

CRC22, <CTR>

To: TSA-ConsumerResponse
Subject: RE:

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

From: [REDACTED] b6
Sent: Friday, October 25, 2002 10:36 AM
To: TSA-ConsumerResponse
Subject:

To whom it may concern. My last name is [REDACTED] Since 9/11 every flight I have taken I have been searched. My mother who is 76 has been searched. EVERY time. Why? Everyone knows that the computer, once you book a ticket, flags names so they can be searched. We are from Texas and Oklahoma. Our last name is not foreign. We are not foreign. So why do we get flagged everytime? My sister has gotten searched every time. I don't think it is right. I know that security measures have to be taken and I applaud the federal government for taking over. I would not fly if these measures had not been taken. But, please quit flagging the [REDACTED] name. We are not foreign. On a security note, after TSA took over the screening process, I had forgotten to take my scissors out of my cosmetic bag. They were seen and NOT taken out and confiscated. I did not realize they were in there until I got to my destination. Then I realized that even though I was searched and my bag was searched, they were not confiscated. I think that was a gross mistake on the part of the screeners. I have since taken them out and anything else that is on the list of "weapons". Thank you for making flying safer. b6

000177

CRC22, <CTR>

To: TSA-ConsumerResponse
 Subject: RE: Airport searches

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

From: [REDACTED] b6
 Sent: Monday, October 28, 2002 12:43 PM
 To: TSA-ConsumerResponse
 Subject: Airport searches

Although I know the TSA is there for security reasons, I feel that everytime I try to fly, which is every weekend right now, my rights are being violated.

I'm being search non-randomly.
 I'm being search without cause
 I'm guilty until proven otherwise

The original search before you go to the gates wasn't good enough, apparently.

The "S" in front of my name indicates that I'm going to be search, so if I was a terrorist, why would I proceed on to the gates.

The people searching me, although they are trying to be nice, prolong the process, humillate us with their dicking around and are just down right condescending. And then they get pissed because I don't smile and thank them for violating my rights.

On Monday, Oct. 21st, at Reagan, there was so much confusion and not enough space to carry out their searches. The young, and I mean young, girl that was searching me, was trying to lug my luggage and also find a place to set it down at. Her equipment that she was wandng me with was going off at my ankles. I had no shoes on and no metal in my ankles. Then she has to ask permission to lift my pantleg and to pull up my sleeve. Give me a break. I really enjoy being made to feel like a criminal and having the process drawn out unnecessarily.

Then I had to deal with her smartass female supervisor who insisted I fill out a complaint form right there since I wasn't happy about being "selected" by Northwest. Now, I'm not stupid. It was quite evident that she was going to throw the form away after I filled it out anyway.

Just for your information, I'm a [REDACTED] b6. I travel a lot. Why I kept getting searched was supposedly because my ticket was bought at the last minute. Yes, I got called to a meeting in DC at the last minute. When you are asked to go, you go. If I was a terrorist and knew that I was going to be search because my ticket was bought at the last minute, I would certainly buy my tickets months in advance.

What is also funny is how everybody says, "I'm not suppose to tell you this, but you probably bought your ticket at the last minute, etc." They start to fill you in on why you are were "selected." And they like to pass the buck, too. Northwest says that TSA does the selecting, but TSA says that Northwest does the selecting, until the first of the year. Someone even said that we usually pick the elderly to search because they are easier and we can get them through quickly.

The airlines are hurting for business and this security business is not helping matters. I'm getting more angry and will be making a lot more decisions not to fly.

Now that I've found your address, I'll keep writing to let you know of my weekly experiences. I'm sure if I give you my name, I'll really be searched and put on the no fly list. I'll really love that. However, if you do need my name, I will be happy to give it to you.

000178

CRC19, <CTR>

From: [REDACTED] b6
Sent: Tuesday, November 19, 2002 10:55 AM
To: TSA-ConsumerResponse
Cc: 'Consumer_Affairs@usairways.com'
Subject: Random Searches

To whom it may concern,

As you can see from the attached correspondence from US Airways I have been given your office as a contact for my concerns over my airline travel. My work mandates that I travel weekly to New York City in which I take the US Airways shuttle to do this. My concern is first over why I have been selected to be searched for over 95% of the time I fly. As a frequent traveler for the past three years I have a difficult time figuring out why I would be marked as someone to search every time. A business traveler that makes the same trips weeks on end is certainly not someone that should be targeted as a suspect that should be searched. I challenge the randomness of searches if it is done every time I fly. I would like a response as to what can be done to remove me from the blacklist that for some reason I am in your systems.

My second concern and even more important is the intrusiveness of your searches. As you can see below without being asked I had an attendant put his hands down the front of my pants to search me. This is unacceptable. If I were anywhere but an airport at the time I would have strong ground to sue that individual. This policy of searches has grown more intrusive by the week. This is unacceptable to be touched in such a way and I don't believe that I or anyone else should be subject to this.

While I respect and agree that safety of passengers and the country is a top priority, I fail to see how I am a threat. As a frequent flyer and non-international traveler that has lived in the same state his entire life, I do not accept you targeting me as a suspect.

Your attention to this matter is appreciated.

[REDACTED] b6
Dear Mr. [REDACTED] b6

Thank you for taking the time to contact us about your recent experiences with airport security measures in Boston. I appreciate the opportunity to respond on behalf of US Airways. We regret you are disappointed with the security screening process. In the wake of the tragic events on September 11, 2001, the federal government increased security requirements and mandated continuous security screening of air travelers. As a result, random searches are conducted at the checkpoint and departure gate, and a computer-assisted passenger pre-screening system (CAPPS) selects passengers for additional screening based on their travel profile.

CAPPS is a government administered computer application that operates in the background of our reservations computer system. This application scans the

000179

data in each reservation record and prompts for additional security measures when specific data are present. There is no human intervention in the CAPPS selection process and US Airways personnel cannot modify a reservation to prevent a search or cause a passenger to be selected. An "S" is printed on the boarding pass of each customer who is a CAPPS selectee so that our gate personnel and security agents know which customers require additional screening.

Searches and inspections are conducted at the departure gate by federal employees of the Transportation Security Administration (TSA).

In compliance with security directives, random screening begins when the first customer presents their ticket at the boarding door and remains continuous until the flight is closed. Each time security officials complete a search and the screening table is empty, the next passenger in the boarding line is sent to the table for screening.

While I was disappointed to learn that the security officer conducted your search in an inappropriate manner on November 18, our control over the screening process and federal security employees is very limited. I have shared your comments with our Boston Station Manager for internal review with our TSA liason. Should you encounter additional problems with security personnel in the future, you may contact the TSA directly at the following

address:

Transportation Security Administration
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590
e-mail: TSA-ConsumerResponse@tsa.dot.gov

Mr. [REDACTED] - b6 thank you again for sharing your experience with us. We value your business and hope you will continue to select US Airways for your future air travel needs.

Sincerely,
Timothy Graham

I have a concern about your random search policy and the intrusiveness that it has gotten to be lately. First off while I understand and respect the fact that airline security is a major issue, especially from Boston, I feel that as a weekly traveler on the shuttle the fact that I get "randomly" searched (with the *S* on my ticket) every week a major inconvenience. The point of a random search is lost when you search me 95% of the time I travel. With this being a weekly occurrence for the last 6 months I feel that something needs to be done so that I am no longer a target for an extra screening process. Next, I would like to seriously complain about the screening that I was subjected to today. As your screening process has continued to evolve I found myself today, with out being asked, with a hand down the front of my pants. I was asked as I normally am to flip my belt buckle over, being that I have done this twice every week I am quite familiar with how it works, but the attendant was not satisfied with how I did this and put his hand down the front of my pants. Not only was this very uncomfortable to have happen to me it was especially embarrassing to have happen in front of all the people waiting to board the plane. I honestly felt violated and am deeply concerned that this might happen again as you searches continue to get more and more intrusive. I implore you to do something with my profile that I am no longer subject to these weekly searches and retrain your employees that while your passengers want to be safe, they do not want or need to be groped. I will await your response to

000180

this very serious request before deciding on any further action, but as you can see from the email I am very upset. Thank you, [REDACTED] b6

To whom it may concern,

As you can see from the attached correspondence from US Airways I have been given you office as a contact for my concerns over my airline travel. My work mandates that I travel weekly to New York city in which I take the US Airways shuttle to do this. My concern is first over why I have been selected to be searched for over 95% of the time I fly? As a frequent traveler for the past three years I have a difficult time figuring out why I would be permantly marked as someone to search every time. A business traveler that makes the same trips weeks on end is certainly not someone that should be targeted as a suspect that should be searched. I challenge the randomness of searches if it is done every time I fly. I would like a response as to what can be done to remove me from the blacklist that for some reason I am in you systems.

