

TSA ADHOC Query Results

MsgID: 100101360320100101

CustName: [REDACTED] b6

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/1/2010 10:12:46 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller stated that she wasn't given an option not to go through the body scanner screening.

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: MIA

NTUser: [REDACTED] b6

ClosedDateTime: 1/1/2010 10:12:52 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

CSM_Flight: 1820

CSM_Terminal_Gate: Concourse J

CSM_Check_In_Incident_Date_Time: 12/31/2009 6:30:00 AM

CSM_Description: [REDACTED] stated that she wasn't given an option not to go through the body scanner screening. She was very upset because she felt like she was violated. I explained to [REDACTED] that she can request for a patdown inspection or opt to go through the metal detectors for future travel. She stated that she had no idea what the body scanning machine was for and they directed her to go inside. [REDACTED] would like for someone to give her a call immediately in regards to this incident. b6

She can be reached at [REDACTED]

Return_Comment:

Airport_Extended: MIA Miami, FL, USA - Miami International Airport, JFK New York, NY, USA - John F Kennedy Intl Airport,

Airline_Extended: Delta Air Lines ^a,

AdditionalNotes: Flight #1820 Concourse J. Advised caller that a message will be sent to the CSM at MIA informing them of this incident.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100102781620100104
CustName: [REDACTED] b6
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/4/2010 11:49:29 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wants to file a complaint because she had to go through the body scanning screening.
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. Advised caller that a message will be sent to the CSM in regards to this incident.
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. Advised caller that a message will be sent to the CSM in regards to this incident.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: DEN
NTUser: [REDACTED] b6
ClosedDateTime: 1/4/2010 11:49:32 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:

Airline: United Airlines a
Incident_Date: 1/4/2010 6:00:00 PM
Contact_Date: 1/4/2010 11:49:29 AM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED] b6
CSM_Baggage_Carryon_Or_Checked: CARRY ON
CSM_Baggage_Tag_Number: Not Applicable

CSM_Flight: Not Applicable
CSM_Terminal_Gate: Not Applicable
CSM_Check_In_Incident_Date_Time: 1/4/2010 6:00:00 PM
CSM_Description: [REDACTED] stated that she wasn't give an option not to go through the body scanning machine. She stated that she feels violated and she wanted to file a complaint. [REDACTED] also stated that the screeners told her the reason she had to go through the body scanning machine was because she had too many articles of clothing on. She wanted to inform someone of her terrible screening experience. b6

Return_Comment:
Airport_Extended: DEN Denver, CO, USA - Denver International,
Airline_Extended: United Airlines a,

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100107701920100111
CustName: [REDACTED] b6
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/11/2010 9:56:50 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to file a complaint about not being provided with the option of secondary screening vs. going through the Whole Body Imaging machine,
ResolutionSummary: Apologized to the caller and advised that a message will be sent to CSM.
ResolutionSummary_Extended: Apologized to the caller and advised that a message will be sent to CSM.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Discourteous- Rude Employee,

Airport: ORD
NTUser: [REDACTED] b6
ClosedDateTime: 1/11/2010 9:57:24 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
CSM_Flight: 4039
CSM_Terminal/Gate: Ter
CSM_Check_In_Incident Date Time: 1/11/2010 9:56:00 PM
CSM_Description: [REDACTED] was denied a pat-down inspection, from the Whole Body Imaging / Backscatter / Millimeter Wave, and would like to know why he was denied and would like a call back on this issue. Your assistance would be greatly appreciated. b6
Return_Comment:
Airport_Extended: ORD Chicago, IL, USA - O'hare International Airport,
Airline_Extended: American Airlines a,

Airline: American Airlines a
Incident_Date: 1/11/2010 9:56:00 PM
Contact_Date: 1/11/2010 9:56:50 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: CARRY ON
CSM_Baggage_Tag_Number: Not Applicable

b6
AdditionalNotes: Apologized to the caller and advised that a message will be sent to CSM. -----Original Message----- From: [REDACTED]@tsacc.sysintegration.com [mailto:[REDACTED]@tsacc.sysintegration.com] Sent: Monday, January 11, 2010 10:05 PM
To: CSM Complaints Subject: Complaint: [REDACTED] The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumer's issue. Brief Description: [REDACTED]
[REDACTED] was denied a pat-down inspection, and was forced to go through the Whole Body Imaging / Backscatter / Millimeter Wave. And he would like to know why he was denied and would like a call back on this issue. Your assistance would be greatly appreciated. Date of Incident: 1/11/2010 9:56:00 PM Customer Name: [REDACTED] Customer Contact Information: [REDACTED] b6
Airport: ORD Airline: American Airlines a Flight #: 4039 Terminal/Gate: Ter Check In/Incident Date/Time: 1/11/2010 9:56:00 PM
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109918020100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:36:49 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has oppositions about Whole Body Imaging, Millimeter wave or Backscatter technology and feels as though it is set up to not be optional and will ultimately be non-optional in the future.
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 12:38:00 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:36:49 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller declined to provide a call back number. Advised caller that his concern has been notated and advised caller that he can also express his concern at TSA blog on TSA.gov.
MsgSubject:
MsgBody:

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MsgID: 300159943220091016

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 10/16/2009 7:06:26 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller stated that his wife was forced to undergo screening in the backscatter device after requesting a pat down due to her being pregnant,

ResolutionSummary: Informed caller that travelers are given an option to undergo that screening from that device and informed him that a CSM will be sent out on his behalf concerning the incident,

ResolutionSummary_Extended: Informed caller that travelers are given an option to undergo that screening from that device and informed him that a CSM will be sent out on his behalf concerning the incident,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: BWI

NTUser: [REDACTED]

ClosedDateTime: 10/16/2009 7:22:42 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

CSM_Flight: 63

CSM_Terminal_Gate: A-5

CSM_Check_In_Incident Date Time: 10/16/2009 10:00:00 AM

CSM_Description: [REDACTED] stated that his wife was forced to undergo screening in the backscatter machine after requesting a pat down due to her being pregnant, [REDACTED] noted that his wife was told that she will have an option to endure that screening but instead TSA agents disregarded the fact that she requested a pat down due to her pregnancy and put her through the backscatter. [REDACTED] requested information concerning the situation so I informed him that a CSM Complaint will be sent out on his behalf, so that he can be contacted and informed of the screening options travelers are given.

Return_Comment:

Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,

Airline_Extended:

AdditionalNotes: Calling on behalf of his wife, Caller stated that his wife informed the screeners that she was pregnant but they insisted and forced her to get in the backscatter machine for a full body image,

MsgSubject:

MsgBody:

b6

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b6

TSA ADHOC Query Results

MsgID: 300162003220091021
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 10/21/2009 6:09:21 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller asked if he is obligated to pass through the body imaging scanner or if he is able to request a pat down and wand inspection.

