

TSA ADHOC Query Results

MsgID: 553769
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b2

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 11/12/2009 2:26:26 PM
FromDate: 11/11/2009 10:24:48 PM
Flag:
Status: CLOSED

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

Airport: MIA
NTUser: [REDACTED]
ClosedDateTime: 11/13/2009 1:54:31 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: MIA Miami, FL, USA - Miami International Airport,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 11/13/2009 1:53:17 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

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

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

b2

Time: 11/11/2009 10:24:48 PM -----
----- Name: [REDACTED] Email: [REDACTED]@gmail.com Complaints:Inappropriate Screening/Pat Down
Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Miami International Airport Comments:As
a frequent flyer, I entered the priority screening line at Miami International Airport. The priority line was moving at half the
speed of the regular line due to the millimeter wave screening process used exclusively for this line. This was the first time I
have tried the method and I don't like it. First of all, there was no indication that this process was being used until I
arrived at the machine. There were options to have a pat-down, but I thought I would give it a try. Besides the fact that I felt

b2

TSA ADHOC Query Results

the images displayed on the information sheet were too revealing for humans to have to accept as "security," I felt that the system itself is less effective than the metal detector and pat down. I was instructed to remove EVERYTHING from my pockets, implying that this scanner cannot discern a wallet from a contraband. If this is the case, when you add the extra time, the extra burden, and the system being more invasive to one's privacy than traditional means, it seems to me that it is a waste of resources. Please discontinue use of the millimeter wave scanner



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 manager or by mail.

Date: 4/17/09 Time: 6:10 Airport: Albuquerque

Date/Time of Travel: _____ Airline & flight number: _____

Checkpoint/area of airport: _____ TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summarize):

WBT way too inefficient, no clear direction on procedure.
remove baby but not watch?? How would I know that

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

Collection of this information is made under 49 U.S.C. 114(e), & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA, 004 Correspondence and Matters Tracking Records. It will take no more than 5 minutes 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 control number assigned to this collection is OMB 1451-0030, which expires 9/31/2008.



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 manager or by mail.

Date: 4/14 Time: 5:00 pm Airport: Allog, NM

Date/Time of Travel: 4/14/09 Airline & flight number: Southwest 2890

Checkpoint/area of airport: TSA TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summarize):

The back scanner wld need to be improved significantly to accommodate busier airports. With Allog, N.M. being a secondary market, it would be fine. Bigger airports - NO WAY!

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

Collection of this information is made under 49 U.S.C. 114(c) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 004 Correspondence and Matters Tracking Records. It will take no more than 5 minutes 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 control number assigned to this collection is OMB 1632-0030, which expires 6/31/2009.



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 manager or by mail.

Date: 3/1/09 Time: 6 pm Airport: ABQ

Date/Time of Travel: 3/1/09 7:05 pm Airline & flight number: Southwest 267

Checkpoint/area of airport: Security TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summarize): _____

The new Provision machines make a mockery of security. They're slowing down lines + making passengers act like they're felons — with our hands up, wallets out, belts off. International travel has no problem making passing thru security a breeze.

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line 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. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DEB/TSA OIG Correspondence and Matters Tracking Records. It will take no more than 5 minutes 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 control number assigned to this collection is OMB 1522-0040, which expires 8/31/2011.

Also, TSA employees seem to be standing around, idle & inefficient.



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 manager or by mail.

Date: 3/1/09 Time: 6:00pm Airport: ABQ

Date/Time of Travel: 3/1/09 Airline & flight number: Southwest 267

Checkpoint/area of airport: Security TSA Employee (if known): _____

COMPLIMENT/COMPLAINT (summarize):

New Scan machine extremely slow! Not a good
use of our tax dollars. Int'l machines are
much more efficient. Added 10 minutes compared
to another line. Customer Service could use some
improvement as well.

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

Collection of this information is made under 49 U.S.C. 114(g) & (h). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records. It will take no more than 5 minutes 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 control number assigned to this collection is OMB 1552-0050, which expires 2/1/2008.