My second concern and even more important is the intrusiveness of your searches. As you can see below without being asked I had an attendant put his hands down the front of my pants to search me. This is unacceptable. If I were anywhere but an airport at the time I would have strong ground to sue that individual. This policy of searches has grown more intrustrusive by the week. This is unacceptable to be touched in such a way and I dont believe that I or anyone else should be subject to this.

While I respect and agree that safety of passengers and the country is a top priority, I fail to see how I am a threat. As a frequent flyer, non-international traveler that has lived in the same state his entire life, I do not accept you targeting me as a suspect.

Your attention to this matter is appreciated.

[REDACTED] b6

Dear [REDACTED] b6

Thank you for taking the time to contact us about your recent experiences with airport security measures in Boston. I appreciate the opportunity to respond on behalf of US Airways. We regret you are disappointed with the security screening process. In the wake of the tragic events on September 11, 2001, the federal government increased security requirements and mandated continuous security screening of air travelers. As a result, random searches are conducted at the checkpoint and departure gate, and a computer-assisted passenger pre-screening system(CAPPS) selects passengers for additional screening based on their travel profile.

CAPPS is a government administered computer application that operates in the background of our reservations computer system. This application scans the data in each reservation record and prompts for additional security measures when specific data are present. There is no human intervention in the CAPPS selection process and US Airways personnel cannot modify a reservation to prevent a search or cause a passenger to be selected. An "S" is printed on the boarding pass of each customer who is a CAPPS selectee so that our gate personnel and security agents know which customers require additional screening.

000181

Searches and inspections are conducted at the departure gate by federal employees of the Transportation Security Administration (TSA).

In compliance with security directives, random screening begins when the first customer presents their ticket at the boarding door and remains continuous until the flight is closed. Each time security officials complete a search and the screening table is empty, the next passenger in the boarding line is sent to the table for screening.

While I was disappointed to learn that the security officer conducted your search in an inappropriate manner on November 18, our control over the screening process and federal security employees is very limited. I have shared your comments with our Boston Station Manager for internal review with our TSA liaison. Should you encounter additional problems with security personnel in the future, you may contact the TSA directly at the following

address:

Transportation Security Administration
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590
e-mail: TSA-ConsumerResponse@tsa.dot.gov

Mr. [REDACTED] ^{b6} thank you again for sharing your experience with us. We value your business and hope you will continue to select US Airways for your future air travel needs.

Sincerely,
Timothy Graham

I have a concern about your random search policy and the intrusiveness that it has gotten to be lately. First off while I understand and respect the fact that airline security is a major issue, especially from Boston, I feel that as a weekly traveler on the shuttle the fact that I get "randomly" searched (with the *S* on my ticket) every week a major inconvenience. The point of a random search is lost when you search me 95% of the time I travel. With this being a weekly occurrence for the last 6 months I feel that something needs to be done so that I am no longer a target for an extra screening process. Next, I would like to seriously complain about the screening that I was subjected to today. As your screening process has continued to evolve I found myself today, with out being asked, with a hand down the front of my pants. I was asked as I normally am to flip my belt buckle over, being that I have done this twice every week I am quite familiar with how it works, but the attendant was not satisfied with how I did this and put his hand down the front of my pants. Not only was this very uncomfortable to have happen to me it was especially embarrassing to have happen in front of all the people waiting to board the plane. I honestly felt violated and am deeply concerned that this might happen again as you searches continue to get more and more intrusive. I implore you to do something with my profile that I am no longer subject to these weekly searches and retrain your employees that while your passengers want to be safe, they do not want or need to be groped. I will await your response to this very serious request before deciding on any further action, but as you can see from the email I am very upset. Thank you, [REDACTED] ^{b6}

000182

GRC22, <CTR>

From: [REDACTED]
Sent: Tuesday, December 03, 2002 8:49 AM
To: TSA-ConsumerResponse
Subject: Airport Security

b6

Apparently, my name is on some kind of list that results in:
-whenever I check in for the first leg of any trip the initial check-in takes up to an hour while they do a background check on me
-every time I change planes I have to go through the full security search.

This whole situation has become extremely distasteful, and has made airline travel quite unpleasant. I just haven't learned to appreciate standing in line, having people paw thru my personal belongings (sometimes within an hour or two of each other), being the last person on the plane when all the overhead storage is gone, sitting cramped in my seat with my carry on under the seat in front of me. To top it off I am going to Mexico next Sunday leaving at 5:20 am, two plane changes, and my son has the same name, it is making me dread a vacation I desperately need.

It really seems like we are focusing and spending a lot of time on an individual who is no threat to the security of the US, that could be used more constructively to work on real threats and issues. We should be making life miserable for the bad guys, not the good guys, I can't believe there isn't a way.

Anything you can do to help would be greatly appreciated, [REDACTED]

b6

000183

CRC19, <CTR>

From: Horizon Customer Relations [horizon.consumer.services@horizonair.com]
Sent: Thursday, December 12, 2002 4:01 PM
To: jay.allen@alaskaair.com; angela.kelly@alaskaair.com; glenn.johnson@horizonair.com;
karen.broghammer@alaskaair.com; ray.prentice@alaskaair.com;
laura.rodde@horizonair.com; ellizabeth.fleming@mail.house.gov; TSA-ConsumerResponse
Subject: Fwd: Re: Fwd: Re: TSA List

Below is correspondence between [REDACTED] and myself regarding secondary security screening, please forward to the appropriate party if necessary.

Thank you,
Chrissy Montrose
Horizon Air Customer Relations

Dear [REDACTED]:

Thank you for your reply. I am sorry that my previous response did not adequately address your concerns.

As of early this month, an enhancement was added to Sabre (an airline computer reservation system used by many airlines) to ensure that only names that exactly match those on the TSA list will be flagged for additional screening. However, please keep in mind that as I advised before, the TSA list is not the only criteria that is used for selecting passengers for secondary screening. Also, the TSA has advised us that the list they use changes on a weekly basis.

I am sorry that our employees advised you that you were being flagged because you were on a list supplied by the FBI/TSA. I am certain that our agents acted with the best intentions in trying to supply a reason to you regarding your selection for secondary screening. Nonetheless, I will be forwarding your comments to our Vice President of Customer Services to use as a training tool on how to better handle these types of situations in the future.

Again, passengers who are not randomly selected are chosen because an unspecified number of factors that surround their travel have met Federally established criteria that requires that they have advanced security screening. Horizon Air and Alaska Airlines did not create the security screening selection processes; they are governmental directives levied on all airlines flying in the United States. In an effort to eliminate individual prejudices from the process, the computer system automatically establishes selectees based on the Federal criteria. We are not informed as to why a passenger has been selected. We also have no way to manipulate this system by adding or removing passenger names completely from the selection process.

Unfortunately, I do not know the factors that are causing you to be flagged for secondary screening when you fly and I am not able to prevent the possibility of your being selected when you travel later this month. I sincerely wish that I had more information for you. We very much value your business and certainly understand you have a choice. I can only try to assure you that both Horizon Air and Alaska Airlines are committed to working with the government and the TSA to find a solution for passengers such as yourself who are routinely selected. I realize that your recent experiences have been very frustrating and uncomfortable and I again apologize. If you have any further questions, please feel free to contact me.

Sincerely,
Christina Montrose
Horizon Air Customer Relations
206-248-6349

000184

CC: Horizon Air Vice President of Customer Services
Alaska Airlines Manager of Aviation Security
Transportation Security Administration
Representative George R. Nethercutt Jr.
Alaska Airlines Manager of Sabre Development

>
>
>

>Dear Ms. Montrose,

>
>Thanks so much for your email. I appreciate the time you took to write your
>response, but I am a bit confused by what you are saying to me. I understand
>that you are sorry that I am regularly flagged for additional screening and
>that you appreciate my patience. However, I do not understand what
>Horizon/Alaska plans to do about this.

>
>I can tell you that I currently have reservations for me and my family
>[REDACTED] to travel on Horizon/Alaska round trip from [REDACTED]
>[REDACTED] leaving on December 26 and returning on December 29th. Our
>reservation code is DOM EHP. If this problem is not straightened out before
>we fly, that means that ALL OF US will be subjected to additional security
>at the airport of departure and at every connection we make.

>
>I wish to emphasize that this flagging of me for extra security screening
>happens to me EVERY SINGLE TIME I FLY. It is NOT random. In fact it happened
>to me again this week when I flew to Portland. Since April, I have been told
>many, many times by employees at the Horizon desk that I was being flagged
>because my name is on a list supplied by the FBI/TSA and that I am on this
>list because my name is similar to someone else's. I was told that there is
>nothing that Horizon/Alaska could do about this because the list comes from
>the FBI/TSA.

>
>As you know, I recently received a letter from the TSA in which they state
>that I am NOT on their list. This means:

>
>Horizon employees were mistaken on the multiple occasions they told me my
>name was on the list (this seems unlikely).