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. Informed caller that body imaging is completely optional.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 10/21/2009 6:26:50 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 10/21/2009 6:09:21 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Caller did not provide a call back number. Caller stated that his wife was made to walk through the body imaging machine by screeners and was not given the option of another inspection. Caller stated that his wife stated that the screeners(male) seemed to have only women walk through the body imaging machine. Advised caller that I can send a message to the CSM @ the airport. Caller stated that he was unsure at what airport the incident occurred, and stated that he would allow his wife to call and file a complaint if she wished to do so.

MsgSubject:
MsgBody:

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MsgID: 300178808620090601
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TailismaDateTime: 6/1/2009 5:46:56 PM
FromDateTime:
Flag:
Status: CLOSED

b6
Consumer_Issue: Caller has complaints about Whole Body Imaging due to the fact that she was not given the option of a pat down and was subjected to the additional screening even though she did not set off the metal detector. She also feels as though the screener [REDACTED] was a pervert and did this for incorrect reasons due to the fact that only she and her girlfriend were subjected to this screening.

ResolutionSummary: Apologized to caller due to the fact that she was not given the option of a pat down and advised caller that I would forward her complaint over to the CSM whom oversees all screening operations at TPA.

ResolutionSummary_Extended: Apologized to caller due to the fact that she was not given the option of a pat down and advised caller that I would forward her complaint over to the CSM whom oversees all screening operations at TPA. Apologized to caller due to the fact that she was not given the option of a pat down and advised caller that I would forward her complaint over to the CSM whom oversees all screening operations at TPA.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: TPA
NTUser: [REDACTED]
ClosedDateTime: 6/1/2009 5:47:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
CSM_Flight: 128
CSM_Terminal_Gate: A-17
CSM_Check_In_Incident_Date_Time: 6/1/2009 5:25:00 PM

Airline: AirTran Airways
Incident_Date: 6/1/2009 5:25:00 PM
Contact_Date: 6/1/2009 5:46:56 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: NOT APPLICABLE
CSM_Baggage_Tag_Number: Not Applicable

b6
CSM_Description: [REDACTED] and her friend [REDACTED] have complaints about Whole Body Imaging due to the fact that she was not given the option of a pat down and was subjected to this additional screening even though she did not set off the metal detector. She also feels as though the screener [REDACTED] was a pervert and did this for incorrect reasons due to the fact that only she and her girlfriend were subjected to this screening.

Return_Comment:
Airport_Extended: TPA Tampa, FL, USA - Tampa International,
Airline_Extended: AirTran Airways,

AdditionalNotes:
MsgSubject:
MsgBody:

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MsgID: 451304
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 4/20/2009 8:06:15 PM
FromDateTime: 4/20/2009 9:32:53 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 4/27/2009 11:00:27 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended: United Airlines ^a,

b6

Airline: United Airlines ^a
Incident_Date:
Contact_Date:
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: - Placed the airport code for (BWI) into the Consumer Complaint BCC/CSM Response and BCC: ([REDACTED]@dhs.gov) the CSM of the (BWI) airport.

MsgSubject: FW: TSA Contact Us: Complaints
MsgBody: For your information. _____ From: [REDACTED] [mailto:[REDACTED].com] Sent: Saturday, April 18, 2009 10:22 AM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET
CONTACT US ----- Remote
Client IP: [REDACTED] Date Time: 4/18/2009 10:21:32 AM -----

b6

b2

Name: [REDACTED] Email: [REDACTED].com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): airport BWI United flight gate D11 4/18 9:30AM Comments: I just flew out of the BWI airport. I was screened with the metal detector and passed as I made sure I had no metal on me. I was then forced to be screened with your new Millimeter scanner even after I protested to the TSA agent. This is contrary to the policy on your website. I do not consent to being electronically stripped searched. This new system is exactly

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that. Why else do you not display the images right their, it's because it intrusive and is no different than having me strip to my skin. I have seen the images myself and even on TV they blurred the pictures. May I remind you: "The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized." What is next after this cavity searches? How will you justify that? Will it be ok if you do it randomly? How about if you cavity search everyone? Will that make it okay? I demand to be treated with respect and my privacy respected. I expect the policies on your website to be followed by your agents. I expect a explanation on this incident and apology. I will also like to know how to formally protest the use of this new machine

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MsgID: 452842

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED].net

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 4/23/2009 11:48:33 AM

FromDateTime: 4/21/2009 4:46:01 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Consumer Complaint BCC/CSM Response

ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

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

Airport: ABQ

NTUser: [REDACTED]

ClosedDateTime: 4/27/2009 4:16:57 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: ABQ Albuquerque, NM, USA - Albuquerque International Airport, DEN Denver, CO, USA - Denver International,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date:

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes: Placed the airport code for (ABQ) into the Consumer Complaint BCC/CSM Response and BCC: [REDACTED]

[REDACTED]@dhs.gov).the CSM of the (ABQ) airport.

MsgSubject: FW: Civil rights violation at Albuquerque

MsgBody: -----Original Message----- From: [REDACTED] [mailto:[REDACTED]@net] Sent: Sunday, April 19, 2009 3:42 PM To:

OCR-externalcompliance, tsa Subject: Civil rights violation at Albuquerque Dear Sir or Ma'am: On Friday, April 17, 2009 I was a passenger on Flight 338 from Albuquerque to Denver with a departure time of approximately 5:00 PM. The flight was delayed one hour and fifteen minutes and so departed at approximately 6:15 PM. I passed through the security checkpoint between 3:15 and 3:30 PM. After complying with all the regulations, I was directed to a camera that photographed my body through my clothes. I was clearly very upset at this procedure and objected, but was not given any alternative. I did not feel that this was in any way a security issue. I did not set off any red flags. I was just sent through the camera. I am so upset that I have developed a real fear of flying anywhere again. I feel as though I have been brutally violated. In talking about this, I have compared this to going to the authorities to escape a rapist, only to be raped by the authorities. I object to this treatment in the strongest

TSA ADHOC Query Results

b6

terms. I hope you will find a solution to spare us from such inhumane treatment in future. Sincerely,

[REDACTED]

[REDACTED]

TSA ADHOC Query Results

MsgID: 457612
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/4/2009 12:19:51 PM
FromDate: 5/3/2009 11:25:22 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: DEN
NTUser: [REDACTED]
ClosedDateTime: 5/5/2009 4:52:45 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: DEN Denver, CO, USA - Denver International,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/5/2009 4:46:44 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: FWD'd email to the CSM at DEN, [REDACTED]

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: So does that mean I will get a response from the CSM/FSD? Will they provide answers to the questions I asked? Based on what I have mentioned; did the screeners at DEN follow the TSA principles/processes? On Sun, May 3, 2009 at 1:26 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: Thank you for providing us with the name of the airport you traveled through. Because your complaint concerns the conduct of security screeners at DEN, we have forwarded a copy of your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport. The CSM/FSD is responsible for ensuring that the screener work force adheres to TSA principles for professional processing. Please understand that we monitor the number and nature of complaints TSA receives in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. If you need further information

