication and associated supplies. > > · You must request a visual inspection before the screening > process begins; otherwise your medications and supplies will undergo > x-ray inspection. > > · If you would like to take advantage of this option, please > have your medication and associated supplies separated from your other > property and in a separate pouch/bag when you approach the screener at > the walk-through metal detector. Request the visual inspection and > hand your medication bag to the screener. > > · In order to prevent contamination or damage to medication and > associated supplies and/or fragile medical materials, you will be > asked at the security checkpoint to display, handle, and repack your > own medication and associated supplies during the visual inspection. > > > Please visit our website at www.tsa.gov <<http://www.tsa.gov>> for > additional information about TSA. We continue to add new information > and encourage you to check the website frequently for updated > information. > > > TSA Contact Center > > > > Thank you for your e-mail. > > > On August 10, 2006, British authorities arrested a number of > extremists engaged in a plot to destroy multiple passenger aircraft > flying from the United Kingdom to the United States. Currently, there > is no indication of plotting within the United States. We believe that > these arrests have significantly disrupted the threat, but we cannot > be sure that the threat has been entirely eliminated or the plot > completely thwarted. For that reason, the United States Government > has raised the Nation's threat level to High, or Orange, for all > commercial aviation operating in or destined for the United States. > > > TSA continues to allow laptop computers, cell phones, and other > electronic items as carry-on items. > > In addition to already prohibited items, due to the nature of the > threat revealed by the U.K. investigation, on August 10, 2006, TSA > banned all liquids, gels and aerosols at airport screening checkpoints > and carried onboard aircraft. This ban has now been modified. > > > There are two major changes: > > 1. Travelers may now carry through security checkpoints travel-size > toiletries (3 ounces or less) that fit comfortably in ONE, QUART-SIZE, > clear plastic, zip-top bag. > > 2. After clearing security, travelers can now bring beverages and > other items purchased in the secure boarding area on-board aircraft. > > > At the checkpoint, travelers will be asked to remove the zip-top bag > of liquids and place it on the conveyor belt. X-raying separately > will allow TSA security officers to more easily examine the declared > items. > > > In addition, amounts larger than 3 oz. of prescription liquid > medications, baby formula, breast milk, and diabetic glucose > treatments must be declared at the checkpoint for additional > screening. If the passenger fails to make this declaration, the item > will likely be removed barring extenuating circumstances. > > > Passengers should only carry-on medications that are required to be > available during their itinerary. This includes items like gel filled > freezer packs or non-prescription liquid or gel medications, such as > saline solution or KY-Jelly, required for medical necessity. > > > It is unlikely that additional changes in the liquid, aerosol and gel > policy will be made in the near future. > > This security regime will apply to all domestic and international > flights departing U.S. airports. Travelers should, however, check > with transportation security authorities in their country-of-origin > for information about security regimes at non-U.S. airports. > > > Travel tips to make TSA screening

