



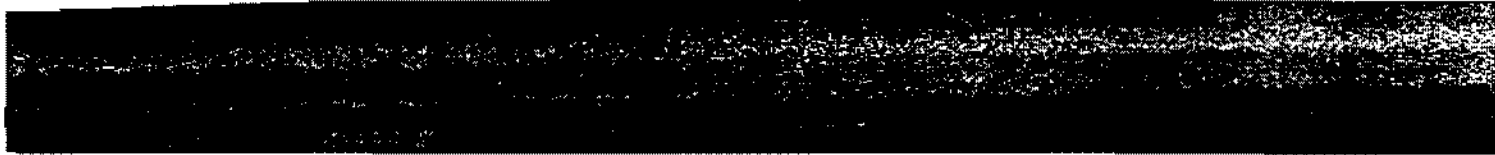
Whole Body Imaging (WBI) Technology

June 4, 2007

Operational Process & Technology



Transportation
Security
Administration



- TSA has made the utmost effort to protect the privacy and dignity of the traveling public. The following steps have been taken to ensure this policy is maintained:
 - The image analysis station will be remotely located, within an enclosed space. Imaging devices, such as digital cameras or cell phones, will not be permitted inside the remote screening station
 - The remote operator will not have visual contact with the screened individual
 - The public will be prevented from seeing the images or the remote operator
 - Signal lights for the operators have been implemented at screening stations to minimize verbal communications and the chance of eavesdropping

- Imagery generated by the system is not equivalent to photography, and do not present any details that could be used for personal identification.

- TSA has advised the vendors that all capabilities to store, transmit and/or print images must be deactivated for any system used in support of TSA.

[Redacted] b6

From: [Redacted]@dhs.gov
Sent: Monday, July 13, 2009 1:34 PM
To: [Redacted]
Subject: FW: TSA Contact Us: Complaints <<#310739-412904#>>

--- Original Message ---

From: [Redacted] b6
Received: 4/7/09 12:13:37 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: 69.248.66.164
Date Time: 4/7/2009 6:53:19 AM

Name:	[Redacted]
Email:	[Redacted]
Complaint:	My Complaint is Not Listed Here
Flight Info (if applicable. Enter Flight/Airline/Terminal/Airport/Gate/Etc):	Tampa FL Airport X-ray screening
Comments:	<p>I had a knee replacement approximately a year ago and, of course, now must undergo a second screening. At the Tampa Airport, I was seduced into the x-ray booth with no opportunity to request an alternate screening. I then had to wait several minutes while my belongings were unattended in that screening area which, at times, was out of my sight.</p> <p>The screening process at that airport is degrading and I object to not being given an alternate to x-ray exposure. I am already at risk because of the number of imaging studies I have had and do not appreciate being forced to accept additional exposure.</p> <p>Why can't those of us with medical reasons for asking not the rental detectors pay for some type of education and special ID that we could renew on a regular basis? It would generate revenue for TSA and expedite the screening process.</p> <p>Thank you.</p>

--- TCC Control Number: ---
<<#310739-412904#>>

[Redacted] b6

From: [Redacted]
Sent: Thursday, April 30, 2009 7:58 AM
To: 'Tsa-ContactCenter@dhs.gov'
Cc: [Redacted]
Subject: FW: TSA Contact Us: Complaints <<310739-412904#>>

To Whom It May Concern:
This passenger was contacted via email by me on 4/10/2009. Although my attempts to resolve this issue were unsuccessful, I feel that there is nothing more I can do for this passenger. Please consider this complaint closed.

[Redacted] b2, b6
[Redacted] b6

Dear [Redacted] b6

I am sorry to hear that you will avoid Tampa Airport in your future travels. My goal is to assist passengers with the screening process by providing explanations and offering suggestions. It is also my responsibility to prevent situations like yours from happening repeatedly. I notify all supervisors and managers about complaints from passengers so they can monitor employee activity, spot trends, and apply remedial training. World class customer service is our goal; your comments indicate that we have obviously fallen short of our objectives.

In closing, I want to assure you that all complaints, including yours, are treated with reverence and not simply ignored or dismissed. My co-workers are dedicated to correcting inconsistencies in the screening process.

Respectfully,
[Redacted] b6

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

From: [Redacted] (mailto:[Redacted]) b6
Sent: Friday, April 10, 2009 2:21 PM
To: [Redacted] b2, b6
Subject: Re: TSA Complaint

[Redacted] b2, b6

I was never told the x-ray screening was mandatory and was ordered into the machine. I asked about my belongings and was told to turn around, they would be fine.

What will you do to prevent this from happening in the future?

I will make every effort to avoid the Tampa airport in the future, even if it means adding driving time or paying more, as I never want to be subjected to that kind of humiliating treatment again. I know about the machinery. I have done reading and that is why I am opposed to it. Perhaps your screeners need some education.

Thank you for your response. I am sorry those of us who have the misfortune to have medical problems are being treated as potential criminals because the TSA screeners aren't adequately trained.

Sincerely,
[Redacted] b6

----- Original message -----

> Date: Fri, 19 Apr 2009 10:16:58 -0400

> From: [REDACTED]@tts.gov

b2, b6

> Subject: [REDACTED]

> To: [REDACTED]

bb

> With regards to your complaint dated April 7, 2009,
> I am deeply concerned and troubled by the screening
> process you described in your complaint and
> apologize that your experience was not pleasant.

> As a supervisor for the TSA I 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.

> Currently there is no policy or law in place that
> would enable passengers with metal implants to apply
> for an exemption from the screening process. As you
> stated in your letter your knee replacement requires
> secondary screening. Here at Tampa Airport we have
> Whole Body Image machines that can be used to
> complete this process. But, this process is
> strictly voluntary. You may choose to be patted
> down instead of entering the machine. Also, your
> belongings must be within reasonable view at all
> times. If you cannot see your items, you may
> request that they be brought into your line of
> sight.

> The following link has helpful information about the
> Whole Body Imager:
> http://www.tsa.gov/approach/tech/body_imaging.shtml

> If you should encounter any problems while
> transitioning through a security checkpoint, I urge
> you to request to speak with a supervisor. In most
> cases, problems can be resolved immediately.

> I am completely dedicated to ensuring that our
> workforce provides the highest level of security and
> world class customer service. If I can assist you
> in any way please contact me.

> Respectfully,

> [Redacted] b2, b6
> Administrative Supervisor
> Transportation Security Administration
> Tampa International Airport

> [Redacted] b2, b6
> PRIVACY ACT NOTICE

> *The information contained in this documentation is protected by
> the Privacy Act and should be disseminated
> only to those within TSA with a need to know the
> information in the course of their official duties.
> Dissemination outside of TSA is not authorized without the
> written consent of the subject employee or after
> consultation with the Chief Counsel's office. An individual who
> wrongfully discloses information covered by the Privacy Act may be
> subject to criminal penalties, 5
> U.S.C. 552a.*

From: [Redacted] b6
Sent: Thursday, April 09, 2009 7:30 AM
To: [Redacted] b2, b6
Cc: [Redacted]
Subject: FW: TSA Contact Us: Complaints <<#310739-412904#>>

From: TSA-ContactCenter [mailto:Tsa-ContactCenter@dhs.gov]
Sent: Wednesday, April 08, 2009 5:52 PM
To: [Redacted] b6
Subject: Re: TSA Contact Us: Complaints <<#310739-412904#>>

Thank you for your e-mail.