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or assistance please let us know. TSA Contact Center --- Original Message --- From: [REDACTED] Received: 4/30/09 8:13:19 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: Re: TSA Contact Us: Complaints Thanks for your reply: It was at DIA (Denver); West side security; United Airlines Flight; Approx. 6:30pm on 4/24/09. Looking forward to getting these questions answered. Thanks again, [REDACTED] On Thu, Apr 30, 2009 at 1:11 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: Thank you for your e-mail message. We appreciate that you took the time to share this information with us. So that we may forward your e-mail to the appropriate office for action, please provide us with the following specific details: *Specific name of the airport where the incident occurred *Date and time of incident *Airline *Contact number if one is available. You can also provide us with this information by calling the TSA Contact Center, toll-free at (866) 289-9673. If you are outside the United States and cannot use the toll-free number, please call us at (571) 227-2900. TSA monitors the number and nature of complaints it receives to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We hope this information is helpful. TSA Contact Center --- Original Message --- From: [REDACTED]@gmail.com> Received: 4/28/09 7:45:42 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

----- Remote Client [REDACTED] Date Time: 4/28/2009 6:16:20 PM -----

Name: [REDACTED] Email: [REDACTED]@gmail.com

Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: Why do the TSA agents not mention the alternative pat down to the millimeter wave scan? Why is there not a pamphlet or poster showing in detail what the image scan will look like for those who are asked to be subjected to a scan? Why is there not a female and male agent that would review these images based on gender(similar to the pat down procedure)? Why is there not a good example of the detail that these scanners provide on your website? This millimeter wave system seems to have great potential, but is being implemented horribly. ----- TCC Control Number: ----- <<#318953-422447#>>
----- TCC Control Number: ----- <<#318953-422447#>>

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MsgID: 462149
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@yahoo.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/12/2009 7:24:26 PM
FromDateTime: 5/12/2009 11:24:45 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: ATL
NTUser: [REDACTED]
ClosedDateTime: 5/14/2009 4:17:55 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ATL Atlanta, GA, USA - Hartsfield International, PIT Pittsburgh, PA, USA - Greater Pit Intl Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/14/2009 4:12:44 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns. BCC ATL CSM Marshall Smith at Marshall.Smith@dhs.gov.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----

Remote Client [REDACTED] Date Time: 5/12/2009

b2

11:24:45 AM -----
Name: [REDACTED] Email: [REDACTED]@yahoo.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: While traveling from Atlanta to Pittsburg on May 11th, I was selected for secondary screening using one of the Pro-Vision Whole Body Image producers. I was not told I had a choice whether to step in or have a manual screen. After doing a little research, I've found that the whole body screening took a nude 3D photo of me. This is unacceptable protocol and a total violation of my rights as a US citizen

b6

TSA ADHOC Query Results

MsgID: 465653
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/18/2009 7:53:51 PM
FromDate: 5/18/2009 2:26:16 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: CRG
NTUser: [REDACTED]
ClosedDateTime: 5/21/2009 4:44:13 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:

b6

Airline: Southwest Airlines
Incident_Date:
Contact_Date: 5/21/2009 4:43:01 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

Airport_Extended: CRG Jacksonville, Florida, USA - Craig Municipal Airport, TPA Tampa, FL, USA - Tampa International,
Airline_Extended: Southwest Airlines,

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----

Remote Client IP: [REDACTED] Date Time: 5/18/2009

b2

2:26:16 PM -----

Name [REDACTED] Email: [REDACTED]@gmail.com Complaints:Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jacksonville, FL Southwest Airlines February 10, 2009 6:10 pm flight to Tampa, FL Comments:I recently read a piece of legislation in which a Utah congressman is attempting to introduce regarding the whole body image scanners in airports. I was shocked to read information regarding this new type of airport scanner as I recently went through one in a Florida airport in February. I did not set off the metal detector nor have to declare liquids. Despite what TSA claims happens regarding the process, I was not given information regarding the nature of the

b6

TSA ADHOC Query Results

Images that were retrieved from the machine, nor was I given an alternate option of screening as TSA claims happens. As a single young female passenger I feel that my privacy rights were beyond violated as was TSA protocol disregarded. I expect a response back from TSA with an explanation as to why this happened

TSA ADHOC Query Results

MsgID: 465693
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]comcast.net
Telephone: [REDACTED]
Fax: [REDACTED]

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/18/2009 7:54:21 PM
FromDate: 5/18/2009 3:00:33 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: BWI
NTUser: [REDACTED]
ClosedDateTime: 5/21/2009 6:04:07 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

bb

Airline:
Incident_Date:
Contact_Date: 5/21/2009 5:57:56 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Whole Body Imaging

MsgBody: I am extremely disturbed by an article I read on CNN.com today (<http://www.cnn.com/2009/TRAVEL/05/18/airport.security.body.scans/index.html>). I traveled recently from BWI and was asked to step inside one of these "booths" as part of a random selection, however I was completely unaware of the pictures being taken of me. There was no explanation of what this machine did either by TSA personnel or a posted sign. Had I known, I would have refused and opted to be patted down, assuming that is an option. In my opinion I feel that my personal rights were completely taken from me without my knowledge. I have copied the ACLU in this matter because I believe this is an invasion of my civil rights and I am appalled. What I would like to know, is if the next time I travel, I am randomly selected for this type of screening, can I refuse and ask to be patted down without any repercussions? Thank you, [REDACTED]

bb

TSA ADHOC Query Results

MsgID: 467585
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/21/2009 7:45:50 PM
FromDate: 5/21/2009 9:54:42 AM
Flag: R
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: LAS
NTUser: [REDACTED]
ClosedDateTime: 5/26/2009 11:22:30 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: LAS Las Vegas, NV, USA - McCarran International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/26/2009 11:21:06 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Placed the airport code for (LAS) into the Consumer Complaint BCC/CSM Response and BCC: [REDACTED]@dhs.gov
the CSQIM of the (LAS) airport.

b6

MsgSubject: FW: TSA Contact Us: Complaints

MsgBody: For your information. From: [REDACTED]@yahoo.com [mailto:[REDACTED]@yahoo.com] Sent: Wednesday, May 20, 2009 6:07 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP:

b2

[REDACTED] Date Time: 5/20/2009 6:07:24 PM

Name: [REDACTED] Email: [REDACTED]@yahoo.com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Las Vegas Airport Comments: When traveling through the Las Vegas airport earlier this year, I was instructed to go through the new "Whole Body Imager" scanner. I was not given any option as to whether or not I wanted to go through it, and did not realize until afterwards how the scanner functioned. It was early in the morning, and there were no long lines or other reasonable explanation for the TSA agent not letting me know that I would be

b6

TSA ADHOC Query Results

viewed without clothing or that I had a choice not to use the device. This is a clear violation of people's rights, and the TSA screeners are apparently not being properly trained. It doesn't matter that the person's face is supposed to be blurred. I do not want images of my body taken without my knowledge or consent. I would rather not fly than to be put through that again