>
>Horizon employees were lying to me when they told me that my name was on the
>list (I hope that this isn't true).

>
>My name was put into the Horizon Alaska computers by mistake--if this is the
>case, it needs to be corrected NOW.

>
>You say that I am being flagged because of qualifying factors and that
>"These qualifying factors include many criteria other than being on the TSA
>list. These qualifying factors include many criteria other than being on
>the TSA list. All airlines are required to program certain criteria into
>their reservations systems. The airlines do not know the scoring algorithm
>for selecting customers for secondary screening nor can we change it."

>
>Are you saying that you don't know why I am being flagged? Frankly, I do not
>believe that.

>
>You mention that you have been in touch with the TSA. What did they say? Did
>you also call Mr. Sean B. O'Holleran, Departmental Assistant Secretary for
>Governmental Affairs, at (202) 366-9714 as was suggested in the letter from
>the TSA to my congressman, George Nethercutt? If so, what did Mr. O'Holleran
>say?

>
>I have been patient with Horizon/Alaska because I was told by Horizon
>employees that they were being instructed by the TSA to do this to me. I was
>told that my only recourse was to contact my congressman. I did this and now
>learn from the TSA that I am not on their list. This means that all of this

b6

000183

>is Horizon's doing.

>
>Now you tell me that there are qualifying factors. I must be doing something
>wrong on every single flight. You suggest that I make my reservations 24-48
>hours in advance.

>
>I always make my reservations in advance--usually over a week in advance.

>
>I always pay by credit card--the same credit card I have used for years--I
>never pay by cash.

>
>I never change my itinerary after I have purchased my tickets.

>
>I want to know why I am being always flagged--whatever it is, tell me and I
>will change it.

>
>I have been a loyal customer of Horizon/Alaska since the airline began
>servicing the Moscow/Pullman area. Surely, you can review my record and see
>all the places I have flown on Horizon/Alaska over the years. In fact, I
>have flown enough this year to hear MVP status (I began being flagged long
>before I became an MVP, so I do not think being an MVP is the issue as you
>suggest in your email). I am a married college professor at Washington State
>University--I have been in Pullman for over 20 years.

>
>However, if this flagging of me for extra security does not stop soon, I
>will no choice but to switch airlines. I am particularly hoping that
>something can be done about this before I fly with my family on December
>26th.

>
>I have spent hundreds of hours working on this for months--calls to the FBI,
>TSA, FAA, Horizon, and letters and calls to Congressman Nethercutt's office.

>
>Leaving me in the dark and asking me to be patient is not acceptable to me.
>Please, PLEASE tell me what to do.

>
>Thanks for your help with this. I look forward to hearing from you soon.

[REDACTED] } b4

>
>
>
>
>
>
>
>
>on 12/6/02 10:56 AM, Horizon Customer Relations at
>horizon.consumer.services@horizonair.com wrote:

>
>> Dear [REDACTED] b4
>>
>> I am very sorry to hear of the inconvenience you have experienced as a result
>> of being selected for secondary screening on multiple occasions. I can
>assure
>> you I have brought this to the attention of several individuals here at
>> Horizon
>> and Alaska and have also contacted the TSA. (Also, the reason for the delay
>> in
>> my response to you)
>>

000186

>> Passengers are selected for advance security screening based on a random
>> lottery type selection and qualifying factors. These qualifying factors
>> include many criteria other than being on the TSA list. All airlines are
>> required to program certain criteria into their reservations systems. The
>> airlines do not know the scoring algorithm for selecting customers for
>> secondary screening nor can we change it. Since these parameters have been
>> implemented it is apparent that certain characteristics associated with our
>> MVP

>> passengers tend to flag those customers consistently.

>> That said it is our responsibility to make your travel experience a positive
>> one. Our Information Services department is researching what we can do to
>> flag
>> the reservation in order to preclude instances such as yours. We would
>> encourage you, when possible, to book your round trip 24-48 hours in advance.
>> We do want to make this as easy as possible, and are committed to making any
>> enhancements under our control in order to accomplish this.

>> [REDACTED] ^{ble} I hope we are able to resolve this for you in the near
>> future.

>> I again apologize for your inconvenience and appreciate your patience.

>>
>> Sincerely,
>> Christina Montrose
>> Horizon Air Customer Relations
>> Office of the President

>> [REDACTED] ^{ble}

>>> Dear Customer Service,

>>> My name is [REDACTED] ^{ble}. I am an Alaska Airlines MVP member. My number
>>> [REDACTED] I have flown Alaska/Alaska Air six times since last April and
>>> I am scheduled to make two trips in December.

>>> The office of my congressman, the Honorable George Nethercutt, has been
>>> working to determine why my name flags additional security whenever I fly
>>> Horizon/Alaska Air. I have been told by Horizon/Alaska personnel that my
>>> name is on a list (which was supplied to Horizon/Alaska by the FBI/TSA).
>>> However, Congressman Nethercutt's office has forwarded to me a copy of a
>>> letter from J.M. Loy, ADM, Under Secretary of Transportation for Security,
>>> which reads in part...

>>> "The Transportation Security Administration (TSA) requires that each airline
>>> use a 'Watch List' comprised of names provided to TSA by the Federal Bureau
>>> of investigation. We have researched [REDACTED] name and found that
>>> there is no name match."

>>> The letter also states: "If you need further assistance, please call Mr.
>>> Sean B. O'Holleran, Departmental Assistant Secretary for Governmental
>>> Affairs, at (202) 366-9714."

>>> Since last April, EVERY time I fly in Horizon/Alaska Air I am flagged for
>>> additional security. I have been told by Horizon/Alaska desk personnel that
>>> my name is on a list (which was supplied to Horizon/Alaska by the FBI/TSA)
>>> because my name is similar to someone else's. Because of this, I am told,
>>> Horizon/Alaska has no choice but to subject me to additional security.

>>> I cannot check in online, I cannot check in using a kiosk And when I try to
>>> check in at the desk, I am made to wait until someone can be found who knows
>>> what to do. I am then told that my name is in the system, but that I have
>>> been "pre-cleared." However, the boarding pass I receive has an *S* on it,
>>> so all my bags are searched and I am searched--and this happens again and
>>> again at every connection.

>>> And this happens to everyone flying with me--family, etc.

000187

>>> Now I learn--after all these months--that my name IS NOT on the FBI/TSA
>>> list, so why is Horizon/Alaska doing this to me?

>>> I have a flight scheduled from [redacted] on December 4 (returning
>>> on the 6th, reservation GRW MXY) and I am flying with my family from
>>> [redacted] on December 26 (returning on the 29th, reservation
>>> DOM EHP). I would like this straightened out before I fly.

>>> What do I need to do? I have ^{tried} tried to be patient these many months because I
>>> was under the impression that this was a TSA problem--since I was supposedly
>>> on the list; there was nothing that Horizon/Alaska could do about it. Now I
>>> learn that I am NOT on the TSA list, so this must be a mistake on
>>> Horizon/Alaska's part.

>>> I trust that you will take care of this quickly. If you have any questions
>>> please contact me at home [redacted]
>>> where I have been a member of the [redacted]

>>> Or simply send me some email to [redacted]

>>> Thanks,

[Large redacted signature block]

CRC22, <CTR>

b6

From: [REDACTED]
 Sent: Saturday, January 04, 2003 6:56 PM
 To: TSA-ConsumerResponse
 Subject: LAm I a Victim of Raclal Profiling?

November 17 I flew from Sky Harbor to Fort Lauderdale on American/TWA flight #3178. After presenting my passport for identification, checking my luggage, and obtaining a boarding pass, I joined a group at the gate where I was the only one who underwent a complete search. I was pleased that the gate persons were so thorough, but wondered why only I had this experience.

At Fort Lauderdale I joined two friends in board the Crown Odyssey for a cruise to Los Angeles where we arrived early December 2nd. The Orient Lines bussed us to the airport, arriving a few minutes after 10 a.m. and a Cruise Line representative placed our luggage on a cart and took it to the Terminal door. He told my 2 friends to check in and then go to Gate 85 to board United Airline's flight #6935 for Phoenix at 1:10 p.m. He told me to go to counter 62 for a security inspection. After presenting my passport and airline voucher I was told that my luggage had to be Xrayed. When completed I entered a room occupied by 4 inspectors. I gave my passport and drivers license to one of them who examined my luggage and while doing so he pressed a button on a large box-like machine from which 2 small pieces of paper spewed out. He placed them on his thumb and forefinger and rubbed them across the items he was inspecting. He also prepared a written report. Lori Charles, who appeared to be in charge, said she would have to ask me some background questions. "Do you use guns and do you have ammunition? I said "no" to both. Then she said you are carrying explosives, you have TNT in your shaving cream. When I tried to pick it up she said I must not touch anything. The four of them had a conference and after Lori telephoned someone, I was released and told to go to counter 62 to pick up my luggage and boarding pass. As I was leaving the interrogatin room one of the inspectors picked up my can of Edge shaving cream and sprayed it like a teenager applying graffiti. After checking my luggage and obtaining a board pass at counter 62 I went to gate 85 where I was searched again. Two minutes later, but after almost three hours of security inspection, the plane took off.

