

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.

Because your complaint is regarding screening at BWI, we have forwarded a copy of your email to the Customer Service Manager at that airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing.

We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable 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.

Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at [www.tsa.gov](http://www.tsa.gov).

TSA Contact Center

b6  
From: [REDACTED]@gmail.com:}  
Sent: Friday, October 16, 2009 9:03 AM  
To: [REDACTED], tsa [REDACTED]  
Subject: Violated by Whole-Body Imaging Machines

While going through security at BWI airport recently (on October 8th around 5:30 am before boarding a Southwest flight to Boston), I feel I was completely violated by a whole-body imaging machine. After sending my bags through the x-ray machine and walking through the metal detector, I was told by a TSA employee to step inside a space and hold my hands up. I was not given a choice. Before I knew it, I had become a victim of the machine that lets a random man see me naked, without my consent. I was not given the opportunity to say I wanted a pat-down search instead. Given the choice, I would clearly have chosen the pat-down, as it is conducted by a person of the same gender. Instead, I was viewed through the whole-body imaging machine by a person of the opposite gender. This alone is perfectly UNACCEPTABLE. I feel I was targeted by the TSA employee to go through the see-you-naked machine because I am a semi-attractive female. Only after I became the victim of the machine did I learn that a man was viewing me and not a woman. I learned a man had viewed me virtually naked because after going through the machine, the man on the other side of the walkie-talkie asked to confirm that I was wearing a belt to the other TSA employee who tricked me into using the naked-eyes machine. Also, the description of the machine, with the kind of pictures it generates, was given on a plaque with a description, on the exiting side of the machine. In other words, only AFTER being subjected to the machine, do the passengers learn that the machine is stripping them of their clothes. This information stand and diagram, needs to be presented to passengers going through security BEFORE they are victimized. As Rep. Jason Chaffetz, a Republican from Utah who sponsored new legislation limiting this machine's use said: "It basically looks at your body naked. Nobody needs to see my kids ... and see my wife naked in order to secure an airplane."

I was NOT offered a pat-down instead. I was NOT told what the machine does or given the opportunity to reject it, and I was chosen because I am a semi-attractive female. The machine that looked at my body naked by a MALE TSA employee is completely unacceptable and I feel I was utterly violated.

Thank you,

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b6



----- TCC Control Number: -----  
<<#63509-506707#>>

--- Original Message ---

b6  
From: [REDACTED]  
Received: 7/6/09 4:58:09 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] 62. [REDACTED]  
Date Time: 7/6/2009 12:01:11 PM

b6 Name:	[REDACTED]
Email:	[REDACTED]
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	Baltimore-Washington International Manchester, New Hampshire regional (Southwest flight 2169)
Comments:	<p>I went to the Baltimore-Washington airport in Maryland where imaging technology was being used, at approximately 6:30 pm, on Thursday, July 2nd, 2009. I went through the security process. I was lightly dressed and did not set off the metal detector. I was then asked to step into the imaging technology screening area. At no time was I told what this screening was or that it was voluntary. I did what was directed of me and released. I only learned later what this test is and that it is optional. Had I known the test was optional, I would not have consented. It had been my understanding through videos played at Washington-National airport that once someone submits to the screening process, they cannot withdraw or refuse any types of screening. I would hope TSA notifies passengers what this new technology is and that it is voluntary.</p> <p>Upon my return trip to Baltimore, I flew out from Manchester, New Hampshire regional airport on July 6th, 2009 at approximately 5 am. I dressed in a t-shirt, shorts, and sandals, as it was my understanding that TSA suggests one wear clothing that do not set off the metal detector. As I was waiting in line to go through the metal detector, the screener (female) was conducting a hand-pat down on most passengers as they walked through the metal detector, even without them setting off any alarms. Another screener was walking up and down the security line (about five feet away from passengers) intently looking at people. Something I have never encountered at any other airport. As I went through the metal detector, the alarm did not go off. Yet, the screener directed me to an additional screening area. A new screener (male) told me he was going to pat me down. When I gestured that I was confused as to why I had been pulled aside. He told me people hide things in cargo shorts (the kind of shorts I was wearing). When a pat down search revealed nothing, I was allowed to go on my way.</p> <p>As I was waiting for Southwest flight 2169 to begin boarding, a group of TSA agents came over to the boarding area. Again, I watched as a male TSA agent walked up and down the line, looking at people and their bags. He walked up and down the boarding line several times before selecting someone to leave the line so they can be additionally screened. The screener was approximately five feet away as he walked the boarding line. The line was approximately 50 feet long and someone viewing the passengers and their bags could have easily done so by standing nearby, without walking up and down the boarding line in close proximity. When he selected someone, he said "can you come with me to do some random screening." The random screening consisted of another hand pat down and a bag search. The screener appeared to enjoy the process of picking someone, rather than doing true random screening. I felt this was inappropriate. A woman behind me was also "randomly selected."</p> <p>While I am not aware of any specific threats facing the airport that day, I felt that the amount of screening at Manchester, NH regional airport was over-kill and an invasion of privacy. I understand the need to have complete screening, but the screening should be minimally invasive and the staff should be professional. This is what I have previously encountered on other flights. However, having everyone walk through metal detectors, before most are again hand patted down, with TSA staff "trolling" the lines looking for people to pull out was unprofessional. I also found that the excuse given for why I was pulled out of line was insufficient. I purposefully dressed in such a manner that would make getting through the lines easier, as recommended on the TSA website.</p> <p>I have been in the law enforcement business for many years and have never had or witnessed a problem with the way TSA conducts screening. In fact, I had been on a flight subject to random bag screening</p>