TSA ADHOC Query Results

MsgID: 467904
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

bc

HoldDateTime: 5/26/2009 2:21:36 PM
ProcessedDateTime:
TalismaDateTime: 5/21/2009 7:50:04 PM
FromDate: 5/21/2009 5:22:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: JAX
NTUser: [REDACTED]
ClosedDateTime: 6/17/2009 5:58:15 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: JAX Jacksonville, FL, USA - Jacksonville International Airport,
Airline_Extended:

bc

Airline:
Incident_Date:
Contact_Date: 5/26/2009 2:20:07 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: I'm sorry, but the automated response below was not nearly sufficient in regards to my original question. My issue was not what the Supreme Court does or does not deem appropriate in the airport. My problem is that the TSA official pulled me out of line and told me to stand in a machine without explaining to me that it generated nude images, I was not given an option of alternate screening or a chance to refuse, as I would have knowing what I now know. Disclosure protocol is NOT being followed in the JAX airport that that is where constitutional rights are being violated. Do you have a justification for this as well? On Thu, May 21, 2009 at 3:44 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: 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

TSA ADHOC Query Results

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 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: 5/18/09 7:53:49 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT L
----- Remote Client IP:

62 [REDACTED] Date Time: 5/18/2009 2:26:16 PM -----

Name: [REDACTED] Email: [REDACTED]@gmail.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jacksonville, FL Southwest Airlines February 10, 2009 6:10 pm flight to Tampa, FL Comments: I recently read a piece of legislation in which a Utah congressman is attempting to introduce regarding the whole body image scanners in airports. I was shocked to read information regarding this new type of airport scanner as I recently went through one in a Florida airport in February. I did not set off the metal detector nor have to declare liquids. Despite what TSA claims happens regarding the process, I was not given information regarding the nature of the images that were retrieved from the machine, nor was I given an alternate option of screening as TSA claims happens. As a single young female passenger I feel that my privacy rights were beyond violated as was TSA protocol disregarded. I expect a response back from TSA with an explanation as to why this happened. ----- TCC Control Number: ----- <<#327328-432065#>>

66

TSA ADHOC Query Results

MsgID: 473486
CustName: [REDACTED]
CustAdd: [REDACTED] *bc*
EmailAddress: [REDACTED].com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 6/2/2009 12:41:00 PM
FromDate: 6/1/2009 10:45:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: TUL
NTUser: [REDACTED] *li*
ClosedDateTime: 6/5/2009 11:38:38 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TUL Tulsa, OK, USA - Tulsa International,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 6/5/2009 11:36:51 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Placed the airport code for (TUL) into the Consumer Complaint BCC/CSM Response and BCC: [REDACTED]@dhs.gov) the CSQIM of the (TUL) airport.

MsgSubject: total body scanners

MsgBody: I flew through Tulsa, OK airport on Tuesday, May 26 and was subjected to an involuntary, virtual strip search, also known as whole body image scanner. I object strenuously to the use of the whole body image scanners in use at this airport. It is a huge invasion of my privacy. Your statements on your web page about whole body screening are not true. I was not given an option to use the whole body screening device. Neither was anyone else. It appeared that everyone was being required to go through the devices, even children. I also received no explanation from an agent about what the scanners were. I knew about them because my sister had told me they were in use. But again, I was not given an option, nor was I informed to give my consent. I have an ileostomy and wear an ileostomy bag. I was then subjected to additional screening (patting down my abdomen in full view of everyone) and when asked what that was, I had to tell the agent twice. Not only do I not want my body being seen under my clothes, by anyone, I object that I have to explain my ostomy bag to anyone. It appears that your screeners are not adequately

TSA ADHOC Query Results

trained to even recognize something as recognizable as an ostomy bag. Again, this is an invasion of my privacy and one I don't believe is necessary. There is other technology available that will do the same thing while maintaining the traveler's humanity and privacy. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 479534

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] yahoo.com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 6/13/2009 3:33:51 PM

FromDate: 6/12/2009 7:20:15 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Consumer Complaint BCC/CSM Response

ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: MSP

NTUser: [REDACTED]

ClosedDateTime: 6/16/2009 1:36:16 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: MSP Minneapolis, MN, USA - Minneapolis/St Paul Intl Airport,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 6/16/2009 1:29:31 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes: BCC MSP CSM [REDACTED] at [REDACTED]@dhs.gov

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: You seem to not read my questions. I understand the need for pat downs etc. I go through them everytime I go through an airport. I am concerned about the additional requirement for XRAYS. I was told in the Minneapolis Airport I had to also be xrayed by the new machine they had. I do not like being xrayed. I was told at the Airport that it was a requirement since they had the machine. I was given no option. I checked your website and it does not indicate it is a requirement. A clarification of my original question: Was the Xray a requirement to board as I was told? In addition, the american with disabilities act requires reasonable accomodation. If I chose to remove my leg for screening, why would that not be reasonable accomodation? If you do not answer my direct question, I will forward the next response along with all the other emails to my congressman and senators, maybe they can get a response. --- On Wed, 6/10/09, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> Subject: Re: TSA Contact Us: Complaints <<#334211-439785#>> To: [REDACTED] yahoo.com