On returning home I called S C Johnson, maker of Edge Shaving Cream, who were astounded, as they have never had this problem before. Your list of Permitted and Prohibited Items permits carry-on and checked shaving cream. Mine was checked.

QUESTIONS: Why did the Cruise Line employee tell me to undergo a security check? Orient Line have denied any knowledge of one of their employees doing this. Since I was searched first in Phoenix by American/TWA, and then went through the Xray inspection ordeal before boarding United at Los Angeles, it is apparent that my name was forwarded and that I am on a Federal suspect list. What was in the Security report from Los Angeles? [REDACTED] and somewhat similar to Arabic and southern Asiatic names, must have triggered the ordeal. The inspectors knew from my passport and drivers license that I, [REDACTED]

b6
 b6
 I feel I am entitled to a full explanation.
 [REDACTED]
 b6

000189

CRC22, <CTR>

From: [REDACTED] b4
Sent: Monday, January 06, 2003 7:10 PM
To: TSA-ConsumerResponse
Subject: Why is my family being singled out for searches?

[REDACTED]
international airport on Friday December 27th. We were all singled out for TSA searches at the boarding gate. [REDACTED] flew home from [REDACTED] on New Year's day and they were both singled out for TSA searches. When I returned to [REDACTED] on January 3rd I was singled out for a TSA search. b4

I'm all for making air travel safe and all but having every member of my family searched every time we fly is going way beyond us doing our part. Please take the [REDACTED] family off of whatever terrorist suspect list you have our names on. b4

[REDACTED] b6

000190

CRC22, <CTR>

From: [REDACTED] -b6
Sent: Monday, January 20, 2003 10:40 AM
To: TSA-ConsumerResponse
Subject: [REDACTED] b6

My name is [REDACTED] and I fly about 8x a year. Each time I try and check in on American Airlines they are unable to retrieve my boarding pass without calling an internal number to have me cleared. When I inquired about this with AA they referred me to you. I understand that you have a HuGe job keeping our airports safe. However, I am a female US citizen with no record whatsoever. My last name is of [REDACTED] decent. Is it possible to remove me off of whatever list I am on? It is quite embarrassing when travelling with children. It only happens on AA. Any help you could give me would be greatly appreciated.

Thanks, [REDACTED] b6

000191

GRC22, <GTR>

From: [REDACTED] b6
Sent: Thursday, January 23, 2003 9:48 PM
To: TSA-ConsumerResponse

My name is [REDACTED] b6 I flew in From BWI (Baltimore Washington International Airport) to Atlanta today. I fly every week and to say I am upset is an understatement. Cutting my locks is one thing but theft is another I am missing a jacket as well. When I claimed my luggage I had no Idea who had been through it except that there was a little orange sticker on my baggage claim tag that said delta security cleared the sticker was very small and in no way identified TSA as being in my bag. When I get home I open my luggage and see that my broken locks are attached to a note that tells me how sorry you are that you have put a tamper evident seal. Evidently you forgot the seal. I have delta agents that were there. My Luggage has an outside garment compartment that was unzipped along with the other pockets. So the way I see it someone evidently tampered with tamper evident seal. While you may have the right to break my locks at will you do not have the write to take items of clothing that you like my report with delta is on file and had to call a delta corporate offices because all I could get out of the delta personal at the airport is not there fault they hear similar stories every day, and gave a piece of paper with your web site on it and told me to contact you that way. Needless to say the Delta manager that I had to call was very apologetic and accepted the responsibility for your criminal activities. MY sky miles number is [REDACTED] if you b6 would like to check the report that was submitted. You might try posting signage at airports or having the agents inform us that you will be breaking these locks and rummaging through our suitcases and taking what you want. I am glad that there is a lot of media attention on your beurocracy here in Atlanta because this will not be the end of it. I will do anything I have to do to make sure this made public. I am an honest person and when I have to worry about the government stealing my belongings when I travel is too much. Makes me wonder who the terrorist are. Again this is not the end of it! Last time I check the terrorist were of [REDACTED] decent, I have not seen anyone on the watch list named Michael yet.

[REDACTED] b6
[REDACTED] b6

000192

CRC22, <CTR>

From: [redacted] b4
Sent: Saturday, January 25, 2003 1:21 AM
To: TSA-ConsumerResponse
Subject: identity confusion

b4

b6

I need your help in solving a rather serious problem. My name [redacted] I am chairman of the [redacted] [redacted] for 25 years. For the past 18 months or longer each time I have flown on Horizon/Alaska Air a security alert comes up on their computer monitor as a no fly.. A security person comes over, looks at my drivers license, asks a couple of questions, makes a call, and then enters his badge number and at that point I can continue with the reservation. This often takes 15-20 minutes and is very frustrating to me and the other passengers in line behind me. In November when I flew from [redacted] on Aloha Airlines the process took two hours since they had to call the FBI in the U.S. Had I not arrived more than two hours before the scheduled departure, I would have missed my flight and a meeting I was responsible for leading there. On Horizon/Alaska once I am cleared to fly and issued my boarding passes, there is an S on each one of them which means that I am selected at the gate for each segment of each flight for a secondary security screening. I live in [redacted] and must connect through Seattle on every flight so this means a minimum of two secondary security checks for each direction or a minimum of four per roundtrip. Everyone at the Bellingham airport that works for Horizon is aware of the problem and they apologize each time I come in to fly but they must still follow the proceduras. They say it is not their list I am on but yours. I need your help in having my name removed from the list of no fly persons. I am an MVP flyer with Alaska and it would seem to me that my MVP number should provided enough of a differentiation between myself and the [redacted] that ended up on the no-fly list so that I would not be unfairly singled out in this way. I do fly on other airlines including United (I am a Premier Executive with them) and Northwest and I have not had any problem with them in boarding flights. Please assist me in having my name cleared with Alaska/Horizon, Aloha, and Delta primarily but ideally any other airline. I can furnish a copy of my driver's license, passport, or whatever else you need to verify my identity. Please advise.

b6

b6

b6

b6

Email: [redacted]

Address: [redacted]

Telephone: [redacted]

000193

CRC22, <CTR>

From: [REDACTED] b7c
Sent: Tuesday, January 28, 2003 9:17 PM
To: TSA-ConsumerResponse
Subject: REFERENCE: No Fly List (Pittsburgh International Airport)

I have contacted the TSA in Pittsburgh Pennsylvania three times, and have not yet received a response to my Inquiry. [REDACTED] b7c Incorporated has been listed on the NO FLY LIST since this past summer. I have contacted the FBI to remove his name. They looked into my request and told me to contact you.

[REDACTED] b7c is an upstanding American citizen. The aggravation that he receives when flying, which is considerable, must be addressed.

Any thing that we can do to alleviate the problem we will do so...Not only does a solution to this situation allow airline management and security personell to handle more immediate and important tasks, it also eliminates the delays and possible missed flights that [REDACTED] b7c could, and has experienced.

If desired, we can supply you in advance with passport, social security number, driver license, etc.

The time and inconvenience to you, security, and [REDACTED] b7c is certainly unproductive to everyone involved. Surely we can resolve this problem....

... Please advise us regarding the steps necessary to eliminating this situation.

[REDACTED] b7c
Principal

CRC22, <CTR>

From: [REDACTED] b6
Sent: Monday, February 03, 2003 2:26 PM
To: TSA-ConsumerResponse
Subject: "No fly" list

What site do we use to check the TSA issued "No fly" list against our passenger manifests?

Thank you,

[REDACTED] b6

ARG/US

Aviation Research Analyst

tel: 215-345-6782 x 16

fax: 215-345-8113

email: [REDACTED] b6

000193

CRC19, <CTR>

From: [REDACTED] b4
Sent: Tuesday, February 11, 2003 1:57 PM
To: TSA-ConsumerResponse
Cc: Consumer, Air <OST>
Subject: 544-20030203152 US AIRWAYS OFFICE OF CONSUMER AFFAIRS

Dear TSA and ACPD,

I have made two flights round trip flights from [REDACTED] since November on USAirways and I have been "randomly selected" to be searched on all four hops of those flights. I find this to defy some pretty long odds for randomness (.0031% to be exact) and I am beginning to feel harassed. On my most recent flight, USAir flight 1570 on February 10th had 150 passengers and six were searched. I am having difficulty understanding why I am being placed in such a small pool (about 4%).

