

TSA ADHOC Query Results

MsgID: 100100806920091231

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 12/31/2009 10:38:58 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller wanted to express her concern about the Whole Body Imaging Machine,
ResolutionSummary: Advised caller her concerns are noted and documented and also advised of the secondary screening process.
ResolutionSummary_Extended: Advised caller her concerns are noted and documented and also advised of the secondary screening process.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 12/31/2009 10:39:26 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 12/31/2009 10:38:58 AM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes: No callback number left. Caller stated both she and her family will no longer travel if the machines are placed at the airports. Caller advised that TSA uses methods of profiling to stop terrorists. Advised caller that her concerns would be documented.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100102648420100104
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/4/2010 9:57:39 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that she goes against the idea of the whole body imaging machine. Caller feels as though TSA has failed and should not send all americans through the machine. Caller stated that she will never fly again, and she will encourage others not to fly again.

ResolutionSummary: Advised caller that her call is being recorded and her concern is being noted.

ResolutionSummary_Extended: Advised caller that her call is being recorded and her concern is being noted.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED] *b6*
ClosedDateTime: 1/4/2010 9:57:41 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/4/2010 9:57:39 AM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: [REDACTED] *b6*

AdditionalNotes: Caller declined to provide her name
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100103243220100104
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/4/2010 6:07:06 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to make a statement that she does not like the backscatter machines and the new machines that may be deployed in airports.
ResolutionSummary: Advised caller that the screening machines are an option for passengers to go through and that if she does not like the machine she can ask for other screening procedures.
ResolutionSummary_Extended: Advised caller that the screening machines are an option for passengers to go through and that if she does not like the machine she can ask for other screening procedures.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/4/2010 6:07:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/4/2010 6:07:06 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:


AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results


MsgID: 100105170720100107
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: sip:anonymous@anonymousinvalid:5060
Fax:

HoldDateTime:
ProcessedDateTime:
TailismaDateTime: 1/7/2010 11:58:19 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller inquired about if children are required to go through the full body scanning technology.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: 
ClosedDateTime: 1/7/2010 11:58:49 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/7/2010 11:58:19 AM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: 

b6

AdditionalNotes: Caller declined to provide call back number Caller then stated that taking nude pictures of children violates state pornographic laws. Caller expressed his concern about his children being viewed naked or felt-up by TSA. Caller then asked if he has a right to refuse a pat down, or going through the body scanning device.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100106248720100108
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/8/2010 7:21:00 PM
FromDate:
Flag:
Status: CLOSED

Consumer_Issue: Caller has comments about Whole Body Imaging, Millimeter wave or Backscatter technology.,
ResolutionSummary: Advised caller concerns would be notated
ResolutionSummary_Extended: Advised caller concerns would be notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/8/2010 7:21:23 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/8/2010 7:21:00 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes: Caller indicated that he disagrees with the process and that his family will not be flying. He also believes that there has to be another way; such as to perform a background investigation on all travelers prior to flying.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109906720100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:27:21 PM
FromDateTIme:
Flag:
Status: CLOSED

Consumer_Issue: Caller inquired about how he would file a formal complaint about the full body imaging scanner. Caller then asked if the machines are located at all airports.
ResolutionSummary: Referred caller to the TSA.GOV website and advised caller to click on the "contact us" button. Advised caller that the machines are not located at all airports, however passengers do have the option to undergo the secondary screening process rather than going the through the whole body imaging machine.
ResolutionSummary_Extended: Referred caller to the TSA.GOV website and advised caller to click on the "contact us" button. Advised caller that the machines are not located at all airports, however passengers do have the option to undergo the secondary screening process rather than going the through the whole body imaging machine.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:29:32 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

AdditionalNotes:
MsgSubject:
MsgBody:

Airline:
Incident_Date: 1/15/2010 12:26:00 AM
Contact_Date: 1/15/2010 12:27:21 PM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 100109931420100115
CustName: [REDACTED] b6
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:49:20 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller is against the whole body imaging and wants his concern recorded and documented due to the recent Christmas incident.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, RED BALL,

Airport: [REDACTED] b6
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:49:27 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:49:20 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109935120100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

bl

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:54:27 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging. Wanted to inform us that he is against the body scanner.
ResolutionSummary: Advised caller that I would note his complaint.
ResolutionSummary_Extended: Advised caller that I would note his complaint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:55:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bl

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:54:27 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller did not wish to provide a contact number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109953920100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:13:17 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he feels that TSA should not have full body imaging at airports
ResolutionSummary: Informed caller that their suggestions have been notated
ResolutionSummary_Extended: Informed caller that their suggestions have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SAN
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:17:40 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SAN San Diego, CA, USA - Lindbergh International Airport,
Airline_Extended:

bb

Airline:
Incident_Date: 1/15/2010 1:16:00 PM
Contact_Date: 1/15/2010 1:13:17 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109957020100115
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:17:11 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated she does not want to go through the machine.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: DAL
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:17:14 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: DAL Dallas, TX, USA - Love Field, LAS Las Vegas, NV, USA - Mccarran International Airport,
Airline_Extended: Southwest Airlines,

Airline: Southwest Airlines
Incident_Date:
Contact_Date: 1/15/2010 1:17:11 PM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Refused to leave call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109964520100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:23:15 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express her concern with TSA implimenting the use of body scanners. Caller wanted to protest the implementation of the wole body imaging machine.
ResolutionSummary: Advised caller that I would note her complaint.
ResolutionSummary_Extended: Advised caller that I would note her complaint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:24:06 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

plc

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:23:15 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller did not wish to provide a contact number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109968120100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:26:45 PM
FromDateTime:
Flag:
Status: CLOSED

bb

Consumer_Issue: Caller has concerns that she would like to address due to the regulation regarding the Whole Body Imaging. Caller wanted to advise that the people in Japan are making underwear that can read through infared. Caller stated that 15 to 35 or 40 year old muslim men should be profiled rather than little old ladies. Caller stated the TSA whould rather let Americans die, rather than profile people that are terrorist.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:26:47 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bb

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:26:45 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller declined to provide a call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109975520100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:34:03 PM
FromDateTime:
Flag:
Status: CLOSED

bb

Consumer_Issue: Caller said that he is not a fan of the new scanning features and he wants TSA to be informed of it.
ResolutionSummary: Thanked caller for the call and told him that his opinion has been noted.
ResolutionSummary_Extended: Thanked caller for the call and told him that his opinion has been noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:34:16 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bb

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:34:03 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109999420100115
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:51:47 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he feels the whole body machines are a waste of government time and money.
ResolutionSummary: Advised caller that he could give and comments or suggestions though our website TSA.gov.
ResolutionSummary_Extended: Advised caller that he could give and comments or suggestions though our website TSA.gov.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:52:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:51:47 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Refused to leave call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110004020100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:58:27 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he is against full body imaging
ResolutionSummary: Informed caller that their suggestions have been notated
ResolutionSummary_Extended: Informed caller that their suggestions have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:01:04 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date: 1/15/2010 2:00:00 PM
Contact_Date: 1/15/2010 1:58:27 PM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110011120100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:07:03 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller called in stating that he is against the full body scanner
ResolutionSummary: Informed caller that their suggestions have been notated
ResolutionSummary_Extended: Informed caller that their suggestions have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:09:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date: 1/15/2010 2:08:00 PM
Contact_Date: 1/15/2010 2:07:03 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110014820100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:12:45 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express his dis-satisfaction for the new scanning process.
ResolutionSummary: Advised caller that his concerns have been heard.
ResolutionSummary_Extended: Advised caller that his concerns have been heard.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:21:53 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bb