TSA ADHOC Query Results

Date: Wednesday, June 10, 2009, 11:33 AM Thank you for your e-mail. We apologize if our previous response did not address your specific concerns. The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide professional and courteous checkpoint processing while maintaining a high level of security. When we receive reports to the contrary, we take appropriate action, which may include additional training and disciplinary action. One screening procedure that causes concern is the use of pat-down searches. TSA considered passenger feedback when we developed the procedure. However, when a passenger alarms the walk-through metal detector, TSOs must conduct additional screening, including a pat-down, to locate and resolve the source of the alarm. Because metal implants and prosthetic devices regularly alarm the walk-through metal detector, the following special considerations are given for these screenings: *The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be permitted to board an aircraft. *Screening prosthetic devices involves a physical and visual inspection, as well as explosives trace detection (ETD) sampling. Passengers should not remove their prosthetic devices during screening, and TSOs should not require passengers to remove the device. The TSO should offer a private screening if clothing must be lifted or raised to obtain the ETD sample. However, passengers should not be required to remove any clothing during the process nor remove or display the belt that holds their prosthetic device to their body. We understand the frustration of passengers routinely undergoing secondary screening because of metal implants and prosthetic devices, and regret the discomfort and inconvenience experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with the Assistant Federal Security Director for Screening at that airport to address any concerns. For more information regarding the pat-down procedures, please visit TSA's website at <<http://www.tsa.gov/>> www.tsa.gov. TSA Contact Center --- Original Message --- From: [REDACTED]@yahoo.com> Received: 6/8/09 2:49:22 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: Re: TSA Contact Us: Complaints This in no way addressed the concerns I mentioned in my email. --- On Fri, 6/5/09, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> Subject: Re: TSA Contact Us: Complaints <<#334211-439785#>> To: [REDACTED]@yahoo.com Date: Friday, June 5, 2009, 4:50 PM Thank you for your email message. The Transportation Security Administration (TSA) has begun testing millimeter wave passenger imaging technology at Phoenix Sky Harbor Airport (PHX) as a voluntary alternative to a pat-down during secondary screening. In a matter of seconds and without physical contact, this technology can detect weapons, explosives and other threat items concealed under layers of clothing. A Transportation Security Officer (TSO) guides passengers through the process, which involves stepping into the machine and remaining still for a matter of seconds, in two different positions, while the technology creates a three-dimensional image of the passenger from two antennas that simultaneously rotate around the body. The passenger then steps through the opposite side of the millimeter wave portal. To ensure privacy, TSOs view the system's images from a remote location. This way, the TSO cannot ascertain the identity of the passenger, either visually or otherwise, but can communicate with a fellow officer at the checkpoint if the passenger presents a potential threat. A security algorithm will be applied to the image to mask the face of each passenger, further protecting privacy. Millimeter wave imaging uses electromagnetic waves to generate an image based on the energy reflected from the body. Active millimeter wave technology passes harmless electromagnetic waves over the human body to create an image that looks much like a fuzzy photo negative. It is safe and the energy emitted by millimeter wave technology is 10,000 times less than a cell phone. Passenger imaging is a valuable alternative for individuals who would prefer not to submit to a physical pat-down during secondary screening. TSA began piloting backscatter, another passenger imaging technology, at Phoenix in February. To date, 79 percent of the public that received secondary screening opted

bb

TSA ADHOC Query Results

to try backscatter over the traditional pat-down. TSA plans to test these technologies further at New York's JFK and LAX in Los Angeles in the coming months. TSA will purchase eight millimeter wave units at a cost of \$1.7 million to be used in additional test programs. Millimeter wave imaging is currently in use or under evaluation in several international transportation settings including in the United Kingdom, Netherlands, Japan and Thailand. For more information about passenger imaging, please visit our website at www.tsa.gov <<http://www.tsa.gov>> . TSA Contact Center --- Original Message --- From: [REDACTED]@yahoo.com
Received: 6/2/09 7:39:02 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS
GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

----- Remote Client IP: [REDACTED] Date Time: 6/2/2009 5:12:06 PM

Name: [REDACTED]

Email: [REDACTED]@yahoo.com Complaints: Inconsistent Screening (Different Practices between Airports) Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Minneapolis airport - Cast scanning device Comments: I have an artificial leg and go through screening everytime I go through security. That is not a problem. My problem -- In Minneapolis, I was required to also go through a cast scan process. I was told this was required because they had the equipment. Your website does not indicate that the screening is mandatory. Even though the level of radiation is low I do not want any additional radiation. Please tell me whether the xray screening was mandatory or whether I was misinformed. Also, I volunteered to remove the leg and have it scanned separately and that was not an option. If I volunteer to have my artificial leg scanned rather than being xrayed myself it seems I should have that choice. I was told this was a public perception issue. Personally I would rather have the public see my leg, than be xrayed. I am not sure why them seeing something they might not like is worse than me being subjected to the xrays everytime I fly. ----- TCC Control Number: ----- <<#334211-439785#>> ----- TCC Control Number: ----- <<#334211-439785#>>

TSA ADHOC Query Results

MsgID: 499113
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 7/20/2009 1:00:28 PM
FromDate: 7/20/2009 9:34:10 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: BWI
NTUser: [REDACTED]
ClosedDateTime: 7/21/2009 5:57:03 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International, AUS Austin, TX, USA - Robert Mueller Municipal Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 7/21/2009 5:54:43 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Question from [REDACTED]
MsgBody: Hello, I traveled at BWI yesterday from BWI to Austin Texas and I was asked to step into some capsule to be further screened by some new technology. I was not asked or offered the alternative of being patted down until after I was zapped two times by this mysterious machine — actually I just saw a sign after it was all over. It was extremely troubling to me and I would like you to send me some information about just what procedure was done and what technology was used. I feel that my rights were violated and I want to know exactly what happened. Please send me this information as soon as possible. — [REDACTED]
[REDACTED] If you need to mail something, you can mail it to me at [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 501841
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 7/24/2009 6:07:49 PM
FromDate: 7/24/2009 2:03:16 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Screener Inattentive to Duties- Lax Security,
Secondary Screening - General,

Airport: SLC
NTUser: [REDACTED]
ClosedDateTime: 7/27/2009 1:47:51 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SLC Salt Lake City, UT, USA - Salt Lake City International Arpt,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 7/27/2009 1:43:24 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC SLC SHM/CSQIM [REDACTED] at [REDACTED]@dhs.gov.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

----- Remote Client IP: [REDACTED] Date Time: 7/24/2009

2:03:16 PM

b2

b6

Name: [REDACTED] Email: [REDACTED].com
Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 10:30AM 7/24/09 at security across from the rental car returns at SLC. Comments: Hello, I just went through security at SLC (10:30AM, at security across from the Hertz rental return) and had a rather disturbing screening process. As ID's were checked, the TSA agent checking IDs was directing people into security lines at what seemed like a 50/50 split between the two. One of the lines had the standard magnetometer and the other had the MMW scanner. Once my ID was checked, I was told to go to the line with the MMW scanner. I did not want to go through the scanner and

TSA ADHOC Query Results

would have much preferred the magnetometer. The line with the MMW scanner also had a standard magnetometer that I could have gone through. I told the TSA agent in front of the MMW scanner that I did not wish to go through the MMW scanner. Since I was not given the choice of which line to go to in the first place, I didn't even have the option to avoid the line with the MMW. The TSA agent in front of the scanner told me I was then randomly selected for secondary screening and thus could opt out for a pat down. My main problem with this is that at no point did I actually have the choice to go through the magnetometer. If someone doesn't want to go through the MMW, they are automatically selected for secondary screening. This means the MMW is neither optional or random. The defacto result is that 1/2 of the fliers have to go through the MMW scanner without any choice. This is against every TSA guideline I have ever seen and must be fixed at SLC. Since I had no other option, I took the pat down. At this point I was directed to the standard secondary screening line and forced to wait for several minutes as the group of 3 male tsa agents talked while others went through the MMW scanner. Eventually, out of the 7 available male agents I saw standing around, the original agent that told me I was selected for secondary screening came over and gave me the pat down. After the pat down I asked for a complaint form and was told there were none available. The TSA agent gave me the card for SLCcustomerservice@dhs.gov and said a manager was available if I wanted to talk to him. I voiced my complaint to the manager and he agreed that this was improper and said he would inform the agents. The manager then went over to the agents and spent about 15 seconds talking to them and then went back to joking around. As far as I can tell, nothing was changed after my complaint and this is a serious breach of TSA regulations. 1/2 of the screening should not be forced to go through the MMW scanners. Selecting everyone who opts to go through the magnetometer instead for 'random' secondary screening does NOT make screening random. I have flown ~150,000 miles domestically so far this year and at no point in any other airport have I been treated this way. Please make sure your agents are properly retrained. Thank You, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 523783
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@aol.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 9/7/2009 2:52:39 PM
FromDate: 9/7/2009 10:03:03 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: IND
NTUser: [REDACTED]
ClosedDateTime: 9/8/2009 9:26:28 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: IND Indianapolis, IN, USA - Indianapolis International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 9/8/2009 9:25:39 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> -----
----- Remote Client IP: [REDACTED] Date