The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide professional and courteous checkpoint processing while maintaining a high level of security. When we receive reports to the contrary, we take appropriate action, which may include additional training and disciplinary action.

One screening procedure that causes concern is the use of pat-down searches. TSA considered passenger feedback when we developed the procedure. However, when a passenger alarms the walk-through metal detector, TSOs must conduct additional screening, including a pat-down, to locate and resolve the source of the alarm. Because metal implants and prosthetic devices regularly alarm the walk-through metal detector, the following special considerations are given for these screenings:

- The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-

down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be permitted to board an aircraft.

- Regarding TSA's policy for maintaining line-of-sight with your carry-on items, TSA policy requires the Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, the TSOs have been trained to maintain control and sight of their items for them, and to ensure that they are reunited with their property once it has cleared x-ray screening.

We understand the frustration of passengers routinely undergoing secondary screening because of metal implants, and regret the discomfort and inconvenience experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with the Assistant Federal Security Director for Screening at that airport to address any concerns.

Furthermore, we have also forwarded a copy of your email to the Customer Service Manager at TPA airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing.

For more information regarding the pat-down procedures, please visit TSA's website at www.tsa.gov.

TSA Contact Center

--- Original Message ---

From: [REDACTED] b6
 Received: 4/7/09 12:13:57 PM EDT
 To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
 Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: [REDACTED]
 Date Time: 4/7/2009 6:53:19 AM b6

Name:	[REDACTED]
Birth:	[REDACTED]
Complaints:	My Complaint is Not Listed Here
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/etc):	Tampa FL Airport X-ray screening
Comments:	I had a knee replacement approximately a year ago and, of course, now must undergo a second screening. At the Tampa Airport, I was ordered into the x-ray booth with no opportunity to request an alternate screening. I then had to wait several minutes while my belongings were unattended in that screening area which, at times, was out of my sight. The screening process at that airport is degrading and I object to not being given an alternate to more x-ray exposure. I am already at risk because of the number of imaging studies I have had and do not appreciate being forced to accept additional exposure.



TOC Control Number: <<310739-1129047>>

<p>Why can't those of us with medical reasons for needing off the grid detectors pay for some type of clearance and support? (I) How we could remove an a regular health? It would generate revenue for TSA and expedite the screening process.</p>	<p>Thank you.</p>
---	-------------------

OPTIONAL FORM NO. 10 (REV. 11-19-83) U.S. GOVERNMENT PRINTING OFFICE: 1983 O-282-887

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim within 90 days of the date of the incident. For information on how to file a claim, contact the TSA Claims Center at 1-800-255-0777.

Passenger's Name (optional, so we can follow-up with you): [Redacted]
(Optional) Phone number: [Redacted]

Date: 2/11/04 Time: 12:16
Airport: Orlando
Aircraft & flight number: [Redacted]
Checkpoint of airport: [Redacted]
COMPONENT/COMPARTMENT: [Redacted]
Description of report: [Redacted]

Help us improve our customer service by completing and returning this card to a TSA supervisor or manager.
Department of Security Administration

26

Date: 3/23/09
 Time: 1544
 Airport: ABE

Date/Time of Travel: 3/23/09 - 1544
 Airline & Flight Number: CO 2883

Checkpoint/line of airport: N/S Gates
 TSA Employee(s) known: _____

COMPLAINT (numbered): _____

The new screening procedure is excessively intrusive.

and still requires passengers to remove items of clothing.

It also requires procedures for items which pose no threat.

and really pass through a magnetometer. In the meantime

you are still not screening 100% of air cargo and airport employees.

Passenger's Name: (optional, so we can follow-up with you)

(Optional) Phone number: _____

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsa.gov

or through the TSA Ombuds Center at 1-800-255-0073.

Comments on this program, for more information, please contact OMB/TSA and OIG/DOJ. We will take your comments into account in our future work. An agency

may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is

1540-0047. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden to

Washington, DC 20503, and to the Office of Management and Budget, Paperwork Project Director (0330-0047), Washington, DC 20503.

96 [redacted] 4/24/09

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsa.gov. For more information, please contact the TSA Customer Service Center at 1-800-328-9873.

Passenger's Name (optional, as the card follows with you) [redacted]
 (Optional) Phone number [redacted]

I was charged \$30 with the item. Full body scanner, which I feel is to irritate and a violation of my personal space. Additionally, I object to a body scan that state beyond cleaning and security. The body is uncomfortable. A violation of the bill of rights and services. No useful purpose.

DATE: 27 MAR 2009 TIME: 10:31 Airport: ALBUQUERQUE SANTA

DATE/TIME OF TRAVEL: MAR 2009 1900 AIRLINE & FLIGHT NUMBER: AMERICAN 5, 1157?

CHECKPOINTS OF AIRPORT SECURITY SCREENING: TSA Employee's Name: [redacted]

COMPLAINT NUMBER: [redacted]

Transportation Security Administration



96

[REDACTED] bb
From: [REDACTED]@dhs.gov
Sent: Thursday, July 09, 2009 1:42 PM
To: [REDACTED]
Subject: FW: Got Feedback : Baltimore-Washington International (BWI)

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

From: GotFeedback [mailto:GotFeedback@dhs.gov]

Sent: Friday, August 22, 2008 9:53 AM

bb

To: [REDACTED]

Subject: Got Feedback : Baltimore-Washington International (BWI)

Current Date/Time: 8/22/2008 9:52:42 AM

Airport: Baltimore-Washington International (BWI)

Date/Time of Travel:

Airline & Flight Number:

Checkpoint/Area of Airport:

TSA Employee: (If Known):

Compliment/Complaint: The new whole body imaging technique is a personal invasion of privacy. It's really creepy. I read the webpages you have on it, but it does not make me any more comfortable. Plenty of TSA agents have cell phones with them - what is to stop the TSA agent from taking a picture of the image with their phone? Even though they are in a separate screening area, I can't stand the idea of a random stranger seeing that much of my body. Even my doctor hasn't seen that much of me! I understand that passenger safety is important, but so is our self esteem, and privacy.

Would you like a response?: No

Passenger's Name:

Phone Number:

Email:

Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or by mail.

Date: 4/21/09 Time: 07:30 Airport: IND

Date/Time of Travel: 4/21/09 Airline & Flight number:

Passenger's Name: (optional, so we can follow-up with you)

(Optional) Phone number:

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim online at www.tsaclaim.org or through the TSA Contact Center at 1-888-289-9873.