Airline:
Incident_Date:
Contact_Date: 1/15/2010 2:12:45 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110021620100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:19:09 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller feels as though sexually active screeners can use this technology (whole body imaging) Inappropriately.
ResolutionSummary: Advised caller that her concern has been notated.
ResolutionSummary_Extended: Advised caller that her concern has been notated.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General, Allowance of Acceptable Items- Knitting/Crochet Hooks, Allowance of Acceptable Items- Food/Beverages,

Airport: TPA
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:19:27 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TPA
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 2:19:09 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Also caller asked if she would be able to video record while going through checkpoint. Also caller asked about carrying crochet hooks. Also caller asked what is TSA's policy for travelling with food. Advised caller that prior to date of travel to contact TCC to obtain clearance from CSM in order to be able to video record while going through checkpoint. Explained that crochet hooks are permitted in carry-on. Provided caller with 3-1-1 information for traveling with food and advised caller that solid food will be permitted through the checkpoint.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110034920100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:33:11 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he does not agree with the body imaging machine
ResolutionSummary: Informed caller that his concerns have been notated
ResolutionSummary_Extended: Informed caller that his concerns have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:39:12 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date: 1/15/2010 2:38:00 PM
Contact_Date: 1/15/2010 2:33:11 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110077720100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 3:08:57 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller called into TCC to voice his opinion about the Whole Body Imaging, Millimeter wave or Backscatter technology. Caller stated that the full body technology is an infringement on his personal rights.
ResolutionSummary: Advised caller that his comments will be noted.
ResolutionSummary_Extended: Advised caller that his comments will be noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 3:09:29 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 3:08:57 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller suggested for there to be security by the airline and not TSA.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110101620100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TallismaDateTime: 1/15/2010 3:41:16 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that she oppose the full body scanner and she hung up.
ResolutionSummary: No further data was captured.
ResolutionSummary_Extended: No further data was captured.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 3:41:18 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 3:41:16 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110116220100115

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 3:57:10 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller wants to object to the full body scanners.

ResolutionSummary: Explained to caller that she can request for a pat down inspection or to walk thru the metal detectors if she doesn't feel comfortable with going through the body scanner.

ResolutionSummary_Extended: Explained to caller that she can request for a pat down inspection or to walk thru the metal detectors if she doesn't feel comfortable with going through the body scanner.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Allowance of Acceptable Items-Permitted/Prohibited,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 3:57:13 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes: Caller wants to know if a nail clipper is allowed in carry on. Told caller that a nail clipper is allowed in

MsgSubject:

MsgBody:

Airline:

Incident_Date:

Contact_Date: 1/15/2010 3:57:10 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

TSA ADHOC Query Results

MsgID: 100110164120100115
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 4:48:36 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to let us know he objected to the body scanners.
ResolutionSummary: Informed caller that his complaint will be noted.
ResolutionSummary_Extended: Informed caller that his complaint will be noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 4:49:27 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 4:48:36 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller did not wish to provide a contact number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110193620100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 5:32:27 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated he will never fly again if this full body scanner is implemented,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 5:33:24 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 5:32:27 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110230520100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 6:25:17 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated it is ridiculous that TSA wants to implement the full body scanners,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or electronic wandng. Please contact representatives if she doesnt want it passed into legislation
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or electronic wandng. Please contact representatives if she doesnt want it passed into legislation
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser:
ClosedDateTime: 1/15/2010 6:28:31 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 6:25:17 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID:

66

AdditionalNotes: Customer declined contact information
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110245120100115

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 6:53:23 PM

FromDateTime:

Flag:

Status: CLOSED

b6

Consumer_Issue: Caller wanted to protest the whole body scanning machine,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 6:55:55 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject:

MsgBody:

Airline:

Incident_Date: 1/15/2010 6:53:00 PM

Contact_Date: 1/15/2010 6:53:23 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 100110818520100117