b2

b6

Time: 9/7/2009 10:03:03 AM -----
----- Name: [REDACTED] Email: [REDACTED]@aol.com Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Indianapolis International Airport Security
Checkpoint B Comments: I have travelled 4 times in the past 6 months out of Indianapolis International. 4 times, I have been
asked to go through the whole body imaging screening. At no time did I have any metal on my person. What are my rights? Can I
ask for alternative screening? What is the alternative screening? Can I be detained and miss my flight? It has been brought to
my attention that those images can be stored. I want to be safe just like everyone else. I want TSA to do their job. I feel like

TSA ADHOC Query Results

they are enjoying their job a little too much when an attractive female goes through security

TSA ADHOC Query Results

MsgID: 535488

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED]hotmail.com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 10/1/2009 3:34:30 PM

FromDateTime: 10/1/2009 11:37:35 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Consumer Complaint BCC/CSM Response

ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

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

Airport: BWI

NTUser: [REDACTED]

ClosedDateTime: 10/2/2009 1:20:49 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 10/2/2009 1:16:53 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes: BCC BWI CSQIM [REDACTED] at [REDACTED]@dhs.gov.

MsgSubject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED] Date Time:

10/1/2009 11:37:35 AM

Name [REDACTED] Email: [REDACTED]hotmail.com Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):BWI Comments:While going through screening at BWI I was scanned in one on the new scanners. I was not asked and there were no signs explaining the new scanners. I was simply politely told to get and put my arms up. Then I was scanned. I didn't know I had a choice whether or not to be scanned and when a TSA officer is telling you to do something everyone knows that you cannot question them. Please make sure that there are clear explanations of what is going on and what passengers are required/or not required to comply with

TSA ADHOC Query Results

MsgID: 546368
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@aol.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/26/2009 11:43:35 AM
FromDate: 10/25/2009 3:55:31 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 10/27/2009 1:21:36 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 10/27/2009 1:20:44 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Fwd'd the email to the CSM at the BWI airport. [REDACTED]@dhs.gov

MsgSubject: Re: need some feedback

MsgBody: In a message dated 10/25/2009 2:46:28 P.M. Central Daylight Time, TSA-ContactCenter@dhs.gov writes: 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. MY POINT EXACTLY!! I WAS NOT GIVEN THAT OPTION, NOR ANY EXPLANATION OF WHAT I WAS BEING SUSPECTED TO!!! I VALUE SECURITY ALSO.... BUT MY RIGHT TO CHOOSE WAS NEVER OFFERED TO ME, NOR WAS ANY EXPLANATION GIVEN AS TO WHY I NEEDED TO BE EITHER PUT INTO A BODY SCAN OR HA DOWN

TSA ADHOC Query Results

MsgID: 548431
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/29/2009 8:02:15 PM
FromDate: 10/29/2009 1:28:59 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 10/30/2009 1:01:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 10/30/2009 12:58:42 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC BWI CSQIM [REDACTED] at [REDACTED]@dhs.gov.

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: Yes, I do understand the concept. You have not addressed my complaints. My complaints are that: (a) I was not given the alternative of a physical pat-down. The TSA's website clearly states that "Use of whole body imaging technology is always 100 percent optional to all passengers." (quoted directly from http://www.tsa.gov/approach/tech/imaging_technology.shtm). I was not given an option. (b) there was no information (verbal or written) at the screening location about either privacy (the fact that my body would be visible to security personnel), or about potential health risks to me and my fetus. I would appreciate it if someone took the time to read my complaint and respond rather than just sending a form letter that does not address my specific concerns. Both are included below (my original complaint and the form letter) [REDACTED] On 28/10/09 3:10 PM, "TSA-ContactCenter" <TSA-ContactCenter@dhs.gov> wrote: Thank you for your email message. The Transportation Security Administration (TSA) has begun testing millimeter wave passenger imaging technology at Phoenix Sky Harbor Airport (PHX) as a

TSA ADHOC Query Results

voluntary alternative to a pat-down during secondary screening. In a matter of seconds and without physical contact, this technology can detect weapons, explosives and other threat items concealed under layers of clothing. A Transportation Security Officer (TSO) guides passengers through the process, which involves stepping into the machine and remaining still for a matter of seconds, in two different positions, while the technology creates a three-dimensional image of the passenger from two antennas that simultaneously rotate around the body. The passenger then steps through the opposite side of the millimeter wave portal. To ensure privacy, TSOs view the system's images from a remote location. This way, the TSO cannot ascertain the identity of the passenger, either visually or otherwise, but can communicate with a fellow officer at the checkpoint if the passenger presents a potential threat. A security algorithm will be applied to the image to mask the face of each passenger, further protecting privacy. Millimeter wave imaging uses electromagnetic waves to generate an image based on the energy reflected from the body. Active millimeter wave technology passes harmless electromagnetic waves over the human body to create an image that looks much like a fuzzy photo negative. It is safe and the energy emitted by millimeter wave technology is 10,000 times less than a cell phone. Passenger imaging is a valuable alternative for individuals who would prefer not to submit to a physical pat-down during secondary screening. TSA began piloting backscatter, another passenger imaging technology, at Phoenix in February. To date, 79 percent of the public that received secondary screening opted to try backscatter over the traditional pat-down. TSA plans to test these technologies further at New York's JFK and LAX in Los Angeles in the coming months. TSA will purchase eight millimeter wave units at a cost of \$1.7 million to be used in additional test programs. Millimeter wave imaging is currently in use or under evaluation in several international transportation settings including in the United Kingdom, Netherlands, Japan and Thailand. For more information about passenger imaging, please visit our website at www.tsa.gov <<http://www.tsa.gov>> . TSA Contact Center -- Original Message -- From: [REDACTED]@gmail.com> Received: 10/26/09 7:40:50 PM EDT 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.shtml>