Comments of the passenger to describe the incident in writing. TSA will use the information to improve customer service and may share it with airport operators for the purpose. For more information, please contact TSA's Office of Communications and Public Inquiries. TSA will not be responsible for items that are not reported by the passenger at the time of the incident. TSA will not be responsible for items that are not reported by the passenger at the time of the incident.

I, John Smith, have returned this card to the TSA drop-box, to a TSA supervisor or by mail.

I hereby certify that the information provided is true and correct.

I understand that my name and contact information may be used for research purposes.

COMPLAINT NUMBER:

Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or by mail.

Date: 4/19/09 Time: 8:25 Airport: IND

Date/Time of Travel:

Airline & Flight number: Southwest

TSA Employee (if known):

Checkpoint of airport:

Comments of the passenger to describe the incident in writing. TSA will use the information to improve customer service and may share it with airport operators for the purpose. For more information, please contact TSA's Office of Communications and Public Inquiries. TSA will not be responsible for items that are not reported by the passenger at the time of the incident. TSA will not be responsible for items that are not reported by the passenger at the time of the incident.

I, John Smith, have returned this card to the TSA drop-box, to a TSA supervisor or by mail.

I hereby certify that the information provided is true and correct.

I understand that my name and contact information may be used for research purposes.

COMPLAINT NUMBER:

Transportation Security Administration

66

Customer of the International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA) is required to provide a copy of this document to the relevant authorities in the country of origin of the funds. The relevant authority is the Ministry of Finance and the relevant authority in the country of origin of the funds is the Ministry of Finance. The relevant authority in the country of origin of the funds is the Ministry of Finance. The relevant authority in the country of origin of the funds is the Ministry of Finance.

NOTE: If you wish to seek payment from ISA for damaged or missing items, you must file a claim within 90 days of the date of the loss. For more information, please contact the ISA Contract Center at 1-866-288-9633.

(Optional) Phone number: [redacted] e-mail: [redacted]

Passenger's Name: (optional, no we can follow up with you) [redacted]

I am writing to you to inform you that I have received your letter regarding the lost items. I am sorry to hear that you have lost your items. I will do my best to help you recover your items. I will contact you as soon as I have more information.

The information that you provided is being reviewed. I will contact you as soon as I have more information.

I will contact you as soon as I have more information. I will contact you as soon as I have more information.

That is all for now. Thank you for your patience. I will contact you as soon as I have more information.

COMPLIMENTARY (L3) For more information, please contact the ISA Contract Center at 1-866-288-9633.

Date: Nov 20, 2008 Time: 17:14:0 Airport: JND

Location of Item: Nov 20, 2008 18:00 Atlanta Flight number: VA 766R

Help us improve our customer service by completing and returning this card to a TSA Inspector or by mail.

TSA Inspector Security Administration

06

From: TBA-ContactCenter [TBA-ContactCenter@tba.gov]
Sent: Monday, April 05, 2009 1:29 PM
To: [REDACTED]
Subject: Re: Airport Screening - McCarran International Airport Terminal 2 <<300810-411583f>>

Thank you for your email message. We are sorry you were unhappy with your recent travel experience. Because your complaint is regarding screening at LAS, 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 priorities 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. The ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screeners harm the subject 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.

TBA Contact Center

Original Message ---
From: [REDACTED]
Received: 4/4/09 2:33:56 PM EDT

To: TBA Contact Center <TBA-ContactCenter@tba.gov>
Subject: Airport Screening - McCarran International Airport Terminal 2

1. Uniformity, Simplicity, Consistency. These are terms that the "Traveling public" associates with when traveling through the 50 United States and at all the airports utilized.
2. On Monday 30 Mar 09, when returning to Hawaii through McCarran International Airport Terminal 2, the following event took place which I feel required clarification, when I queried a female TSA agent on the procedures she told me I should go "baggage" and all my questions would be answered. Unfortunately, this didn't occur.
3. Upon arrival at the Security Screening site, there were two (2) screening machines there. One was the "older type" similar to what is utilized at the Honolulu International Airport, the second was the newer "3-D machine". There was a sign posted between both machines that read "If you decline to enter the machine, you may request a handover to the newer 3-D machine".

Handover: I asked the female TSA Agent why the statement of "requesting a handover" wasn't directed precisely to the newer "3-D Machine". She stated that this was their policy and the object was to maintain "consistency". I politely informed her that this was "consistent" and that it was causing confusion among the travelers and delaying the screening process. She further stated that this was their procedure and that other "machines did not have the newer "3-D machine on hand".

4. Please inform me as to what the "proper procedure" is? By the way a "female TSA agent became very agitated and sarcastic toward me and told me, what is it you would like to know? I have all the answers!" This isn't how it generates "good public relations among travelers especially when this occurs in plain view of all the other people present!"

Jones, Toriba

b6

5. Your attention to this correspondence is greatly appreciated.

----- TCC Control Number: -----
<<#309610-411595#>

[Redacted]

b6

From: [Redacted]
Sent: Thursday, November 13, 2008 12:15 PM
To: [Redacted]
Cc: [Redacted]
Subject: 11.13.08 RDU AA Customer Feedback

b6

[Redacted]

b6

Thanks for the feedback. The WBI at RDU/T2 is strictly voluntary for all passengers. It is in steady use when the checkpoint is operational as many passengers are opting to use it vs. the pat down procedure.

b6

[Redacted] email comments don't indicate she was actually required to use the WBI at RDU, but that she doesn't want to use it. I have left a voicemail for [Redacted] to clarify the voluntary portion of the WBI process and to assure her that she and her family can travel without using the WBI. I'll follow up w/ you after speaking with her.

These references from www.tsa.gov may help when explaining the technology to interested passengers: [Whole Body Imaging \(WBI\) Technology](#) and [TSA RDU WBI Press Release](#). Please give me a call if you have any questions; I'm happy to help.

thanks,

[Redacted]

b6

Raleigh-Durham International Airport / Eastern NC Spoke Airports
RDU / FAY / ICM / EWN / ISO / PSY / OAJ / SOP
Transportation Security Administration
919.337. [Redacted] office
919.368. [Redacted] mobile. b2
919.388.5826 fax
www.tsa.gov/blog

This e-mail and any files transmitted with it are confidential and may be subject to legal privilege. If the reader of this message is not the intended recipient, you are hereby notified that any disclosure, distribution, use or copying of the message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this e-mail.

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

From: Customer Service [mailto:Customer.Service@rdul.com]
Sent: Thursday, November 13, 2008 10:46 AM
To: [Redacted]
Cc: [Redacted]
Subject: FW: New Feedback:

b6

[Redacted]

b6

We received a complaint from a lady who supposedly had to use the Body Imager machine at T2. I

thought this was optional but not required and customers could still have a pat-down.

Along the same lines, I was at T2 last Friday afternoon; I saw five or six people back-to-back using the machine, and I thought it was odd that so many people were using the machine. Can you shed any light on this situation?

Thanks

[REDACTED]

b6

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

From: [REDACTED] (mailto:postmaster@[REDACTED])
Sent: Thursday, November 13, 2008 9:30 AM
To: Customer Service
Subject: New Feedback

You have received new feedback from rduaa.com.