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TallsmaDateTime: 1/17/2010 2:46:43 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller wanted to express his disagreement about the whole body imaging machine,
ResolutionSummary: Informed caller that their suggestions have been notated and will be forwarded to the appropriate dept. Also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions.
ResolutionSummary_Extended: Informed caller that their suggestions have been notated and will be forwarded to the appropriate dept. Also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: AUS

NTUser: [REDACTED]

ClosedDateTime: 1/17/2010 2:50:30 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: AUS Austin, TX, USA - Robert Mueller Municipal Airport,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/17/2010 2:46:43 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

AdditionalNotes:

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100111185020100118
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TallismaDateTime: 1/18/2010 1:52:14 PM
FromDateTime:
Flag:
Status: CLOSED

b6

Consumer_Issue: Caller wanted to report that she disapprove of the whole body imaging machine and to eliminated the agency.
ResolutionSummary: Advised caller that I will note her comments and concerns.
ResolutionSummary_Extended: Advised caller that I will note her comments and concerns.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/18/2010 1:52:56 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/18/2010 1:52:14 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100111325920100118
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 5:08:42 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he is digusted about the whole body imaging machine and feels that TSA should cease using the body imagers.

ResolutionSummary: Listened to callers concers, caller disconnected call after stating his concerns.

ResolutionSummary_Extended: Listened to callers concers, caller disconnected call after stating his concerns.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/18/2010 5:11:10 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/18/2010 5:08:42 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300198339120091228

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 12/28/2009 1:17:16 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging and its inability to see in body cavaties.

ResolutionSummary: Informed caller of the backscatter imaging process and advise caller that his concern has been noted.

ResolutionSummary_Extended: Informed caller of the backscatter imaging process and advise caller that his concern has been noted.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 12/28/2009 1:21:16 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject:

MsgBody:

Airline:

Incident_Date:

Contact_Date: 12/28/2009 1:17:16 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID:

TSA ADHOC Query Results

MsgID: 588820
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@yahoo.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:54:58 PM
FromDateTime: 1/15/2010 12:34:28 PM
Flag:
Status: CLOSED

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

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 12:05:44 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 12:05:26 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: No full body scans
MsgBody: We as a family will NEVER travel an airline again if we are to be scanned via full body scanners. Please stop this craziness. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 590416

CustName: [REDACTED]

CustAdd: [REDACTED] *136*

EmailAddress: [REDACTED] *ret*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:16:59 PM

FromDateTime: 1/16/2010 8:33:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] *136*

ClosedDateTime: 1/20/2010 3:38:01 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:37:41 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: how dare you!!

MsgBody: How DUMB do you think we are. You will hear from the American people. Go see through the clothes of the ones who are IMPORTING the bombs. Name one airliner bomber that came from the U.S. to blow up something in the U.S. or another country. All came from outside the United States! But of course you know this

TSA ADHOC Query Results

MsgID: 590458

CustName: [REDACTED] B6

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:32 PM

FromDate: 1/16/2010 11:18:02 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED] B6

ClosedDateTime: 1/20/2010 5:48:54 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:48:43 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject:

MsgBody: I am a 67-year old white female, born in the United States -- 6 generations American -- and I fly frequently, and I have found airport security to be more-than-invasive enough, including one instance in which even my wallet was searched. I am absolutely, positively against the invasive full-body scans being considered by your agency in the name of "national security". I urge you to focus on those most apt to commit acts of terrorism, rather than the millions of innocent Americans who fly to/from everyday places for various everyday reasons. Subject those flying from Yemen or Iraq or similar terrorist-breeding ground places, like the "underwear bomber", to full-body scans -- I give you my blessings to do so. [REDACTED] B6

TSA ADHOC Query Results

MsgID: 590809

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:22:57 PM

FromDateTime: 1/17/2010 7:14:07 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 4:43:19 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 4:40:43 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: X-RAYING PEOPLE