----- Remote Client IP: [REDACTED] Date Time: 10/26/2009 2:34:13 PM

Name: Emily Bickell

bl
Email: [REDACTED]@gmail.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines flight #3794 from Baltimore Washington International Airport to Buffalo, Oct 25th 7pm, gate A2 Comments: I was randomly selected to be scanned in the whole-body imaging booth. I was not told by the security personnel what it was, what it did, nor given an option to have a physical pat-down instead, which I certainly would have chosen. I have since read about it and am extremely uncomfortable that this happened to me and that I was not given the choice of a physical pat-down. I am very unhappy with the idea of both the ultra high frequency radio waves and the unknown risk to me and my unborn child as I am pregnant. I am also very uncomfortable with the fact that an image of my body was viewed by security personnel. I read that faces are blurred and no images are recorded, but honestly I have no way of knowing that's true. I am very disappointed with my experience and feel that this has ruined an otherwise pleasant trip and flight experience with Southwest Airlines. ----- TCC Control Number: ----- >

TSA ADHOC Query Results

MsgID: 554092
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].edu
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 11/12/2009 8:23:29 PM
FromDate: 11/12/2009 4:02:58 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: DTW
NTUser: [REDACTED]
ClosedDateTime: 11/14/2009 8:25:15 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: DTW Detroit, MI, USA - Detroit Metropolitan Airport,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 11/14/2009 8:24:28 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Forward response to DTW CSM at [REDACTED]@dhs.gov

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: 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. I WASN'T GIVEN THIS OPTION. I WAS DIRECTED THAT I HAD TO DO IT. THAT IS WHY I AM ANGRY. The little research I am have done has proved to me that I am not the only one unhappy with the new way you are invading and violating us. I have not seen any reason for this. I am going to add my cry of invasion of our person rights to all the others and writing my representatives to help put a stop to this. thanks for your form letter. I look foreword to more in the future. Charles Boyer On Nov 12, 2009, at 3:39 PM, TSA-ContactCenter wrote: Thank you for your email message concerning the

TSA ADHOC Query Results

Transportation Security Administration's (TSA) deployment of whole body imaging technology. TSA and its employees take their responsibility of securing our Nation's transportation systems very seriously. We are constantly working hard to improve security. Incrementally, TSA worked to meet its mandates and at the same time provide an increased level of customer service. As changes and enhancements to aviation security were implemented, TSA publicized Traveler Tips to aid travelers with the enhanced screening process. In addition, TSA introduced suggestions that may assist travelers with the new procedures. 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 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. Furthermore, we encourage you to visit our website at <<http://www.tsa.gov/>> 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 From: [REDACTED].edu [mailto:[REDACTED].edu] Sent: Thursday, November 12, 2009 1:18 PM To: Civilrights, TSA 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: 11/12/2009 1:17:34 PM -----

Name: [REDACTED] Email: [REDACTED]

[REDACTED].edu Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Wed, Nov 11, 2009 Depart 8:50 AM Arrive 11:22 AM Northwest Airlines #2382 Detroit Wayne County Metropolitan Airport (DTW) San Francisco International Airport (SFO) (Operated by Northwest Airlines) Check in with Northwest Airlines Departs from E.H. McNamara Terminal Coach Comments: flew out of Detroit michigan on Wednesday morning Nov 11 at 9:10am on NWA to SF. I went through security and was ask to step into a machine, I was not given a choice and they didn't tell me what it was about. I notice it wasn't the puff of air that I have experience in the past. This time I was scanned. I noticed the name on the scanner and looked it up. It was a Provision Scanner. After I found that out I felt violated and very angry. I was not told what the machine was or told of my rights. I did NOT consent to a strip search. I thought people were to be given the option of a pant down version my privacy being invaded. HOW dare you all. I fully support laws now to stop such Invasion of my privacy. This prove to me that

TSA ADHOC Query Results

you, the TSA can not be entrusted. There was no signs telling or informing us what that machine is all about. You just took away our rights. What you hope we weren't notice? or it went unnoticed? I am will sending other letters too to my senators and representers too to stop this at once. I would have felt better if I was at least given the option. ----- TCC Control Number: <<#38072-513392#>>

TSA ADHOC Query Results

MsgID: 576898
CustName: [REDACTED] Unknown
CustAdd:
EmailAddress: [REDACTED] net
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/30/2009 7:42:17 PM
FromDateTime: 12/30/2009 1:09:04 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response, WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: LAS
NTUser: [REDACTED]
ClosedDateTime: 1/6/2010 10:47:03 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: LAS Las Vegas, NV, USA - McCarran International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/6/2010 10:41:11 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns. BCC LAS CSQIM [REDACTED] at [REDACTED]@dhs.gov.

b6

MsgSubject: TSA Contact Us: All Other Inquiries

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

Remote Client IP: [REDACTED] Date Time: b2

12/30/2009 1:09:04 PM -----

b6

Name: [REDACTED] Email: [REDACTED] net Brief Description of Inquiry: Body scan at airport Comments: I recently passed through Las Vegas airport and saw a sign informing me the electronic body scan security check was optional. When I asked to go through the traditional metal detector I was told "no, you have to go through the scanner." Is the scanner optional or not? I had no idea what I was stepping into. It could have been a high dose xray machine! More upfront information should have been available and an earlier warning somewhere in the security process

TSA ADHOC Query Results

MsgID: 586692
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/12/2010 7:19:22 PM
FromDateTime: 1/12/2010 3:19:45 PM
Flag:
Status: CLOSED

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

Airport: SFO
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 3:12:26 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:

b6

Airline: Virgin America
Incident_Date:
Contact_Date: 1/13/2010 3:06:40 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

Airport_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport, LAX Los Angeles, CA, USA - Los Angeles Intl Airport,
Airline_Extended: Virgin America ,

AdditionalNotes: Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns. BCC SFO CSQIM [REDACTED] at [REDACTED]@dhs.gov.

b6

MsgSubject: TSA Contact Us: Complaints

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

Remote Client IP [REDACTED]

b2

Time: 1/12/2010 3:19:45 PM

b6

Name [REDACTED] Email: [REDACTED]@gmail.com Complaints: Inappropriate Screening/Pat Down
Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jan. 2, 2010/Virgin America/SFO to LAX/8:30 PM departure/SFO Airport/International Terminal Comments: Why was I not given the opportunity to avoid the full-body imaging scanner at SFO? I am now reading (from reliable sources) that these machines may not be safe, that they may effect DNA in humans, that they have never been properly tested by the federal government or approved by agencies such as the FDA. Why is something that could negatively effect my health being used on me without my consent? (Other than to enrich the companies who