USAirways informs me that "the CAPPS application scans the data in each reservation record and prompts for additional security measures when specific data are present".

I seek clarification as to what specific data criteria CAPPS is finding in my reservation records prompting these searches. Of course nothing was found in any of these searches.

Any light you can shed will be appreciated and ease my mind.

Thanks in advance,

[REDACTED] b4
[REDACTED] b4
US Airways
[REDACTED] b4

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

From: Consumer_Affairs@usairways.com
[mailto:Consumer_Affairs@usairways.com]
Sent: Tuesday, February 11, 2003 11:28 AM
To: [REDACTED] b4
Subject: 544-20030203152 US AIRWAYS OFFICE OF CONSUMER AFFAIRS

Dear [REDACTED] b4

Thank you for taking the time to contact us about your experiences with airport security measures while traveling with us recently. I appreciate the opportunity to respond on behalf of US Airways.

We regret you were disappointed with being selected for additional security screening on a number of occasions. While we certainly recognize that security screening can be inconvenient for our customers, it is absolutely necessary to ensure the safety and security of our air transportation system and I hope the following information will be helpful to you.

000196

Following the tragic events on September 11, 2001, the federal government increased security requirements and mandated continuous security screening of air travelers. As a result, enhanced security screening is conducted at the ticket counter, checkpoint, and departure gate. A passenger may be selected for additional screening by random selection or computer-assisted passenger pre-screening (CAPPS).

CAPPS is a government administered computer application that operates in the background of our reservations computer system. This application scans the data in each reservation record and prompts for additional security measures when specific data are present. An "S" is printed on the boarding pass of each customer who is a CAPPS selectee, and when a selectee presents their boarding pass at the security checkpoint and boarding gate, they are subjected to additional security measures.

Passengers are also randomly selected at the departure gate to receive additional security screening. Federal regulations require gate screening to be conducted from the time a flight is open for boarding until the last passenger has boarded the flight and the boarding door is closed. Transportation Security Administration (TSA) screeners select the next passenger in the boarding line when a previous search is completed. As a result of feedback from air travelers, the TSA has begun eliminating the random gate screening requirement and this process should be completed at all U.S. airports within the next 60 days.

Security personnel, procedures, and facilities are the responsibility of the Transportation Security Administration (TSA) and as such, your concerns should be directed to the TSA at the following address:

Transportation Security Administration
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590
e-mail: TSA-ConsumerResponse@tsa.dot.gov

[REDACTED] ^{ble} thank you again for sharing your experience with us. We value your business and hope you will continue to select US Airways for your future air travel needs.

Sincerely,
Timothy Graham

+++The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and destroy any copies of this document.+++

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and destroy any copies of this document.

000197

another 100,000 people across the country to access my financial records at will. This is not the way to restore the air travel industry!

Email:

[Redacted] b4

Date and Time of message: 02/28/2003 11:02:39 AM

CRC1, <CTR>

From: [Redacted] b4
Sent: Friday, February 28, 2003 7:21 AM
To: TSA-ConsumerResponse
Subject: broken watch



I HAVE JUST ARRIVED BACK FROM A VACATION [Redacted] ON THE 02-26-03 ON UNITED AIRLINES FLIGHT 1562 WHEN I OPENED MY CASE ON MY ARRIVAL HOME I FOUND A LEAFLET FROM YOUR ORGANISATION STATING YOU HAD INSPECTED MY CASE, ON CHECKING THE CONTENTS I FOUND THAT MY SPARE WATCH THAT I HAD PACKED IN THERE HAD THE METAL BRACELET BROKEN THE WATCH IS A EXPENSIVE TAG HEUER AND WILL HAVE TO GO TO A SPECIALIST TO BE REPAIRED I HAVE ATTACHED PHOTO'S TO SHOW THE DAMAGE I DO NOT UNDERSTAND WHY THIS SHOULD HAVE HAPPENED AND IF YOU CAN CONTACT ME TO LET ME KNOW IF YOU ARE PREPARED TO COMPENSATE ME IN ANY WAY FOR THE DAMAGED CAUSED. b4

YOURS SINCERELY

[Redacted signature] b4

CRC1, <CTR>

From: [Redacted] b4
Sent: Wednesday, February 26, 2003 12:10 PM
To: TSA-ConsumerResponse
Subject: How to Remove Name from "Watch List"
Importance: High

I am writing on behalf of my supervisor, [Redacted] b4 [Redacted] travels frequently by air, and he is repeatedly detained at boarding time because he has been told he is on the TSA "watch list." Could he speak with someone to get permanent clearance in order to remove his name from this list? He has nearly missed a few flights because of this issue.

He does appreciate your security measures. However, he would like to find out how to remove his name from the "watch list." Thank you for your help on this matter.

[Redacted signature] b4

000198

CRC1, <CTR>

From: [REDACTED] b4
Sent: Sunday, March 02, 2003 8:43 PM
To: TSA-ConsumerResponse
Subject: no-fly list (?)
Follow Up Flag: Follow up
Flag Status: Flagged

Dear Sirs,

b6
I am a [REDACTED] who travels intermittently both on business and pleasure. Over the past 3-4 months, I have been routinely hassled at airport check-ins, because apparently my last name and first initial [REDACTED] are apparently close-to, if not identical, to someone who is on some sort of a "no-fly list." As a result, every time I try to obtain a boarding pass, the gate-agents become very confused, then nervous, and ultimately create a big scene calling over supervisors etc.. who ultimately have to call some national phone hotline to clear me before I can be let on the flight.

[REDACTED] b6
[REDACTED] citizen, with no links to any terrorist organization, and no criminal background. I am a medical doctor with strong ties to my community & country. None of my family or friends have any links to any anti-American organizations, and I should not be considered a suspicious/risky traveler!!

PLEASE remove my name from your list(s), so I do not have to undergo such hassle and embarrassment every time I travel. I would be very grateful for your help in this matter.

Sincerely,

[REDACTED] b6

000200

is not acceptable, you are suppose to be our "security". This incident is only happening from McCarran airport. I am noticing a pattern. I also see your employees being very careless with the equipment. I have a degree in Radiation health science and to watch a child, maybe 19 years old, lay across luggage and go through the first set of lead drapes is careless and tells me he has no idea what he is dealing with. This equipment is very dangerous for long term out comes. PLEASE take action immediately. My only reaction until I receive information from you personally is my luggage WILL BE LOCKED WHEN THEY ARE DONE DOING THERE "INSPECTION". Trust happens two ways, and McCarran personnel do not have mine.

[REDACTED]

} b6

CRC1, <CTR>

From: [REDACTED] b6
Sent: Sunday, March 02, 2003 11:08 PM
To: TSA-ConsumerResponse
Subject: Airport security issue

I do not know if this would be an issue or a complaint.

I have been working for the flight school the airport in Bethalto, IL ALN. This airport is just minutes from St Louis, Missouri.

While I realize that this is not an international airport, the airport does have a security fence. the openings are not watched. Therefore just anyone could get into the Airport area.

At the flight school, you can just walk in and behind the receptionist desk are the books for the school aircraft and the keys. This area does not have someone there 100% of the time that they are open.

Over the past 30 days, I personally know of three occasions that instructors and renters have just walked in, took a book and aircraft keys and not telling anyone or putting it on the schedule just got in the airplane and went flying. One of the flight schools aircraft a piper seminole is never locked on the ramp and does not require a key to start.

My issue is this, if it is that easy for a regular to do this, how easy would it be for someone unknown to people there to just grab an airplane and crash it into a public place?

Now, I hope that my name is not made known to them as I do not want to be blacklisted in aviation community.

Thank you for your time

000201

CRC1, <CTR>

From: [REDACTED]
Sent: Tuesday, March 04, 2003 9:39 PM
To: TSA-ConsumerResponse

b6

Dear Sir or Madam:

This letter is concerning a problem which I encounter when I fly since additional precautions have been implimented since the tragedy during 2001. I have flown 6 times in the past year and each time I am blocked from using the automated check-in. I am blocked from checking in at the curb. I have to tell the front counter person at the airport that there is a security issue that has to be cleared up, and I do this before I hand her/him my picture ID. I do this because the first time that this happened the customer service representative at the counter lied to me and told me that her computer was broken. Sorry to digress I just wanted to give you some background. Anyway, after this the person has to pick up a red phone, and after that about 15-20 minutes later an armed airport security guard arrives and asks me if I know why I am being detained. Now this has happened to me enough times at the Northern Kentucky/ Greater Cincinnati Airport (Delta Terminal) that the last time I flew the one security guard recognized me, but obviously still had to go through the security procedures.