Below are the details:

Name: [REDACTED]
Email Address: [REDACTED]
City: Raleigh
State: North Carolina
Country: United States
Daytime phone: [REDACTED]
Topic:

b6

b6

Comments: RDU proudly opened their new Terminal 2 recently. Because of the new security passenger screening equipment used in that terminal, my family will not be traveling on any airline in that Terminal. Passengers will go through a new no-touch security checkpoint that is an alternative to the familiar pat-down - but also is eschewed by many airports for privacy concerns. The "Whole Body Imager" projects radio beams over the surface of a person's body and displays a three-dimensional image of the body, without clothing, on a remote monitor. I will not subject myself or my family to that kind of invasion of privacy. I'm all for security, but not at the expense of my dignity.

[REDACTED]

b6

From: TSAContactCenter@tsa.dhs.gov
 Sent: Tuesday, March 31, 2009 1:29 PM
 To: TSAContactCenter@tsa.dhs.gov
 Subject: RE: Complaint

From: TSAContactCenter@tsa.dhs.gov
 Sent: Tuesday, March 31, 2009 1:29 PM
 To: TSAContactCenter@tsa.dhs.gov
 Subject: Complaint

The following information has been received by the TSA Contact Center and is being forwarded to you for your review and/or follow-up. Please reply by email to the TCC Customer Service Representative sending the message, with the actions taken to resolve the consumer's issue.

Brief Description: [redacted] called in today upset that her daughter had to go thru the backscatter machine unaccompanied. She stated that her daughter was giving the option to be pattd down, but she did not want anyone to touch her. [redacted] stated that the fee that made place may have been taking of daughter, as a result of going through that machine, I explained that the machine does not take nude pics, however she still wanted to speak to the CSM, so she can address this issue. I would appreciate any assistance you can offer to help find a resolution.

Date of Incident: 03/28/09
 Customer Name: [redacted]
 Customer Contact Information: [redacted]

Airport: TPA
 Alliance: Delta
 Flight: DL642
 Terminal/Date: Gate E 69
 Check In/Incident Time: 7:20AM
 Carry On or Checked Baggage:
 Baggage Tag Number:

TSA Contact Center
 1-866-284-6666

b6
 b7c

[Redacted] b6

From: [Redacted] b2, b6
Sent: Tuesday, April 07, 2009 11:00 AM
To: [Redacted]@TSACC.SYSINTEGRATION.COM
Cc: [Redacted]
Subject: FW: Complaint: [Redacted]

[Redacted] b6
[Redacted] b2, b6
[Redacted] regarding reasons taken to resolve this complaint by passenger [Redacted]

From: [Redacted]
Sent: Tuesday, April 07, 2009 10:44 AM b2, b6
To: [Redacted]
Subject: RE: Complaint: [Redacted] b6

Sorry, I phoned her and tried to explain the WBI process and what actually transpires. I informed her that it does not actually take nude photos, that no images are retained, and that the individual (in this case, her daughter) always has the option of a full-body, pet down in lieu of the WBI. I also let her know that there are signs with sample WBI images at all checkpoints to show passengers the type of blurred images that IOs routinely view. [Redacted] however, repeatedly used words like "humiliate," "ridiculous," and [Redacted] "isolated." I encourage her to ask questions and visit our website, or to question the TSC the next time she flies about the process. All in all, [Redacted]

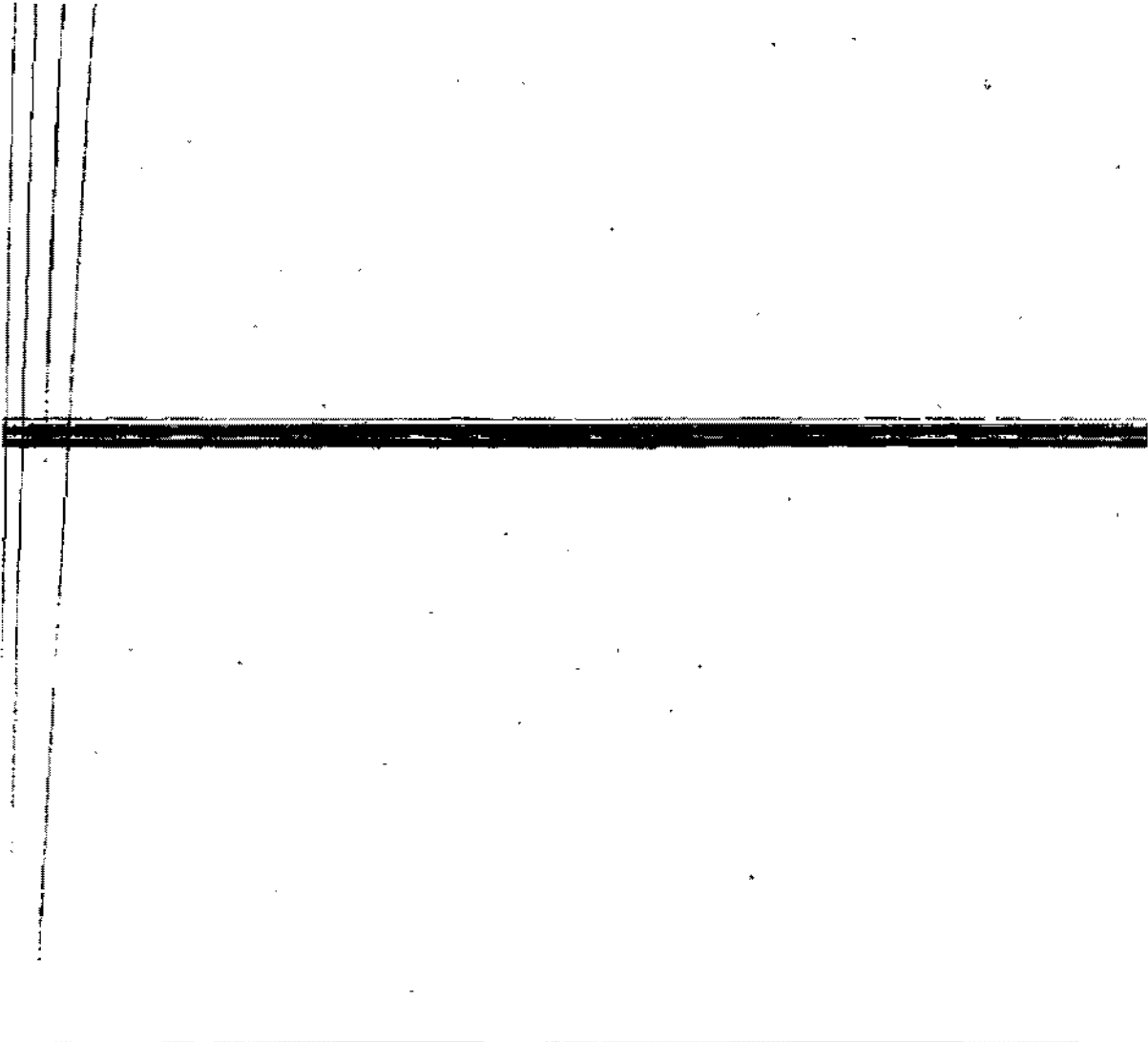
b5

From: [Redacted] b6
Sent: Tuesday, March 31, 2009 11:02 AM
To: CSN Complaints
Subject: Complaint: [Redacted] b6

The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumers' issue.