TSA ADHOC Query Results

build these machines and allow politicians to boast about airport safety and security.) At no time did any TSA personnel inform me that I had an option to avoid the full body scanner (if such an option even exists) and I did not see any posted information prior to entering the security line stating that the full-body imaging was optional. This option seems to be a carefully guarded secret in order to keep the security lines flowing. The TSA personnel at SFO were courteous, efficient, top-notch. They did a great job. However, I am really upset that untested, unproven and possibly dangerous imaging equipment was used on me without my consent. The TSA should be doing a much better job of informing airline passengers that these full-body imaging systems are unproven in terms of potential health risks and possibly dangerous to a person's health. They should also be informing passengers that these machines are incredibly intrusive - providing naked images of scanned passengers with no information about how the images are used, where the images are stored, how the privacy and dignity of passengers is protected. The TSA should ALWAYS offer passengers the option of not undergoing the full body scan and inform passengers about the potential risks to their health if they choose to do so. I think questions should also be raised by TSA employees about the potential health risks to the TSA personnel who operate these machines. What are they being subjected to when using these devices? What was I subjected to when I unknowingly walked through the imaging device at SFO? In any event, I'd really like to know why I was not given the option of avoiding the full-body scanning machine. The TSA never indicated that it was "optional." Thanks for your time

TSA ADHOC Query Results

MsgID: 587460
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 7:21:05 PM
FromDate: 1/13/2010 3:41:19 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SFO
NTUser: [REDACTED]
ClosedDateTime: 1/14/2010 2:35:56 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/14/2010 2:34:14 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC SFO TSA CSM at [REDACTED]@dhs.gov
MsgSubject: Re: TSA Contact Us: Complaints

b6

MsgBody: All of this is wonderful information, but it still does not answer my question about why I was not given the OPTION of the pat down search at SFO instead of having to enter an unproven piece of technology (i.e., the full body imaging device) that could negatively effect my health. Please point to any scientific data that says these machines have been tested on humans and have been found not to adversely effect the health of humans. Just because the TSA says they are safe does not make it so. On Wed, Jan 13, 2010 at 12:11 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: 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

TSA ADHOC Query Results

appropriately balance the privacy interests of citizens 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. Furthermore, because your complaint is regarding screening at SFO, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. 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 <<http://www.tsa.gov/>> 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: 1/12/10 7:20:02 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.shtml>

----- Remote Client IP: [REDACTED] Date Time: 1/12/2010 3:19:45 PM

Name: [REDACTED]

[REDACTED] Email: [REDACTED]@gmail.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jan. 2, 2010/Virgin America/SFO to LAX/8:30 PM departure/SFO Airport/International Terminal Comments: Why was I not given the opportunity to avoid the full-body imaging scanner at SFO? I am now reading (from reliable sources) that these machines may not be safe, that they may effect DNA in humans, that they have never been properly tested by the federal government or approved by agencies such as the FDA. Why is something that could negatively effect my health being used on me without my consent? (Other than to enrich the companies who build these machines and allow politicians to boast about airport safety and security.) At no time did any TSA personnel inform me that I had an option to avoid the full body scanner (if such an option even exists) and I did not see any posted information prior to entering the security line stating that the full-body imaging was optional. This option seems to be a carefully guarded secret in order to keep the security lines flowing. The TSA personnel at SFO were courteous, efficient, top-notch. They did a great job. However, I am really upset that untested, unproven and possibly dangerous imaging equipment was used on me without my consent. The TSA should be doing a much better job of informing airline passengers that these full-body imaging systems are unproven in terms of potential health risks and possibly dangerous to a person's health. They should also be informing passengers that these machines are incredibly intrusive - providing naked images of scanned passengers with no information about how the images are used, where the images are stored, how the privacy and dignity of passengers is protected. The TSA should ALWAYS offer passengers the option

TSA ADHOC Query Results

of not undergoing the full body scan and inform passengers about the potential risks to their health if they choose to do so. I think questions should also be raised by TSA employees about the potential health risks to the TSA personnel who operate these machines. What are they being subjected to when using these devices? What was I subjected to when I unknowingly walked through the imaging device at SFO? In any event, I'd really like to know why I was not given the option of avoiding the full-body scanning machine. The TSA never indicated that it was "optional." Thanks for your time. ----- TCC Control Number: -----
<<#425045-544212#>>

TSA ADHOC Query Results

MsgID: 588890
CustName: [REDACTED]
CustAdd:
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:55:53 PM
FromDate: 1/15/2010 12:54:51 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, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 3:21:26 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 3:20:56 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: Full Body Scans....

MsgBody: I've been reading about your full body scans. I understand your statements about not being able to identify private body parts in detail but who is to say that your staff won't adjust the equipment to see whatever they like? I think that it is a mistake for you to force passengers to walk through this machine and I hope you will reconsider your desire to use these things. I suggest that if you must use this equipment, that you also allow the flying public to view the screens to assure that individual privacy and dignity remains in tack. If you are concerned that viewing the screens will allow the public to see too much, then you should not use this equipment.

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[REDACTED] Locations: Grand Rapids, Michigan... [REDACTED] Kalamazoo,
Michigan..... [REDACTED] St. Joseph, Michigan..... [REDACTED] South Bend, Indiana..... [REDACTED]

TSA ADHOC Query Results

MsgID: 590687
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

B4

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 2:21:20 PM
FromDateTime: 1/17/2010 2:34:06 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 1:23:12 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B4

Airline:
Incident_Date:
Contact_Date: 1/21/2010 1:22:52 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

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: 1/17/2010 2:34:06 PM

Security IssuesAll Other Security Issues Name: [REDACTED]

Message: I am opposed to compulsory full body scans at airport security checkpoints; I believe that the current screening is working. I feel that, if people want a full body scan, they can opt to take part in it

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TSA ADHOC Query Results

MsgID: 592861
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

B6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/20/2010 8:03:23 PM
FromDateTIme: 1/20/2010 6:38:40 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: ATL
NTUser: [REDACTED]
ClosedDateTime: 1/23/2010 2:28:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ATL Atlanta, GA, USA - Hartsfield International, CUN Cancun, Mexico,
Airline_Extended: Delta Air Lines ^a,

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Airline: Delta Air Lines ^a
Incident_Date:
Contact_Date: 1/23/2010 2:24:58 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC ATL [REDACTED]
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.s>

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Remote Client IP [REDACTED] Date Time:

B2

1/20/2010 6:38:40 PM

Name [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 534/Delta/Atlanta Comments: I was on Delta 534 from Cancun to Atlanta. Upon arrival in Atlanta, I was selected for secondary screening. I was basically herded into the full body scanner and was not told I had the option of a pat down. I was being scanned before I knew what was happening. I feel my privacy was violated, and if I had been given the choice AS I WAS SUPPOSED TO BE according to TSA's guidelines, I would have chosen not to be scanned. It is even worse given that I had just arrived home and was not going anywhere else so it certainly

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TSA ADHOC Query Results

did not make anyone on any flight safer. TSA should have followed its guidelines and given me a choice. I object to how I was treated