The security guard had the idea that I might be flagged because of the way that I purchase my ticket. I have purchased my ticket direct from a travel agent, direct from Delta over the phone, my girlfriend has bought another ticket, and two I have bought online. I therefore ruled out that reasoning. A Ticket counter woman (Delta Cincinnati) suggested that someone might have a warrent out for their arrest with my name. Another ticket counter woman (US AIR Dayton) refuted this and said her screen had no indication of this. The bottom line is I have never even had a misdemeanor and I am being treated like a criminal. I need this to stop. I also know that Delta will be implimenting in April a new system to protect our airways. I am afraid that I will be prevented from flying.

I really need someone there to help me in getting this resolved.

Thanks

[REDACTED] b6

MSN 8 with e-mail virus protection service: 2 months FREE*
<http://join.msn.com/?page=features/virus>

000202

GRC19, <CTR>

From: on behalf of TSA-ConsumerResponse *bl*
To: [REDACTED]
Subject: RE: Your message to JetBlue (KMM750262V45535L0KM)

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

From: [REDACTED] [mailto:[REDACTED]] *bl*
Sent: Wednesday, March 05, 2003 10:04 AM
To: Dear JetBlue
Cc: TSA-ConsumerResponse; tsa_consumerresponse@tsa.gov
Subject: Re: Your message to JetBlue (KMM750262V45535L0KM)

Mindy,

Thank you for your recent email. I don't want to suggest in my earlier email that the reservations agents on the phone weren't helpful, I just think they were being judicious in what they said regarding JetBlue security procedures, which is understandable. But does your response suggest that the selection process is not "random" as it has been communicated to the public? And if not random, how could I somehow be continually selected for enhanced security on JetBlue when it has not been my experience on other airlines? Per your suggestion, I have copied the Transportation Security Administration so they are aware of my particular situation and hopefully can respond. To TSA personnel, please see original email and JetBlue response attached below.

Thanks again,

[REDACTED] *bl*
Dear JetBlue
<DearJetBlue@jetb
[REDACTED] *bl*
ue.com>

To: [REDACTED] *bl*
cc:
Subject: Re: Your message to JetBlue

(KMM750262V45535L0KM)

03/04/2003 10:42
PM
Please respond to
Dear JetBlue

To: [REDACTED] *bl*
Re: e-mail received Tuesday, 02/25/03 12:20 PM, Speak Up 341390

Dear [REDACTED] *bl*

Thank you for your recent e-mail, and affording JetBlue the opportunity to respond to your concerns regarding the increased security procedures.

000203

Since the tragic events that befell our nation on September 11, 2001, enhanced security screening at all US airports has become commonplace.

While we regret the disappointing experiences you had during your recent trip, it is important that you understand JetBlue is in full compliance with all federal security directives and procedures. In fact, under legislation enacted by Congress in November 2001, all airport security nationwide is now handled by a federal workforce under the auspices of the Transportation Security Administration (TSA). Your selection for what seemed to be intensive security screening is actually a function of JetBlue's compliance with TSA and FAA procedures. JetBlue does not establish the screening criteria nor do we administer the screening itself, and thus, the length of time for the screening is out of our control. We apologize that you were not provided this information during your phone calls to 1-800-JETBLUE and will forward your e-mail to our Director of Reservations for review.

Further information on these procedures, or offering comments on how the procedures are being administered, are best done by contacting the TSA at www.tsa.gov. We have also taken the liberty of sharing your comments with our Security office for their review.

With Safety as JetBlue's #1 value, your comments are very important to us as we continue to do everything possible to ensure both your security and safety when flying. We hope you will choose JetBlue again for your travel and offer us another opportunity to serve you.

Again, thank you for your willingness to bring this matter to our attention.

Sincerely,

Mindy Palerson
JetBlue Customer Commitment Crew

Original Message Follows:

Customer name: [REDACTED] ^{ble}
Message: [REDACTED] ^{ble}
On my recent [REDACTED] in which I travelled on 4 jetBlue flights, I somehow managed to be "randomly" selected for enhanced security searches on 3 of those 4 flights in a 9 day period of time.

Now I'm happy to do my part for the sake of safer flying and I don't mind the occasional selection for security purposes, but being chosen 75% of my flights in one trip hardly seems random and frankly, quite inconvenient when travelling with golf clubs and luggage that can't be checked in curbside due to the random selection. I am then forced to haul my gear and stand in long lines snaking up to the ticket counter.

I want you to be aware of this only because I like flying jetBlue and fly to the west coast regularly as well as Florida, but if this high rate of searches continues (which does not occur when flying other airlines), I will have no choice but to fly another carrier.

I tried to ascertain from your representatives on the phone if the random selection was made by jetBlue security or the local airport security or both, but they didn't seem to know. I understand the need for jetBlue to maintain its confidentiality over its security practices, I just want to make the suggestion that if jetBlue security procedures are responsible for making the passenger selections, they should try to achieve a more

000204

000205

The information contained in this message may be privileged and confidential and protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer. Thank you.

This e-mail is confidential and may also be privileged. If you are not the intended recipient, please notify us immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

P.S. I plan to fly

b6

b6

Thank you,

"random" selection outcome than the one I recently experienced.



U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to
File No.

Gateway I, Market St.
Newark, N.J. 07101
(973) 792-3000

August 15, 2002

John Magaw
Undersecretary of Transportation
Transportation Security Administration
400 7th Street S.W.
Washington, D.C. 20590-0001

RE: [REDACTED]

All Exemptions 6
b6

Dear Undersecretary Magaw:

bl6
Congressman Bill Pascrell, Jr, 8th District, New Jersey, has contacted this office in relation to a problem one of his constituents has experienced. Congressman Pascrell advised that [REDACTED] has been denied access to commercial flights because her name is similar to an alias a wanted person is using.

After researching the matter with federal employees at Newark Airport, we have been advised that an Australian man with the name of [REDACTED] is on a list prepared by the Transportation Security Administration. [REDACTED] b6
[REDACTED] as apparently been denied access to flights because of the similarity of her name to this person's name.


bl6
We have advised Congressman Pascrell that when [REDACTED] b6
[REDACTED] makes flight reservations, she should advise the airline of the problems she has experienced, and that she is not the person named on the list prepared by the Transportation Security Administration. We would welcome any further suggestions your administration may have in helping [REDACTED] b6
through this problem.

000230

Please contact Associate Division Counsel Ed Quinn,
(973) 792-3467, should we be able to render any assistance in
your efforts to help resolve this matter.

Sincerely,

Louie F. Allen
Special Agent in Charge

By: 
Edward W. Quinn
Associate Division Counsel

June 29th, 2002

**Transportation Security Administration,
400 7th Street SW,
Washington , DC., 20590**

RE: SECURITY CHECKS.

I have enclosed a letter I sent on to Alaska Air lines. This whole affair took place on May 25th, 2002. There is no punitive action on the employees part in my estimation, just pure confusion as to what is to be done.

I asked Alaskan Airline personnel, why I was being checked six times in one day, and on the same airline, but never was given an explanation. I wrote to Alaska airlines, and this letter is from them.

But as I flew five times in two weeks, one with United, one with Southwest, and three with Alaska, and each time was given the security check when getting on the plane, I wondered what is going on? It seemed to me, if in fact they wanted to check a wider amount of passengers, they would target one person, then another, not one person six times in one day, and then three times on another day.

I did ask a clerk behind the desk on my last flight, why? He looked at my ticket, and said, "This letter indicates it was supposed to be only for Spokane, not all flights." That made sense. But then I thought, "How many other Alaska personnel do not know this or are confused?"

I am not complaining of the searches, as I will be the first one to say search, and if necessary even a more thorough one. But to target one person six times in one day, and then next week target him again, seems ridiculous to me. Is it then their own computers, or is that the TSA doing this? If so, I think you are making a large mistake, and letting more people go by while they search a person who has been searched before the same day, flying the same airline.

Can you inform me then of how and why this is done? Or is it something with Alaska airline programmers? The people seem to be nice, friendly, and want to help, but have their hands tied.

Sincerely

 } bb
Camarillo, Ca,
93012.

Email  bb

02-16341

0027

b6



P.O. Box 140103
Arecibo, PR 00814-0103
787-387-8190 Tel/Fax 787-810-7262
Joseped@aol.com

ita
15
24/P-4

August 21, 2002

Robert S. Muller III -- FBI Director

Federal Bureau of Investigation
J. Edgar Hoover Building
935 Pennsylvania Avenue, NW
Washington, DC 20535-0001

Dear Mr. Muller:

Respectfully I come to you to request your help in clearing my name from the list of those involved in terrorism. [REDACTED] is a very common name in Puerto Rico, there are musicians, police agents, students and hard workers that serve this country and are good citizens. That we recall, we are not related to the person that was detained. The following happened to me during a recent flight to Miami and I would like to recall your attention to what happened.