Brief Description: [Redacted] called in today upset that her daughter had to go thru the backscatter machine unaccompanied. She stated that her daughter was giving the option to be patzed down, but she did not want anyone to touch her. [Redacted] stated that she feels that nude pics may have been taking of daughter, as a result of going through that machine. I explained that the machine does not take nude pics, however she still wanted to speak to the ISM, so she can address this issue. I would appreciate any assistance you can offer to help find a resolution.

Date of Incident: 03/29/2009
Customer Name: [Redacted] b6
Customer Contact Information: [Redacted]
Report: TPA
Office: Delta
Flight: DL 6442
Terminal/Gate: Gate B 53
Date of Incident Time: 7:20Am



ISA Contact Center
1-866-289-6262

62

Carry On or Checked baggage
Baggage Tag Number
Serial ID #: 300188185280331

My friend

Help us help you with your TSA ID card by providing the following information:

Date: 2/20/2009

Checkpoint/Station of airport: [redacted]

COMP/LINE/TX/COMP/PLANT/ST/summarize

Agency & Flight number: CO

TSA Employee ID Number: [redacted]

Passenger's Name: [redacted]

(Optional) Phone number: [redacted]

NOTE: If you wish to make payment...

...through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

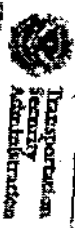
...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...



Transportation Security Administration

Alphabet: [redacted]

Agency & Flight number: CO

TSA Employee ID Number: [redacted]

Passenger's Name: [redacted]

(Optional) Phone number: [redacted]

NOTE: If you wish to make payment...

...through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

...or through the TSA...

b6

13

quick
check of notes ✓



Transportation Security Administration

Date: 10/10/09 Time: 1:30 PM Airport: WUSA

Department of Travel: SPN Agency & Flight number: SW 37K

Check-in location of airport: CONCOURSE A TSA Employee ID number: 604

While being interviewed: Scanner use resulted in

unresponsive and screening had to be halted

at that point the passenger was removed

from the process is most

likely to be a false alarm.

NOTE: If you wish to seek pay for

time lost due to a false alarm, you must file a claim with the

Department of Justice, Office of Inspector General, Washington, DC 20535.

NOTE: If you wish to seek pay for

time lost due to a false alarm, you must file a claim with the

Department of Justice, Office of Inspector General, Washington, DC 20535.

NOTE: If you wish to seek pay for

time lost due to a false alarm, you must file a claim with the

Department of Justice, Office of Inspector General, Washington, DC 20535.

NOTE: If you wish to seek pay for

time lost due to a false alarm, you must file a claim with the

Department of Justice, Office of Inspector General, Washington, DC 20535.

b6

01



Handwritten signature

Half as long as your assignment service. *Handwritten:* 3:30

Call: *Handwritten:* 413/85

Department of Transit: *Handwritten:* 413/31

Characteristics of airport: *Handwritten:* TSA Employment (housewife)

COMPLIMENT COMPLAINT/REURIA: *Handwritten:* 1 This is not

Handwritten: Contacted

Handwritten: even directly ruled 11

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

Handwritten: [Redacted]

b6



Help us improve our customer service by completing and returning this card to a TSA drop box or to a TSA supervisor or manager.

Date: 4-7-08 Time: 3:30 Airport: Tulsa
Destination of Travel: Seattle Flight #/Carrier: Delta 111
Check-in time at airport: _____ TSA Employee ID (if known): _____
Complaint/Comments: _____

*invasion of privacy & they
will put me down for a
1st class seat for the first
class flight.*

Passenger's Name: (optional, if you wish to follow up with you) _____
(Optional) Phone number: _____

NOTE: If you wish to seek redress from TSA for damaged or missing items, you must file a claim within 90 days of the incident at the TSA Customer Center at 1-866-289-8673. This card is not a substitute for a claim. For more information, visit www.tsa.gov. This card is not a substitute for a claim. For more information, visit www.tsa.gov. This card is not a substitute for a claim. For more information, visit www.tsa.gov.

b6

21



Date: 9/9/05 Time: 8:10 Airport: Tulsa

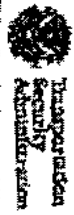
Check-in location of airport: _____ TSA Employee ID Number: _____

Check-in location of airport: WPA Wash DC
Passenger name is APC
Security threat

Passenger's Name: (optional, so we can help you with you) _____
Phone number: _____

NOTE: If you wish to seek payment from the TSA for damaged or missing items, you must file a claim within 90 days of the date of the incident. For more information, please contact the TSA at 1-800-228-6872. This form is for use by TSA employees only. It is not to be used by the public. For more information, please contact the TSA at 1-800-228-6872. This form is for use by TSA employees only. It is not to be used by the public. For more information, please contact the TSA at 1-800-228-6872.

AC



Help us improve our customer service by completing this survey. This survey is not returning due to a TSA drop-out or to a TSA supervisor or manager.

Date: 4/10/09 7:10 AM Airport: ATL

Date/Time of Travel: 4/10/09 6:30 AM Airline & flight number: AA 4514

Check-in location of airport: COASTAL MENTORSHIP AIRPORT

Check-in agent name: Please describe the agent's name and title.

These devices are: get rid of the millimeter wave scanners.

without any thing: security best. Areas of privacy

at airport are: obvious except as if it is left in

sure my report will: do not care. There can be better no

Passenger's Name: (optional, so we can call you)

(Optional) Phone number: [redacted]

NOTE: If you wish to seek payment for damages or reimbursement for lost items, you must file a claim on-line at www.tsa.gov or through the TSA Customer Center at 1-888-284-8872.

Collection of this information is made pursuant to 49 CFR 1552.104. The information is used for the purpose of providing you with a better service. The information is not to be used for any other purpose. The information is not to be shared with any other agency. The information is not to be used for any other purpose. The information is not to be shared with any other agency. The information is not to be used for any other purpose. The information is not to be shared with any other agency.



Help us improve our customer service by completing and returning this card to a TSA Ambassador or to a TSA supervisor or manager.

Date: 4/16/09

Department of Travel: Sea

Check-in location of airport: SEA

Check-in location of flight: SEA

Time: 2:15 p Airport: TOL

Airline & flight number: Alf 405

TSA Employee's Name: ALIA

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

How many TSA employees were working at this time: 1

b6
From: TSA-ContactCenter [Tsa-ContactCenter@dhs.gov]
Sent: Thursday, May 14, 2008 4:18 PM
To: [redacted]@yahoo.com
Subject: Re: TSA Contact Us: Complaints <<#324451-428757#>>

Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology.

Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable without obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect.

Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology.

To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public.

TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permanently deleted after each passenger has been screened.

We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting.

Furthermore, we have also forwarded a copy of your email to the Customer Service Manager at ATL 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 for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.

TSA Contact Center

Original Message
From: [REDACTED] b6
Received: 5/12/09 7:24:26 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: [REDACTED]
Date Time: 5/12/2009 11:24:45 AM

Name:	[REDACTED] b6
Email:	[REDACTED]@berkoo.com
Complaint:	Inappropriate Screening/Fus Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Bag):	
Comments:	While traveling from Atlanta to Pittsburgh on May 11th, I was selected for secondary screening using one of the Pro-View Whole Body Image producers. I was not told I had a choice whether to step in or have a manual screen. After doing a little research, I've found that the whole body screening took a nude 3D photo of me. This is unacceptable protocol and a total violation of my rights as a US citizen.

TCC Control Number: [REDACTED]

DCA/TBA SOC INCIDENT JOURNAL ENTRY RECORD **2008-0571**

Case Number: 2008-0571 Date: 10/16/2008 Time: 19:58 Location: North Pier

Incident Type: 48 Complaint Incident Subtyp

Reported By: [REDACTED] Reported To: [REDACTED] *b6*

Description: PAX complaint regarding whole body imager (WBI).
PAX claims TSO did not inform of the option to undergo full body pat down in place of WBI.

	Contact:	Time:		Contact:	Time:
SOC_Supervisor:	[REDACTED]	19:58	MWAA:	[REDACTED]	
Regulatory:	[REDACTED]	20:03	DAFSD:	[REDACTED]	20:03
AFSD:	<i>b6</i>		DFSD:		
FSD:			FBI:	[REDACTED]	
TSOC:			MIC:		20:01
Airport Opst:			BAC:	[REDACTED]	

[REDACTED]

[REDACTED] b6
From: [REDACTED]@dhs.gov
Sent: Thursday, April 10, 2008 8:00 PM
To: [REDACTED]
Subject: Customer Complaint

[REDACTED] b6

I received a TSA Comment Card here in Chicago that is from an (NI) passenger.

The passenger writes, "DID NOT GIVE PERMISSION TO BE SCANNED - TOLD TO ENTER
DO NOT APPROVE OF MORALLY OFFENSIVE SEARCHES EITHER BY MACHINE OR PAT
DOWN."

[REDACTED] b6

Let me know if you have any questions. I assume I can throw away this comment card?

[REDACTED] b6

Program Analyst
Transportation Security Administration
Chicago O'Hare International Airport
Tel: (773) 377- [REDACTED] b6

Email: [REDACTED]@dhs.gov b6

[Redacted]

b6

From: TSA-ContactCenter [Tsa-ContactCenter@dhs.gov]
Sent: Monday, January 12, 2009 12:36 PM
To: [Redacted]
Subject: Re: TSA Contact Us: Complaints <<#276660-373263#>

Thank you for your email message. We are sorry you were unhappy with your recent travel experience.

Because your complaint is regarding screening at IND, 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 screening workstation is set up properly 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 encourages you to check the latest information at www.tsa.gov.

TSA Contact Center

— Original Message —

From: [Redacted] b6
Received: 1/9/09 3:07:30 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: [Redacted]
Date Time: 1/9/2009 9:31:09 A.M.

Name: [Redacted] b6	
Complaints	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight/Airline/Terminal/Airport/Gate/Zone)	Indianapolis Airport - Approx. 0840 9 Jan, 2009
Comments	<p>After placing my items on the conveyor belt I stopped up to the line where I was directed to step inside a clear booth. Having to go through many explosive trace machines in airports I did not hesitate. The TSA agent on the other side directed me to place my feet on the footprints on the floor. The booth obstructed his sight and I was directed to exit. When I realized that this was not the same machine, rather a form of backscatter x-ray, I asked TSA if it was optional. I was told that "always have choices" however this will be a standard. When asked why I was given that choice the TSA Officer replied that there were signs posted before I approached and therefore had an opportunity to read them.</p> <p>I asked to speak with a Supervisor and soon met with [Redacted] He was polite, professional and considers of my concerns. b2, b6</p> <p>Although signs may be posted at TSA checkpoints which explain alternative screening methods for those that prefer to be patted down, that choice was clearly taken away when the TSA Officer directed</p>

me is stand inside the booth. He did not offer me a choice and I wasn't aware that this was any different than a trace machine. It's my understanding that any graphic images are blurred despite the fact that the monitor is unobstructed from view.

b2, b6

I am a frequent traveler and I am not opposed to the necessary safety and security of our nation's airports. I am not opposed to new technology. I AM opposed to losing my choice and dignity which was most certainly lost this morning.

I intend that this was an isolated incident and do not intend to take it any further. I also trust that this is a training issue and that Mr. Barnett will address it appropriately. All I ask is that an appropriate official from TSA follow up with me personally and ensure that this matter has been reviewed and corrected.

Sincerely,



b6

----- TCC Control Number: -----
<<#176969-373263#>>

best available copy

From: Indianapolis International Airport Web Feedback [mailto:feedback@indianapolisairport.com]
Posted At: Sunday, April 12, 2009 12:32 PM
Posted To: Archive
Conversation: Web Feedback
Subject: Web Feedback

b6

Web Customer Feedback
4/12/2009 12:31:45 PM

First Name

Last Name

Email Address

yahoo.com

Mailing Address

City

State

Zip Code

Daytime Phone

Airline

Flight Number

b6

Flight Date/Time

Concourse

Comments

I have a religious objection to the full scan of my naked body. What are my religious and civil rights to this screening process.

Age

Gender

Reason for your feedback

Question

Reason for visiting the airport

Reason for this trip

Time since your last visit to the airport

Times flown to/from/through the airport

b6

[Redacted]

From: [Redacted].com]
Sent: Thursday, February 19, 2009 2:04 PM
To: [Redacted]
Subject: FW: Web Feedback

[Redacted] please respond to the customer's point number 2 below. Thanks!