Transportation Security Administration

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: 3-20-09 Time: ~ 12:00pm Airport: ABQ NM

Date/Time of Travel: 3-20-09 ~ 12:00pm Airline & flight number: SW

Checkpoint/area of airport: Security Screening TSA Employee (if known): _____

COMPLIMENT/COMPLAINT (summarize):

I was separated from ^{my} screened items for several minutes (3-4) waiting in a line to go through Pre-Vision Scanner. The scanner was taking people from both (2) lines and the wait was long. I could not see my items on the belt and a lot of people were picking up

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 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. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 016 Correspondence and Matters Tracking Records. It will take no more than 5 minutes 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 control number assigned to this collection is OMB 1432-0036, which expires 10/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA/601 S. 12th Street, Arlington, VA 22202, ATTN: PRA, 1642-0034.

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items from the belt post screening, so I could not see my items. Most importantly my work computer was in a separate tray visible to all & easily picked up by anyone.

www.tsa.gov

(OVER)

[REDACTED] b6

From: GotFeedback [Gotfeedback@dhs.gov]
Sent: Tuesday, March 31, 2009 9:20 AM
To: [REDACTED]
Subject: FW: Got Feedback : Albuquerque International Sunport Airport (ABQ)

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

From: [REDACTED] com [mailto:[REDACTED].com] b6
Sent: Monday, March 30, 2009 9:56 PM
To: GotFeedback
Subject: Got Feedback : Albuquerque International Sunport Airport (ABQ)

Current Date/Time: 3/30/2009 9:56:21 PM
Airport: Albuquerque International Sunport Airport (ABQ) Date/Time of
Travel: 3/30/2009 1:30 PM Airline & Flight Number: Continental 2771
Checkpoint/Area of Airport: Security screening TSA Employee: (If Known):

Compliment/Complaint: Today I had the benefit of going through the
"new" Millimeter Wave device. Just when I thought the Post
Office was the icon of governmental inefficiency, along comes the
Millimeter Wave. The TSA has taken what was once only a slow process
and moved it to glacial speed. Formerly, I could measure my waiting
time with a calendar, now, geologic time may be needed. If the
"Millimeter" is the new "Wave", I can't wait for
national health care!

Would you like a response?: Yes

Passenger's Name: [REDACTED]
Phone Number: [REDACTED]
Email: [REDACTED] com

b6



Transportation Security Administration

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: 4/4/09 Time: 0645 Airport: ABQ

Date/Time of Travel: 4/4/09 0830 Airline & flight number: NW 1484

Checkpoint/area of airport: MICROWAVE SEARCH TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summary): DELAY

TRAVELING ALMOST EVERY WEEK I FIND US AT THE NEW BODY SCANNER MUCH SLOWER AS EVERYONE I SAW PASS THRU IT REQUIRED A PAT DOWN LAMP OR BATTERY IT DELAYED GOING THRU THE XRAY UNIT WHICH IN THE OPINION TO BE PATTED DOWN.

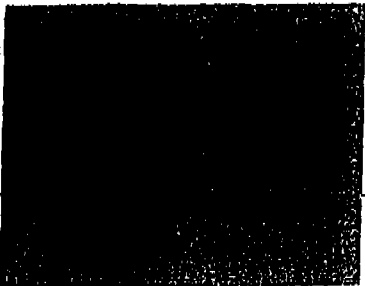
Passenger's Name: (optional, so we can follow-up with you) _____

(Optional) Phone number _____ e-mail: _____

b6

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. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TEA 006 Correspondence and Matter Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not contact 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 OMB 1652-0038, which expires 10/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA/ 601 S. 12th Street, Arlington, VA 22202. ATTN: PRA 1652-0038.



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

From: [REDACTED].com [mailto:[REDACTED].com]

b6

Sent: Monday, April 06, 2009 3:48 PM

To: GotFeedback.

Subject: Got Feedback : Salt Lake City International (SLC)

Current Date/Time: 4/6/2009 3:47:36 PM

Airport: Salt Lake City International (SLC) Date/Time of Travel: 4/6/2009

1:30 PM Airline & Flight Number: Delta 4903 Checkpoint/Area of Airport:

Terminal 2 TSA Employee: (If Known):

Compliment/Complaint: I travel weekly out of the Salt Lake Airport and today had the misfortune to have to go through the new imaging system for the first time. The first issue is that I normally do not have to remove my belt as I go through the Metal Detector, but I am guessing that new system requires it. The TSA agent simple told me that I had to remove my belt, when I tried to explain that I didn't need to as it makes it through, rather then being polite and informing me that it is a requirement for the new system, he simple restated that "Remove your belt". Next it appears that the new system requires extra personal as rather then the one person at the Metal Detector there was two waiting after the imaging device. Finally because I moved while the image was being taken I had to return and take the image again. So were I can normally make it through the Metal Detector in about 30 sec, it took about 5 minutes with the new system. So as I can see it, the TSA agent was rude, and the process is slow and unfriendly. I can not even think about trying to use this process when traveling with a family if simple moving your head during the process requires that it you have to step back in. Please take this into account before moving forward with the new system. Also please try to have the agents be a little less rude and provide additional instuctions prior to arriving at a rude TSA agent.