From June 24th till July 1st I traveled to the city of Miami to visit my sister and her husband to take a few days of rest. It was a surprise that the departure day there was a problem with my ticket. At the ATA ticket counter of the Luis Muñoz Marín Airport in San Juan Puerto Rico, they inform me that there was a message on the screen; after more than an hour, loosing the flight, finally something happened. The lady at the counter put me on the phone, an FBI officer called Al Dmarcio, explained me that because of the similarity of my name with a so called [REDACTED] that was involved in terrorist acts and for security purpose everyone that had this name will pass through this. I felt comfort with the response and the way Mr. Dmarcio explained and arrange the questions; even he told me that this would be the procedure on my way back, I was cleared and got another flight through American Airlines that ATA arranged. This was done under a very professional way; no one noticed that something happened with my ticket except the persons that was attending the situation.

000238

OPCA

August 21, 2002

Coming back home was another story, at the ATA ticket counter at Miami the lady told me that there was a problem with my ticket, The difference between this day from the day leaving San Juan was that I had to wait until a uniformed police officer came in and stood at my right, beside me at the ATA counter, he ask me for my personal documents, then another uniformed police officer stood on my left side.

It was aggravating when there is a lot of people looking at you, like you where a criminal. At the same time I was requested to open my luggage a few steps behind the place I was stood. The answer of the police officer was that there is a guy with the same name, but he is in custody and that I do not have anything to do about it. I passed through all the security process until my departure. Because of my long legs I always ask to be sited on a place that is comfort, they gave me the worst place at the end of the plane beside the window, where I could not move my legs or even stand from the sit.

I am not opposed to the security procedure, it is right, but the problem the way this procedure is done, surrounded by uniformed police officers, and the rest of the persons that are going on the same flight with you looking and speculating what is going one with this guy, sincerely I felt very bad.

I feel proud, and honored been a US Citizen. If you check my records, I have served this country in various ways, as a responsible citizen, hard worker on the

[REDACTED] taking food and clothing to other countries, serving the needs of peoples and teaching the youth to be responsible and to do things right. bc

In the next couple of weeks I will travel again to visit my family, take some seminars and visit some friends, and I would like not to pass through this aggravation again. I would like that you help us fixing this situation, that my name and others with the same name can feel free to travel at any time.

Hoping to hear from you soon.

Sincerely,
[REDACTED] bc

000239

[REDACTED] bb

My name is [REDACTED] my middle initial is O for [REDACTED] bb

My full name is [REDACTED] of [REDACTED] bb

Social Security Number [REDACTED] bb

Date of Birth: [REDACTED] bb

Place of birth [REDACTED] bb

My US Passport Number is [REDACTED] bb

My United Airlines Frequent Flyer Number is [REDACTED]

My Delta Frequent Flyer Number is [REDACTED] bb

Debbie Wheatley

[Redacted]

b6

From: Beverly Wright (FBI) [bewright@leo.gov]
Sent: Monday, July 29, 2002 3:47 PM
To: [Redacted] b4
Cc: Paul Andrews (E-mail)
Subject: [Redacted]

Dear Ms. Wheatley,

Thank you for your email to explain [Redacted] experience at Jacksonville Airport. Please understand that it is not [Redacted] who is on the No Fly list, but similarly named people who may pose a danger to aviation. As you might imagine, [Redacted] experience is repeated across the country with the more common names, both in Arabic and English. It's difficult to be too cautious. Procedurally, when people with names similar to names on the list present themselves at the ticket counter with their identification, airlines are given the option of determining for themselves that the passenger is not the person on the list. Some airlines either don't have the capability or don't accept the option to make the determination, and therefore they must contact the airport police for a decision. If the police were checking databases, it's possible they didn't want to render a decision until they were absolutely sure of who [Redacted] was, or wasn't. Unless there is a real question as to whether [Redacted] is the same as someone on the list, clearance should not take more than 5 minutes.

I just got off the phone with [Redacted] and it sounds like a problem with the airlines at Jacksonville airport, because [Redacted] said that he didn't have the same problem at Dulles in D.C. I provided [Redacted] with some guidance for contacting the airlines with whom he has a frequent flyer number, and also for initiating contact himself with the airport police prior to arrival at the airport, to give them a heads-up.

In the meantime, I know [Redacted] spoke with someone today at the Jacksonville FBI office, but I didn't recognize the name of the person he spoke with. Therefore, I will be contacting two experienced aviation security agents in our Jacksonville office for follow-up at the airport to see if there is a problem which can be easily rectified.

Sincerely,

Beverly S. Wright, Supervisory Special Agent
Civil Aviation Security Program
Special Events Management Unit, Room 11795
Domestic Terrorism Counterterrorism Planning Section
Counterterrorism Division
Federal Bureau of Investigation
202-324-0242 / 202-324-0223 (fax)

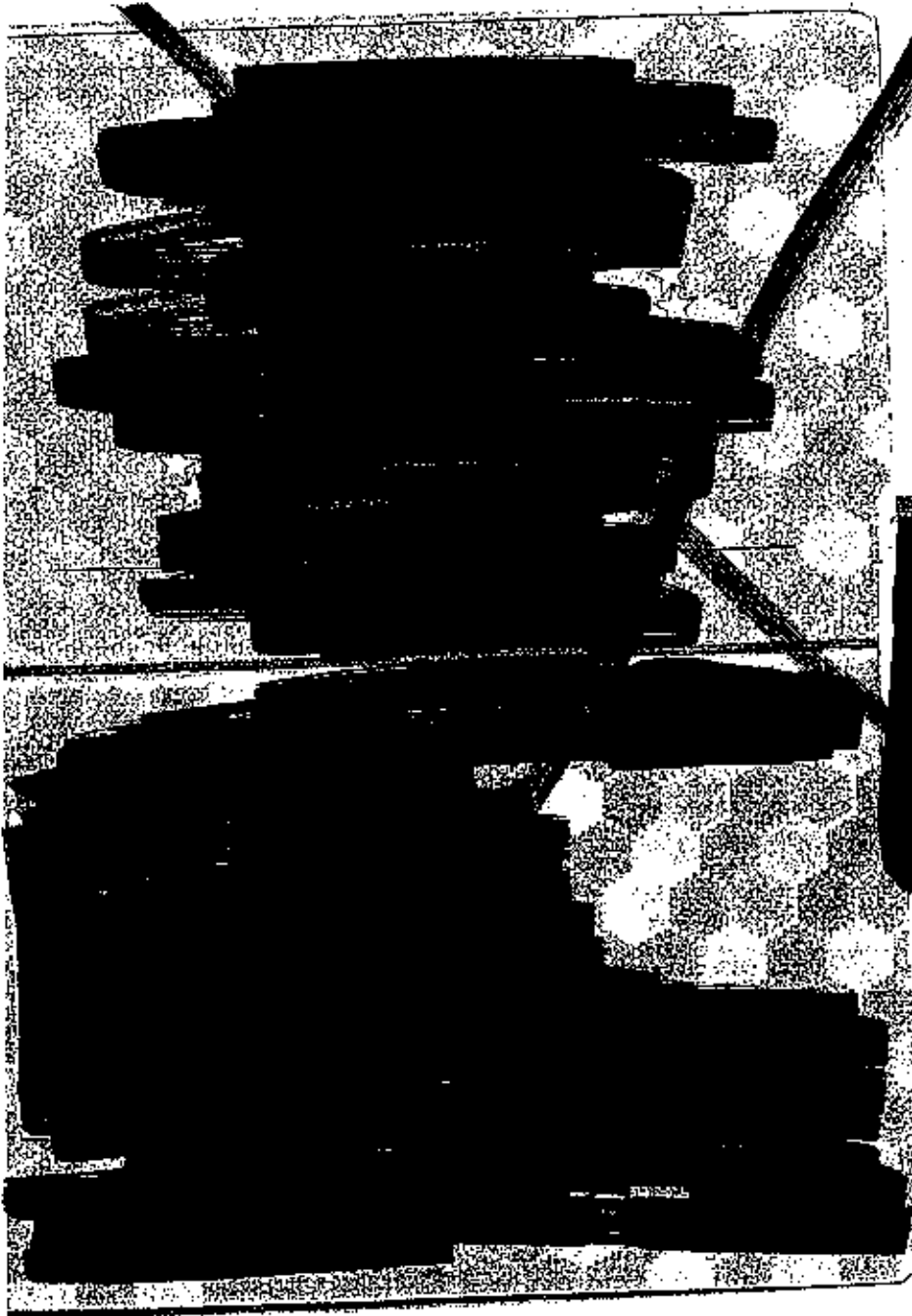
----- Original Message -----

From: [Redacted] b6
To: <bewright@leo.gov>
Cc: "Paul Andrews (E-mail)" [Redacted]
Sent: Monday, July 29, 2002 2:33 PM
Subject: [Redacted] b6

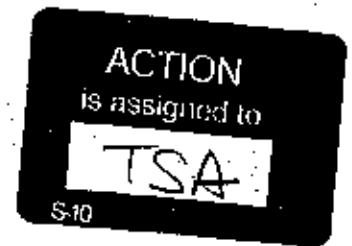
> The FBI referred me to you regarding a "No Fly List" in which our [Redacted] b4
> [Redacted] has inadvertently been put on. As he was
> leaving Jacksonville this morning, he was detained for forty-five (45)
> minutes (and almost missed his flight to New Orleans) to be run through
> every computer database that was available by the local authorities. The

b6

b4



November 20, 2002



Mr. Bill Ayer, President and CEO
Alaska Airlines
P.O. Box 68900
Seattle, WA 98168

Dear Mr. Ayer,

We only wish that we were writing this letter to tell you how much we enjoy flying with your airline. Up until last June that would have been the case. While we do not fly a lot, we have been fortunate in the past year to take several vacations. On almost all of these we have flown Alaska Airlines

In June of 2002 and then again this past weekend, we encountered situations that made us feel totally humiliated and as a result, our vacations were not as enjoyable as they might have been. While we agree totally with random security checking, it is now evident to us that you are profiling people who are innocent, law-abiding citizens.