From: BAA Web Feedback [mailto:webfeedback@indianapolisairport.com]
Posted At: Tuesday, February 17, 2009 5:42 PM
Posted To: Web Feedback
Conversation: Web Feedback
Subject: Web Feedback

Web Customer Feedback
2/17/2009 6:41:55 PM

b6

First Name	[Redacted]
Last Name	[Redacted]
Email Address	[Redacted].com
Mailing Address	[Redacted]
City	[Redacted]
State	[Redacted]
Zip Code	[Redacted]
Daytime Phone	[Redacted]
Airline	Northwest Airlines/KLM
Flight Number	[Redacted]
Flight Date/Time	2/16/2009 2:45:00 PM
Concourse	Concourse A
Comments	<p>1) Economy parking shuttle, on multiple visits, there are two shuttle buses moving together - no wonder why everybody crams onto the bus because they don't know when the next bus will be coming. In my opinion, worse than the old airport, the travel time seems indeed longer regardless of the shuttle stop.</p> <p>2) Security screen x-ray machine: nice that you have it - but, I am usually facing away from the personal carry-on items (yellow footsteps) - on this week's trip, saw TSA wiping/testing my fast meter equipment while I was still in the x-ray machine.</p> <p>3) The annoying "end of the walkway" announcement seems to be more subdued (?).</p> <p>4) Luggage claim seems to be just as long a wait as the old airport.</p> <p>5) As with the old airport, flight delays, etc., are not accurate on the monitors.</p>
Age	45-54
Gender	Male
Reason for your feedback	Other
Reason for visiting the airport	Departing Passenger
Reason for this trip	Business
Time since your last visit to the airport	1-3 months
Times flown to/from/through the airport	10+

The information transmitted by this e-mail is intended only for the person to whom it is addressed and may contain confidential and/or legally privileged material. Access, disclosure, copying, distribution, reliance or use of this e-mail or any attachment by anyone else is prohibited. If you received this e-mail by error or are not the originally intended recipient, please (i) do not read it; (ii) contact the sender by reply e-mail and immediately return it to the sender and (iii) promptly delete and/or destroy all copies of the original message and any attachments from your computer system. The views or comments made by any individual in this e-mail are those of the individual and may not express the views or comments of the Indianapolis Airport Authority.

Further information on the Indianapolis Airport Authority can be found at www.inflmtdaiaairport.com

It is always a pleasure to get positive feedback from our customers, the flying public. Customer service is one of the hallmarks of the TSA. We take great pride in delivering first class security alongside first class customer service.

I have personally thanked the personnel working on our security checkpoints for the fine job that they are doing, and asked that they keep up the good work. They are an important part of our TSA mission. Thank you for your courtesy and for sharing your thoughts with us.

[REDACTED]
[REDACTED] Security Administration bl

317-390 [REDACTED]

152



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or by mail.

Date: 1-20-2007 Time: 1800 Airport: IND

Date/Time of Travel: 20 JAN 07 1410 Airline & flight number: AA 815

Checkpoint/Area of airport: R CHECKPOINT TSA Employee (if known): _____

COMPLIMENT/COMPLAINT (in words): WBI PROCESS WAS EXCELLENT. FEEL TO

~~EXCELLENT. FEEL TO~~ ~~THE~~ ~~WBI~~ ~~FEEL TO~~ ~~PROCESS WAS~~

EXTREMELY STERILE WITH A HUMAN ELEMENT OF INSTRUCTION.

FEEL LIKE A PIECE OF LUGGAGE NOT A HUMAN BEING.

HOWEVER, THE 3rd SCREENING PROCESS WAS EXTREMELY INFORMATIVE.

EXCELLENT CUSTOMER FROM THE FEMALE OFFICER, WAS SCREENING ME.

Passenger's Name: (optional, so we can follow-up with you) _____

(Optional) Phone number _____ e-mail: _____

NOTE: If you wish to seek payment from TSA for damage or missing items, you must file a claim online at www.tsaclaims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 1146(a)(2). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for the program. For more information, please contact DHS/TSA 206 Correspondence and Mission Training Center. It might take up to 30 days to complete this form. An agency may not transfer or disclose, and a person is not required to respond to, or authorize a collection of information, unless it displays a valid OMB control number. For extended use or assignment to this collection, see OMB 1570-0047, which expires 05/31/2008.

Subject:

FW: Got Feedback: McCarran International (LAS)

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

From: GotFeedback [mailto:GotFeedback@dhs.gov]

Sent: Sunday, April 12, 2009 6:27 AM

To: [REDACTED] b6

Subject: Got Feedback : McCarran International (LAS)

Current Date/Time: 4/12/2009 9:26:53 AM

Airport: McCarran International (LAS)

Date/Time of Travel: 4/10/2009 1:00 PM

Airline & Flight Number:

Checkpoint/Area of Airport:

TSA Employee: (If Known):

Compliment/Complaint: My wife was selected for secondary screening and subjected to the MIM imaging device. She didn't know what it was. She assumed it was a newer type of metal detector. She saw no signage explaining it. Had she seen the MIM image samples before this, she would have opted for a pat-down instead. But nobody informed her of that choice.

The TSA keeps advertising that nearly all passengers "choose" the MIM imager over a pat-down. This is a bogus claim, as very few passengers are making an informed choice or even know that there is a choice.

There should be clear signage that shows what the MIM images look like and that informs passengers that they may choose the pat down instead.

Would you like a response?: No

Passenger's Name:

Phone Number:

Email:

[Redacted]

b6

[Redacted]

Sent: [Redacted]@TSACC.SYSINTEGRATION.COM on behalf
CSMComplaint@tsacc.sysintegration.com
Wednesday, February 18, 2009 1:22 PM
To: [Redacted]@TSACC.SYSINTEGRATION.COM; CSMCompl
Subject: RE: CSM COMPLAINT [Redacted]

Response sent 2-18

[Redacted]

Sent: Wednesday, February 18, 2009 11:55 AM
To: CSM Complaints
Subject: CSM COMPLAINT: [Redacted]

Will take b6

TCC

The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumers' issue.

b6

Brief Description: [Redacted] stated that he wants to complain because he was made to go thru the x-ray machine several times and was given no option for alternate screening. He is very concerned because the screener acted as though she knew exactly how much radiation comes from the x-ray machine and as if he had no right to opt out of the Backscatter x-ray machine. I have apologized for the unpleasant experience and informed him that he would receive a call back in receipt of this email. Thank you for your future assistance.

Incident Date: 2/17/09

Contact Name: [Redacted]

b6

Customer Contact Information: [Redacted] (if cant be reached by phone)

Airline: US Airways

Airport: PHX

[Redacted]

Engine: 2-09

b6

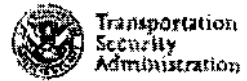
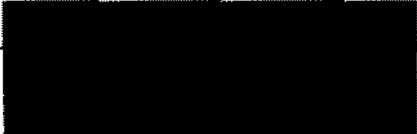
Terminal/Gate: B-6

Carry on Bags: 1

Incident Time: 2:00 pm

Event (id): 30013144969021E

b6



Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or by mail.

Date: 2/18/09 Time: 2pm Airport: Phoenix Sky Harbor

Date/Time of Travel: Wed Feb 25 2009 2:00 PM Airline & flight number: US Air flight 216

Checkpoint/Area of airport: B5 TSA Employee (if known): Woman making X-ray

COMPLIMENT/COMPLAINT (summarize): members for people

I went through a line and was told by the woman with TSA I would have to stand in front of a machine and be scanned. I told her she should be making the X-ray. She said I had to let her hands to inform passengers of their options and a supervisor. You can be pretty dumb to X-rayed. I wasn't given my option!