Would you like a response?: Yes

Passenger's Name: [REDACTED]

Phone Number: [REDACTED]

b6

Email: [REDACTED]

*✓ Speedy
service
2/11/12 9/14*



Transportation
Security
Administration

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: 4/9/09 Time: 1:45 pm Airport: T-Is-Ok

Date/Time of Travel: _____ Airline & flight number: SWA 2321

Checkpoint/area of airport: _____ TSA Employee(s) (if known): _____

COMPLIMENT/COMPLAINT (summarize): _____

The new body scan machines are slow, cumbersome
and intrusive. First we had to remove shoes with
this machine it is shoes, belt, and everything in
your pocket. It is ridiculous!

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 damaged or missing items, you must file a claim on-line at www.tsacclaims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 1146(g) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TEA 006 Correspondence and Mailing Tracking Records. It will take no more than 5 minutes 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 control number assigned to this collection is OMB 1803-0030, which expires 1/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA/601 S, 12th Street, Arlington, VA 22202. ATTN: PRA 1803-0030.

b6



Transportation Security Administration

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: 4/10/09 Time: 1pm Airport: TUC

Date/Time of Travel: 4/10/09 Airline & flight number: AA

Checkpoint/area of airport: _____ TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summarize):

The new body scanners are too slow - lines will be too long when busy!

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 damaged or missing items, you must file a claim on-line at www.tsacclaims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators, airlines, and Master Tracking Records. It will take no more than 5 minutes to complete this form. An agency...

b6



Transportation Security Administration

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: 4/28/09 Time: 16:00 Airport: TUL

Date/Time of Travel: same Airline & flight number: DL 4551

Checkpoint/area of airport: Security TSA Employee (if known): N/A

COMPLIMENT/COMPLAINT (summarize):

This "scan" is WAY too slow of a process. And it wasn't that busy today. I can't imagine being here in early am business traffic! What a joke!

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 damaged or missing items, you must file a claim on-line at www.tsaclaims.org or through the TSA Contact Center at 1-866-289-9673.

b6

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Transportation Security Administration

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: 4/03/09 Time: 3:15 Airport: TULSA

Date/Time of Travel: SEE ABOVE Airline & flight number: NWA 2262

Checkpoint/area of airport: _____ TSA Employee (if known): _____

COMPLIMENT/COMPLAINT (summarize): NEW SCREENING PROCESS (FULL BODY SCAN)

WHICH I BELIEVE WAS INTENDED TO SPEED UP THE SCREENING PROCESS WITH
IMPROVED SCREENING CAPABILITIES, ACTUALLY SLOWED THE PROCESS DOWN
DURING A LOW VOLUME PERIOD. WHAT WILL HAPPEN DURING "PEAK"
SCREENING HOURS. ALSO THERE WAS NO SIGNAGE STATING THE OPTION
FOR A "KAT DOWN" SCREENING UNTIL YOU WERE RIGHT AT THE BORTH. (OVER)

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 damaged or missing items, you must file a claim on-line at www.tsacclaims.org or through the TSA Contact Center at 1-866-289-8673.

Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please contact DHS/TSA OIG Correspondence and Matters Tracking Request. It will take no more than 15 minutes to complete this form. An agency may not contact 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 OMB 1652-0033, which expires 3/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to TSA/DOI, 17th Street, Arlington, VA 22202, ATTN: FRA 1652-0033.

FOR YOUR INFORMATION:

THE OPTION FOR ALTERNATIVE SCREENING SHOULD BE PRIOR TO
GOING THROUGH THE CLEARING PROCESS (ALLOWING ITEMS) www.tsa.gov
AND THE SIGNS SHOULD BE IN FULL VIEW OF ALL PASSENGERS. (OVER)
ALL FEMALES IN THE SCREENING LINE WERE VERY UNCOMFORTABLE WITH THE
WHOLE PROCESS, VERY DEMANDING TO KNOW SOMEONE IS