It seems that our last name is similar to a name that you have on your FBI watch list. We have spoken to the FBI and they have assured us that we are not on any of their lists. But since June, every time we fly with Alaska we are detained and are selected to go through additional searching. Your staff at the airports had told us that it is because our name is similar to a name on the list and that they cannot do anything about it. They suggested that we contact the TSA.

Since that time at the airport, we have spoken to your consumer affairs department and, while I am sure they were following company policies, they were not very helpful. They have told us that Alaska is attempting to remove or reduce detainment of people who have names similar to a name on the watch list. However, they will give us no assurances that when we travel with Alaska again in January of 2003, we won't be detained again for this same reason. They weren't even certain that your new program would be in place by that time, although you are planning to have it complete by mid-December. They won't allow us to be pre-cleared nor allow us to be cleared at some other place away from the ticket counter. We do not imagine that you have experienced the humiliation of being detained and flagged for search every time you fly, but rest assured that it is not enjoyable. Random selection is understandable and supported by us, but being selected because you have a name similar to someone else's is not appropriate and is profiling us for no reason.

000268

Bill Ayer
Page 2

We are requesting that you do something so that we are not again faced with the same situation when we fly again in January. We know that it is within your power to do so and it would be very much appreciated, as we would like to enjoy this next vacation. If you cannot do this, please call us at your convenience to explain why and at that time, we will make a decision on whether or not to fly with Alaska.

Thank you for your attention to this very serious manner. We hope that you can restore our faith in Alaska Airlines, as we believe this situation is totally an Alaska Airlines issue and has nothing to do with us. For your information we have flown on other airlines this year and did not experience any problems.

Sir,

[REDACTED] } bl
Alamo, CA 94507
[REDACTED] } ble

Cc: Norman Mineta, Secretary of Transportation
KGO Television, San Francisco
Dianne Feinstein, United States Senator
Barbara Boxer, United States Senator
Ellen Tauscher, United States Congresswomen

000269

[REDACTED] b6
Nassau, Bahamas.

Tel/Fax [REDACTED]
E-mail [REDACTED] b6

13th December, 2002.

The Director General,
Transportation Security Administration,
400 7th Street S.W.,
Washington D.C. 90590, U.S.A.

Sir,

Re: My Security Classification

I have today received a telephone call from a Mr. Tim Rhodes of the Executive Office at American Airlines' Headquarters in response to my letter dated 23rd November last, a copy of which is attached for your information and which will be self-explanatory. Mr. Rhodes has informed me that following exhaustive investigation into the matters complained of in that letter he has ascertained that your Administration has placed on record the fact that I am a "passenger requiring extra attention prior to boarding" and that I can consequently expect to be pulled aside for more rigorous examination on any flight within or touching the U.S.A. and on any U.S. Airline, not merely American Airlines. He was not, however, made privy to the reasons for your Administration's decision for which reason he suggested that I should approach you direct in an endeavour to seek an explanation of the reasons for the action taken in my case.

I therefore write to express my deepest concern that, being now in my [REDACTED] year and with an heretofore absolutely unblemished record, having never been in trouble with the law in any country in which I have ever resided or visited and as recently verified by the senior U.S. Immigration Officer at Nassau International Airport viz-a-viz the United States, I should now for totally unknown reasons be branded as a "suspicious person requiring special attention" by your staff. In the circumstances I can only assume that, as happened a few years ago when [REDACTED] b6

[REDACTED] it is a case of mistaken identity. Accordingly the following information is supplied in order to assist you to verify whatever details about me are held in your records. b6

National status: I have [REDACTED] b6
[REDACTED] my U.S. Visas are always recorded in my [REDACTED] Passport which is my preferred status for all purposes.

000274

Professional and employment background:

I became a member of the [REDACTED]

[REDACTED] During the [REDACTED]

b6

[REDACTED] of which Bank of America was the lead shareholder. Following the dissolution of that Bank consequent upon the decision of the Bank of America and others of the partners to absorb its several units into their own organizations the Corporate office and my position ceased to exist. [REDACTED]

[REDACTED]

b6

Since retirement I have devoted my time and energies towards fraternal charitable organizations which has involved substantial and regular travel to England (3-4 times annually), Bermuda and elsewhere. In one such organization I am [REDACTED]

[REDACTED]

b6

For all this travel, as well as for 'personal' travel to Tokyo to visit [REDACTED] and to South Florida to visit medical specialists, shopping, etc., 3-4 times annually, my wife and I have elected to travel almost exclusively by American Airlines. As a result we have maintained Platinum Status in its Frequent Flier 'AAdvantage' programme for the past seven consecutive years (our recent travel to London having qualified us as such for a further year) whilst we both attained 'Million Miler' status with A.A. earlier this year. It is because all our international journeys on A.A. flights originating or terminating in the Bahamas involve a transit through its Miami hub that we make so many transit stops there every year.

Financial affairs: I would also advise you that, [REDACTED]

[REDACTED]

b6

[REDACTED] Since I am completely dependent upon those investments for my income and future security, it is surely inconceivable that I would be involved in any act that could result in damage to the security and/or economic well-being of the U.S.A.

Finally, I am an adherent of [REDACTED]

[REDACTED]

b6

I trust that the foregoing will convince you that I am not a person who can be considered a security risk "requiring extra attention" by your airport personnel. However, as I have pointed out in my 23rd November letter to A.A., I am not prepared to continue to subject myself to the constant harassment, ignominy and humiliation resulting from your classification of myself as a "suspicious person", causing me to be subjected to intimate bodily searches whilst in the posture of our Saviour at His Crucifixion. The latest incident of this nature occurred at London Heathrow yesterday morning prior to boarding Flight AA113 to Miami when I was subjected to the most degrading bodily search by a coloured operative who, from the manner in which he felt virtually every inch of my body, with a look of such extreme pleasure on his face whilst so doing, that I can only assume he was enjoying some queer homosexual tendencies to which his official position afforded him access and opportunity, being as he was "dress'd with a little brief authority". Furthermore my wife and I are under no obligation to support American Airlines or any other U.S. Airline nor to continue to incur the additional U.S. fees and taxes consequent upon transits through U.S. airports. If your Administration continues to consider me a risk to the national security of the U.S.A. I can quite easily and simply eliminate that risk for you by avoiding to the fullest extent possible any future travel on U.S. airlines or which touches U.S. soil. As I have pointed out in my letter to American Airlines, British Airways can take us direct from Nassau to London - in fact much more conveniently and expeditiously than transiting through Miami. Similarly Air Jamaica can be (and has been) utilized from Nassau to Kingston whilst on our visits to Japan we can with no difficulty travel Nassau/Toronto on Air Canada, thence to Tokyo on J.A.L. Mr. Rhodes expressed regret that by our so doing his airline would lose the support and business of two long-standing and loyal customers, whilst for our part we would forgo the quality of comfort, reliability and service we have come to expect from American Airlines. That, however, will be inevitable if your Administration continues to treat me as a "suspicious person requiring extra attention" each and every time I attempt to board a U.S. registered aircraft.

I trust that you will find the foregoing sufficiently compelling to cause you to re-examine your records to verify whether in fact I am the "suspicious person" for whom you are apparently on the look-out or whether, as suggested above, it is another case of mistaken identity. Should you wish me to present myself for personal interview, e.g. at the U.S. Embassy in this city, I shall be most happy to do so upon hearing from you. In any event I shall appreciate hearing from you on this unfortunate and for me most distasteful matter at your very earliest convenience, please.

Yours very truly,



b6

cc: Mr. Tim Rhodes,
American Airlines Executive Offices,
DFW Airport, TX. U.S.A.

000276