TSA ADHOC Query Results

hassle-free: > > * De-clutter your carry-on bag. This lets our transportation > security officers get a clear, uncomplicated X-ray image of your > carry-on. > * When possible, keep packing liquids in checked baggage. You will > get through security faster. > * Limit quantities to what is needed for the duration of the flight. > * Items purchased in the secure boarding area for use on the > immediate flight. If you must leave the secure boarding area > and re-enter through the screening checkpoint, items exceeding 3 > ounces that are not in the zip-top bag will again be prohibited. > > The ban on liquids, aerosols and gels was implemented on August 10 > after a terrorist plot was foiled. Since then, experts from around > the government, including the FBI and our national labs, analyzed the > information we now have and conducted extensive explosives testing to > get a better understanding of this specific threat. These changes are > intended to enhance security and balance human needs because we have a > better understanding of the threat and security risks associated with > liquids, aerosols, and gels. > > > TSA will also be enhancing security measures throughout the airport > environment - more random screening of employees, additional canine > patrols, stronger air cargo security measures, more rigorous identity > verification, deploying more trained security officers in bomb > appraisal, and screening by observation technique. > > > With that said, every flying passenger has the responsibility to be > alert and report suspicious activity to authorities. TSA employees at > airports across the Nation are dedicated to the mission of protecting > aviation security - one of the fundamental freedoms in our Nation. > The American public should have confidence in, and patience with, our > highly trained security staff during this time of elevated threat. > > > Please visit our website at www.tsa.gov <<http://www.tsa.gov>> for > additional information about TSA. We continue to add new information > and encourage you to check the website frequently for updated > information. > > > Sincerely, > > > TSA Contact Center > > > --- Original Message --- > From: [REDACTED] > Received: 1/18/10 2:25:26 PM EST > To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> > Subject: full body imaging > > It is deplorable that TSA is pushing for full body scanning. 1--there > are medical reports surfacing through the AMA of the dangers of cancer > resulting from too much exposure to these x-rays, this might also > included security personnel. 2 -- There is the matter of privacy and > respect for the American people. We are being treating like criminals > and it must stop. [REDACTED] ----- TCC Control Number: ----- > <<#428655-548236#>>

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TSA ADHOC Query Results

MsgID: 593743

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/22/2010 1:15:51 PM

FromDate: 1/21/2010 11:49:03 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: TUL

NTUse: [REDACTED]

ClosedDateTime: 1/24/2010 1:24:08 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: TUL Tulsa, OK, USA - Tulsa International,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/24/2010 1:23:43 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Complaint About Full Body Scanners

MsgBody: Hello, I am a private citizen who recently flew out of Tulsa airport and noticed new large scanner devices. Luckily, there was one of the old style scanners still there and this is the one I passed through. After doing some research, I found out the large scanners are a new scanner being rolled out all over America and they are full body scanners that xray under your clothes like is done for luggage. I find this extremely offensive from a privacy, religious, and health standpoint. I do not want to have to enter these devices ever, and I need to fly for work purposes. I am outraged that the xray waves will be entering my body and compromising my health by making me more susceptible to terminal illnesses. I am also outraged that any security person will now be able to see my full naked body in surprising detail, breasts, genitalia, and all. In addition to all of the above, if that wasn't bad enough, I then found out that the cost of these devices is over ten times the cost for the old scanners. HOW CAN AMERICA AFFORD THAT? We can't. Any possible increase in our security (which would be ever so slight anyway) is

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grossly offset by the negative aspects I mentioned above, including the cost, and the fact that it will further slow things down for airport passengers is not acceptable. I refuse to be treated like a piece of luggage. We prevented the Dec. 25th attempted attack without these machines (same goes for the shoe bomber before we had to remove our shoes) and installing the full body scanners will do nothing because anyone who is attempting to hurt people is always one step ahead anyway (as has been proven with the attempted shoe bomber and now the underwear bomber). The fact that it MIGHT save some lives is NO REASON to install them, after all, cars and highways kill people every day and we don't shut down the roads, same with guns, knives, etc. etc. The nanny state must be stopped before we are all forced to be treated like infants and inmates. I am NOT going to submit to what amounts to a strip search in order to travel in this country. Although people argue that this doesn't violate our 4th amendment right to be free from unreasonable search (searches without probable cause) because air travel is voluntary, I disagree, especially for those who travel for work, and regardless, the Constitution protects the citizen's right to travel freely, particularly within our borders. I would like to know your response to my concerns. Thank you. Sincerely, [REDACTED]

BC

TSA ADHOC Query Results

MsgID: 589235

CustName: [REDACTED]

CustAddr: [REDACTED]

EmplAddress: [REDACTED]

Telephone

Fax

HoldDateTime: 1/18/2010 6:07:22 PM

ProcessedDateTime

TalismaDateTime: 1/15/2010 6:00:18 PM

FromDateTime: 1/15/2010 2:15:49 PM

Flag

Status: ONHOLD

Consumer_Issue: ISSUE

ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only

ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime

ReceivedDateTime

To_TSOC

From_TSOC

Return_Comment

Airport_Extended

Airline_Extended

Airline:

Incident_Date

Contact_Date: 1/18/2010 6:06:29 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CaseID:

AdditionalNotes:

MsgSubject: Questions

MsgBody: To Whom It May Concern: We have refused carcinogenic diagnostic x-rays for years. Now, our family feels threatened by TSA plans to attack our entire bodies with ionizing radiation. Scientific research acknowledges the dangers of "low level" radiation. We also feel threatened and horrified that we would be visually strip-searched if we choose to fly. I have questions: 1. Is there a way of being cleared with a complete FBI background check prior to flying so that airport security knows we are not a threat to anyone and, thereby, be able to avoid radiation? 2. If the passenger refuses radiation exposure, would the passenger receive a pat down or a body cavity search like a common criminal? 3. What occurs with a pat down procedure? I never thought we'd have to ask such questions in a FREE society. Perhaps TSA should focus on people of Muslim heritage instead of threatening decent Americans with a loss of constitutional rights and liberties. Thank you for the information. Sincerely,
[REDACTED]

TSA ADHOC Query Results

MsgID: 589624

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 8:05 17 PM

FromDateTime: 1/15/2010 5:23:07 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 1:26:46 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/19/2010 1:24:53 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: full body imaging

MsgBody: Dear TSA, I am concerned about the requirements for full-body imaging because of the HEALTH risks associated with the device. I avoid x-rays whenever possible, and now I am reading that the full body scanner uses waves that can damage DNA. As a frequent flyer, I am concerned about the CUMULATIVE effects this may have, especially on children or pregnant women. I would like the option to be available to request a "pat & frisk" type, instead of stepping into the body scan. Will this be possible? Will there be available agents trained to this? Sincerely [REDACTED]

P. G.

TSA ADHOC Query Results

MsgID: 590147

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:13:17 PM

FromDateTime: 1/16/2010 12:31:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:02:38 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:02:07 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes

MsgSubject:

MsgBody: Your so called Full-Body Scan sucks! I have had pancreatic cancer & do not need to be exposed to anymore radiation from xrays, USA is not China, NKorea, Cuba, Russia from the Cold War, Old Germany from WWII, or any other controlled country. It is a Free Country or suppose to be. Whatever happened to our Rights to bear arms & Freedom? We are NOT a police controlled country but a Free country! Give the power Back to the People & get it out of the Governments control. When President Obama produces his american born certified birth certificate than maybe I will believe that he is president & not a wannabe president. My belief in the american government has been broken. The government has taken so much away from the people like: Parent's Rights to disciplin their own children, Rights to bear arms, etc. As far as I knew Hitler & Stalin died but I am starting to wonder now. Don't get me wrong but I do believe that the USA can find a way to fix the problems but not the way the government is going now. Tax the Rich, Put a Freeze on Government wages for a long time, Impose Stiff Taxes for Companies that leave the Country for

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checkboxes, etc. Give the Airport Security back to the Private Sector & quit trying to be Big Brother with a Peeping Tom Attitude. That is Invasion of Privacy & if I had an attorney than I would be bringing TSA up on CSC Charges for the full Body Scans. I am totally against the full body scans. Thank You [REDACTED] <mailto: [REDACTED]>

PKC

TSA ADHOC Query Results

MsgID: 590332

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B36

B36

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:52 PM

FromDateTime: 1/16/2010 5:44:22 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 6:24:56 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B36

Airline:

Incident_Date:

Contact_Date: 1/20/2010 6:24:46 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: Dear Staff; NO to cancer causing body scans. I have a right to protect my health and you have no right to expose me to radiation. The Christmas bomber was put on the plane by unknown agent to cleared the way for the poor dupe. No body scan would have picked him up: he was shepherded around security. Stop the madness. Regards, [REDACTED]

B36