Passenger's Name: (optional, so we can follow up with you) [Redacted]

(Optional) Phone number: [Redacted] e-mail: [Redacted]

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsa.gov or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 1401 & 1403. Providing this information is voluntary. TSA will use the information to improve its services and may share it with airport operators for this purpose. For more information, please contact DHS/TSA 866 Correspondence and Matters Tracking Records. It should take no more than 1 calendar to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The standard number assigned to this collection is OMB 1633-0030, which expires 03/31/2009.

Open Me !!!

b6

SLCcustomerservice

From: [Redacted]
Sent: Sunday, March 29, 2009 1:14 PM
To: SLCcustomerservice [Redacted]
Subject: Security Screening Concern

b6

To Whom It May Concern,

While travelling on official Air Force orders, I passed through the security checkpoint at Salt Lake City Airport Terminal 2 (Delta Airlines) on Monday, 23 March 2009 at approximately 0540 hours. I noticed the new L3 Pro Vision full body scanner was in use. I had recently read a news article that mentioned Salt Lake had put one into use. I decided to go through it to see how it differed from other screening being performed at the airport.

Before entering the scanner, I had removed all metal objects (watch, keys, change, etc.) from my person and placed them with my carry-on items on the x-ray conveyor belt. The TSA employee at the scanner told me to remove my belt before entering the scanner. There weren't any noticeable signs or warnings in large font explaining anything about the new scanner or instructions on steps to take before entering the scanner.

I entered the scanner, followed directions given to me by a TSA representative, and exited the scanner when directed to do so. I was immediately told to empty all my pockets (had a wallet, plastic comb, and a single tube of Carmex lip balm). I was then subjected to a full-body pat-down search, and the TSA representative also opened my wallet to search it as well.

It is my understanding that the purpose of this scanner is to provide a less-intrusive method of inspection while improving security for all passengers. My experience proved to be just the opposite. I found the experience very invasive and felt my personal privacy was violated (including inspection of my wallet that had nothing metallic in it). I don't understand the methods being used during this trial, particularly since the main selling point (according to the news article I read) is that this equipment will allow TSA security personnel to determine whether an individual has items of concern hidden on their person.

At the very least, TSA should post large readable signs that tell travelers that they need to empty everything out of all pockets so they know what to expect before entering the scanner. Not to be disrespectful, but if the person viewing this high-definition display can't discern that an item is a plastic comb or wallet in the display, then they have no business being screeners in the first place. Why was there a concern with these items being seen on the full body scanner particularly if the image is in fact superior to that seen on the traditional x-ray machine? If I place my wallet and comb in a bin and run it through the traditional x-ray, neither of these items would draw attention or be of concern to the screener. Why was there a concern with these items being seen on the full body scanner particularly if the image is in fact superior to that seen on the traditional x-ray machine?

I appreciate you taking the time to read this note and consider my concerns. I can be reached at [Redacted] if you have questions concerning this note.

b6

Respectfully,

[Redacted Signature]

b6

7/13/2009

[Redacted] b6

From: [Redacted]
Sent: Monday, July 13, 2009 1:43 PM
To: [Redacted]
Subject: FW: TSA Contact Us: Complaints <<0286770-304902K>>

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

From: [Redacted] <[Redacted]>
Received: 2/5/09 9:22:22 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: [Redacted]
Date Time: 2/4/2009 5:33:03 PM

b6

Name:	[Redacted]
Email:	[Redacted]
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Abpwr/Gate/Etc):	
Comments:	I flew out of the Tampa Airport on Tuesday, 1/27/09. My total knee replacement let off the buzzer so I was asked to step into a scanner which I thought was the "puffer" machine. I was then sent on my way. It did not occur to me until I arrived home that I had been placed in the full body scanner. I feel that this machine is an invasion of my privacy and I am indignant that I was not given the option for the pat down. I am sorry that this procedure was not explained to me and I hope that TSA agents will, in the future, provide options for all passengers.

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

<<0286770-304902K>>

7/13/2009

bb
From: [REDACTED]@dhs.gov
Sent: Monday, March 23, 2009 11:12 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Airport Feedback

bb Thank you for your airport feedback of March 22, 2009, concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology.

Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect.

Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology.

How does it work? First, it is not an x-ray machine. Millimeter wave uses harmless electromagnetic waves to generate an image based on the energy reflected from the body. Passengers walk into the Millimeter Wave portal, undergo a scan, and walk out the other side. The whole process takes about 15 seconds. If you consider getting an ultrasound, this is similar only using electromagnetic waves instead sound. The difference being sound can travel through your body, whereas electromagnetic waves cannot, they bounce off giving up a readable image therefore causing no harm to you or your baby.

The whole body imager (WBI) is indeed voluntary. It may not seem that it is voluntary but it is. When an officer is there at the front of the WBI and they move to the side and motion for a passenger to enter, that passenger has the right to refuse and request a pat-down at that time. It does appear that the officer is ordering the passenger to enter when it is intended to be a request. This request can be refused and a pat-down

pat-down as an alternative. This signage is in plain view on the front of the machine. I have attached the signage and a photo of the WBI. I have received comments that passengers were instructed to enter but in essence they were motioned to enter and this motion being a simple request. I understand that that motion can be construed to be an order but it is in fact a request as the officers cannot order you to comply with any request. The only thing that is certain is that once you start the screening process you have to complete it. Meaning that once you submit your articles for screening the screening process must be finished. As for your person, this can be done either by a pat-down (public view or in private) or by WBI. Your personal property shall be scanned via x-ray.

To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public.

TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened.

We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting.

Thank you submitting you comments and concerns, and should you have any further questions you are welcome to contact me at the number listed below.



b6

TSA-IND
317-390

b2

From: BAA Web Feedback [mailto:webfeedback@indianapolisairport.com]
Posted At: Sunday, March 22, 2009 11:38 PM
Posted To: Web Feedback
Conversation: Web Feedback
Subject: Web Feedback

Web Customer Feedback
3/22/2009 11:37:55 PM

First Name
Last Name
Email Address
Mailing Address
City
State
Zip Code
Daytime Phone

b6

Airline Delta Airlines/Delta Connection
Flight Number Columbus
Flight Date/Time 3/22/2009 6:30:00 PM
Concourse Concourse A

Comments
I was pulled aside for extra screening at the airport today. I am 19 weeks pregnant. I was told to stand in this tube like container and put my feet on the marks on the floor while a black bar spun around. I was not told what the machine was or what it was doing, so I looked it up online when I arrived at home. To my horror I discovered that it was a type of x ray machine. Not one of the agents bothered to inform me that it was an xray machine. I am very obviously pregnant and mentioned this to the agent who ignored me. I am incredibly upset to know that I have possibly endangered my child because no one informed me that I was stepping into an xray machine. I would have gladly submitted to a "pat down" or someone using a wand. Instead the choice was taken from me and my unborn child was put in danger. There has been no long term research on these machines and their effect on unborn children. I cannot believe that I was forced to submit to this without the proper information.

Age 25-34

Gender Female

Reason for your feedback Complaint

Reason for visiting the airport Departing Passenger

Reason for this trip Visit Family

Time since your last visit to the airport 3-6 months

Times flown to/from/through the airport 1-3