and felt the job was handled professionally. I think it is important for TSA screeners to demonstrate a professional manor and not look as if they are enjoying their positions of authority, as many people are not comfortable going through security to begin with. Similarly, while more additional screening measures can be used such as hand pats or random boarding screening, it is my understanding these measures are used when probable cause exists because the extra screening measures are invasive.

I hope the security procedures at Manchester, NH regional airport are examined and an emphasis is placed on the balancing passenger's privacy and security.

I would also recommend that for those passengers selected for imaging technology screening at airports, they are told what the test is and that it is voluntary.

Thank you.

----- TCC Control Number. -----

<<#348591-456495#>>

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.

Because your complaint is regarding screening at BWI, 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 monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable 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 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 --

b6

From: [REDACTED]  
 Received: 9/29/09 6:29:23 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.shtm>

b6

Remote Client: [REDACTED]  
 Date Time: 9/29/2009 1:50:20 PM

b6

Name:	[REDACTED]
Email:	[REDACTED]
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	
Comments:	Last Thursday, I flew out of BWI airport and was asked to step on to the "podium" (the whole body imaging device) after I came through the metal detector. No one explained to me that this took an x-ray nor did I see any signs explaining what the "podium" had asked me to step into was. I am 10 months pregnant and am extremely upset that no one told me I was being x-rayed and that I had the option of a pat down instead. If I had known what the machine was, I would have asked for an alternate searching method but since these devices are relatively new, I had no idea

why they asked me to step up on the podium. Huge signs need to be posted and women need to be warned this is an x-ray in case they are pregnant so they are not deceived like I was. Whether or not TSA believes these are safe for pregnant women, it should be our right to determine whether we feel comfortable with the x-rays or not and we cannot make that decision unless we are fully informed about the "podium" they ask us to step up on in the airport. Please take steps to remedy this so that other women don't have to go through the stress of worrying about their baby's health as I have the past few days. Thank you.

----- TCC Control Number: -----  
<<#382747-495475#>>

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) <<http://www.tsa.gov/>>

TSA Contact Center

--- Original Message ---

b6 From: [REDACTED]  
Received: 10/26/09 7:40:50 PM EDT  
To: "TSA Contact Center" <[TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)>  
Subject: TSA Contact Us: Complaints

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

b6 Remote [REDACTED]  
Date Time: 10/26/2009 2:34:13 PM

b6 Name: [REDACTED]  
Email: [REDACTED]

**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: -----

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----- TCC Control Number: -----

<<#392681-506928#>>

## TSA ADHOC Query Results

MsgID: 300162800220091023

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 10/23/2009 1:14:05 PM

FromDateTIme:

Flag:

Status: CLOSED

Consumer\_Issue: Caller asked about protocol for passengers using Whole Body Imaging.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Advised caller that a notification will be sent to CSM at BWI in regards to not being provided option of patdown opposed to body scanner.

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 notification will be sent to CSM at BWI in regards to not being provided option of patdown opposed to body scanner.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BWI

NTUser: [REDACTED]

ClosedDateTime: 10/23/2009 1:14:22 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

CSM\_Flight: 357

CSM\_Terminal\_Gate: D-15

CSM\_Check\_In\_Incident\_Date\_Time: 10/21/2009 1:45:00 PM

CSM\_Description: [REDACTED] s upset due to the fact that after she went through x-ray which did not alarm at BWI and attempted to retrieve her carry on baggage. A male screener then stopped her and told her to go through the body scanner. [REDACTED] was not advised as to why this occurred nor was she given the option of a pat-down thus she is upset. I informed her of standard secondary screening procedures and apologized to caller.