MsgBody: PLEASE DO NOT PUT PEOPLE UNDER THE X-RAY MACHINE TO SEE IF THEY ARE CARRYING A BOMB. I WOULD THINK GOING THROUGH PROCEDURES YOU HAVE NOW WOULD GIVE YOU ENOUGH INFO. PERHAPS YOU SHOULD CHECK WITH ISRAEL AND FIND OUT WHAT THEY DO - T
PROCEDURES ARE VERY GOOD AND THEY REALLY KNOW HOW TO CHECK PEOPLE OUT. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 590888

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *136*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:24:18 PM

FromDateTime: 1/17/2010 10:19:26 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED] *136*

ClosedDateTime: 1/21/2010 3:28:51 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 3:27:44 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full body scans

MsgBody: I am most definitely against full body scans because flying is something I have to do to see my family but mostly because there are many other ways, just ask EL AL Airlines. Hey if you can't get it done, don't hesitate to ask someone who is and much better!

TSA ADHOC Query Results

MsgID: 590986

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:26:39 PM

FromDate: 1/18/2010 7:50:11 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:02:21 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:01:35 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: I don't agree with your approach in checking for dangerous items prior to flights of airlines with full body scans. I agree with what Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." Use common sense in checking for contraband can go a long way towards safety. Sincerely, [REDACTED]

B6

B6

B6

TSA ADHOC Query Results

MsgID: 591027

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime: 1/21/2010 3:26:41 PM

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:27:11 PM

FromDateTime: 1/18/2010 9:41:16 AM

Flag:

Status: ONHOLD

Consumer_Issue: ISSUE,

ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only

ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime:

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 3:26:24 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: RE: New regulations for airport screening

MsgBody: Thank you for your reply. However, I am still very uncomfortable with this procedure, including "pat downs." Your comment about the imaging being voluntary is a stretch of the definition of voluntary. It's either screening, pat down, or no air travel. I think there will be many more people that will choose other means of transportation just because of this and it will hurt the airline and travel industries and affect our freedom to travel by air. In your 5th paragraph regarding the whole body screening, you state that: "The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened." If images are deleted as you indicated, what happens to the image if and when someone carrying an explosive or other suspicious items "including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing" (your paragraph 3) are observed???? [REDACTED] From: TSA-ContactCenter [mailto:TSA-ContactCenter@dhs.gov] Sent: Sunday, January 17, 2010 11:22 AM To: [REDACTED] Subject: Re: New regulations for

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TSA ADHOC Query Results

airport screening <<#427013-546449#>> Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at <<http://www.tsa.gov/>> www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: [REDACTED] Received: 1/15/10 7:58:15 PM EST To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: New regulations for airport screening I am appalled at the ridiculous plans for full body screening that invades our bodily privacy, as well as the "pat down" searching to be implemented that is targeting the routine business and vacationing travelers. It would make more sense to be cautious and observant of suspicious characters, most especially those without proper I.D., one-way bookings, no luggage whether U.S. citizens or foreigners and to keep track of those that are or should be on any "watch lists." Head and face coverings simply should not be allowed. This would certainly save time, money and effort and allow for proper screening of questionable persons to take place. Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." Americans demand our privacy and all our other freedoms be secured and protected. I firmly believe the government should not be handling the screenings and it be turned over to a private entity.

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TSA ADHOC Query Results

MsgID: 591197
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

B6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 7:49:43 PM
FromDate: 1/18/2010 1:32:34 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/21/2010 4:40:59 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B6

Airline:
Incident_Date:
Contact_Date: 1/21/2010 4:40:06 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Body scanners invasive

MsgBody: I am angry about the ever increasing methods the TSA is using at the airports to harass passengers. Whenever someone tries some new way to kill us, the TSA comes up with an impressive list of new ways to embarrass and harass the passengers. Here is an analogy: Two three year olds are looking for Easter egg. One finds one, so the other one looks in the same place the first child found one. But the first child keeps finding eggs in NEW places. Get it? Someone tries to blow up passengers with explosive underwear, so the TSA is now checking all our underwear.... STUPIDI You can't catch them. They will always come up with something NEW. Stop this nonsense which has ruined travel for Americans. [REDACTED] CA