Return\_Comment:

Airport\_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,

Airline\_Extended: United Airlines <sup>a</sup>,

AdditionalNotes:

MsgSubject:

MsgBody:

Airline: United Airlines <sup>a</sup>

Incident\_Date: 10/21/2009 1:45:00 PM

Contact\_Date: 10/23/2009 1:14:05 PM

Type: TELEPHONE

Interaction\_Type: COMPLAINT

CallID:

CSM\_Baggage\_Carryon\_Or\_Checked:

CSM\_Baggage\_Tag\_Number:

b6

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From: GotFeedback [Gotfeedback@dhs.gov]  
Sent: Monday, November 24, 2008 10:02 AM  
To: [REDACTED]  
Subject: FW: Got Feedback : Tampa International (TPA)

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

From: [REDACTED] [mailto:[REDACTED]] b6  
Sent: Thursday, November 20, 2008 2:10 PM  
To: GotFeedback  
Subject: Got Feedback : Tampa International (TPA)

Current Date/Time: 11/20/2008 2:09:43 PM

Airport: Tampa International (TPA)

Date/Time of Travel: 11/13/2008 8:00 AM

Airline & Flight Number: Delta

Checkpoint/Area of Airport: Security

TSA Employee: (If Known):

Compliment/Complaint: We arrived 2 hrs early, but my flight was changed to an earlier flight. The flight was boarding as we finished at the ticket counter. When we arrived at security we were told we had been picked by the airlines for special inspection and told to stand in a holding area. We waited for several minutes and then we were asked to go through the naked screening device. My husband went through and I declined, preferring to do the pat down. Again I was told to wait in a holding area. I asked several times for my husband, but I was told to stand on a mark on the carpet. There was no one in the pat down area and I asked to be patted down as our plane was loading. I asked for my husband again because I couldn't see him and I assumed he left for the gate and our plane was in the boarding process. I was told to stand on a spot on the carpet and someone would be with me in a minute. I then agreed to go through the scanner so I wouldn't miss my plane. They again asked me to wait and stand on a spot. I was asked not to move even though the scanner was empty. I again asked for my husband (who I could not see) I finally entered the scanner and when they tried to scan me I was trembling. They told me to stop trembling-they couldn't do the scan. I explained the trembling was something I could not control. A supervisor was called and he threatened if I couldn't stop trembling they couldn't do the scan and I would not be allowed to fly. They asked me turn around two times and they tried to re-do the scan. I was asked to raise my hands over my head higher, which I cannot do. The woman with the head set and the supervisor then determined I need the pat down in addition to the scan. I again asked for my husband, but he was not allowed to be with me. I was searched completely and out in public. I asked for a private location and was told I would have to wait, which I could not do for fear of risking my flight. They did the search and I was allowed to exit to my plane. I'm a 58 year old woman and have traveled my whole life and never had anything like this happen to me. I was embarrassed and publicly humiliated. I was not disruptive or disrespectful at any time during the search. I was aware of the scanner and agreed to the pat down. I never intended to be the victim of both. This humiliating procedure almost cost me my flight out of Tampa and I almost missed watching my daughter's graduation from the Air Force. I will never fly out of Tampa airport or any airport with a naked scanner. I would also like to know why we were "picked at random" by the airlines or did the TSA make the decision at the security check point?

Would you like a response?: Yes

Passenger's Name: [REDACTED] b6

Phone Number: [REDACTED]

1

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Email



(b)(6)

Comments: This is an additional question/comment to my first complaint/comment re: Security's use of whole body scanners/not informing me why I was being asked to "step aside" for 5-7 mins while my purse sat unattended!

I just read that the use of whole body scanners is to be used "if the person sets off the metal detector" which I did NOT!!! However, several people ahead of me did and they were NOT subjected to this treatment/delay/invasion of privacy...I am LIVID!!! Your airport security is slow and incompetent!

\*\*\*\*\* Important Notice \*\*\*\*\*

The Hillsborough County Aviation Authority is a public agency subject to Chapter 119 of Florida Statutes concerning public records.

E-mail messages are covered under such laws and thus subject to disclosure. All e-mail sent and received is captured by our server and kept as a public record.

(b)(6)  
From: [redacted]@tcc.gov] (b)(6)  
Sent: Tuesday, January 28, 2010 2:07 PM  
To: [redacted] (b)(6)  
Subject: FW: TSA Contact Us: Complaints <<#328330-433181#>>

Date Time: 5/20/2009 8:12:45 AM

Name:	[redacted] (b)(6)
Email:	[redacted] (b)(6)
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	
Comments:	On January 30th, 2009 I was at Tampa International Airport at gate C flights coming from NY by Southwest airlines at 6:30 pm, I had to go thru security but what had me concern is that was no lines I went in and a security men told me that I was going to be x-rayed. after that I saw him going to the private room where x-rays are, to speak to the guy on that room I know x-rays are voluntary and He never asked me if I wanted be x-rayed I saw CNN reports and have me very upset that I know he went to that room to see my naked body thru the machine with the other guy Im very upset because even that day I saw something wrong and I did not say anything. they were alone and that's why they took advantage of the situation. some workers have no ethic and abuse.

----- TCC Control Number: -----  
<<#328330-433181#>>