B6

TSA ADHOC Query Results

MsgID: 591282

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *elo*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:50:49 PM

FromDate: 1/18/2010 3:14:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:57:45 PM

ReceivedDateTime:

To_TSOC:

From_TSOC: *Bo*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:57:31 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: No to body Scanners

MsgBody: We absolutely do not under any circumstances want body scanners to be part of screening to fly. Please look to profiling as is done in Israel

TSA ADHOC Query Results

MsgID: 591338

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

BL

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:51:33 PM

FromDateTime: 1/18/2010 4:18:38 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:58:20 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

BL

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:58:06 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: No to full body scanners!

MsgBody: Full body scanners are stripping us of our liberties. Reconsider!! Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety."

TSA ADHOC Query Results

MsgID: 591354

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:51:45 PM

FromDate: 1/18/2010 4:30:43 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 6:00:09 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:59:42 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Anti-Terrorism Efforts

MsgBody: Please Concentrate Your Anti- Terrorism Efforts Towards Obvious Risk Hazards! Stop Harassing US Citizens, Grandmas & Children! Although "Politically Incorrect" A Little "Racial Profiling" Would Go A Long Way Here! As For Us We Will Not Be Flying Anytime Soon!!

B6

TSA ADHOC Query Results

MsgID: 591389

CustName: [REDACTED]

CustAdd: [REDACTED] *36*

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:52:14 PM

FromDate: 1/18/2010 5:15:40 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:15:08 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:14:24 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full-Body Scanners

MsgBody: Dear DHS, Please take these new full-body scanners out of commission immediately. Thanks, [REDACTED] *36*

TSA ADHOC Query Results

MsgID: 591750

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *BL*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:17:29 PM

FromDate: 1/18/2010 8:33:49 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:45:30 AM

ReceivedDateTime:

To_TSOC:

From_TSOC: *BL*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:45:12 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Comment...

MsgBody: If you think Americans will use airplanes for travel after you implement this full bodied x-ray BS, you all are a bunch of idiots and you got another thing comin'. DON'T DO IT!!! _____ Hotmail: Free, trusted and rich email service. Get it now.

[REDACTED]

BL

TSA ADHOC Query Results

MsgID: 591771

CustName: [REDACTED] *B6*

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:17:47 PM

FromDate: 1/18/2010 7:47:47 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 1:23:00 PM

ReceivedDateTime:

To_TSOC: *B6*

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 1:22:24 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Concerned Citizens

MsgBody: Dear TSA, As a law-abiding American Citizen, I'd like to express my disgust with your latest pushes for violating new security limits at airports. It is unjust, uncouth, uncivilized and unconstitutional for your agency to be pushing such measures to make up for your own failures. If my opinion counts for anything to you, I'd like to respectfully voice my disagreement with your new security policies. Thank you, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 591803

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 7:48:26 PM

FromDate: 1/19/2010 11:58:40 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:46:49 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:46:38 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: full body scanners

MsgBody: I am against the use of full body scanners for the general flying public. It would serve no purpose other than harassing the law abiding flying public. Most of the new rules being suggested are crazy. We need to profile the people getting on our aircraft who fit the description of the terrorist who have caused havoc in the past, not old people and families on vacation.

Thank you, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 591894

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] T36

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 7:49:36 PM

FromDateTime: 1/19/2010 1:45:57 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:50:45 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:50:24 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Big Brother Body Body Scans

MsgBody: As a private citizen who flies frequently I oppose the intrusion of my right to fly with this new proposed protocol to body search in addition to the other things we must do to get on a plane. Flying is no longer a pleasure and is the only option because I live so far away from my destinations. Americans are compliant in general but I believe if this new procedure is challenged in court, it will be found to be unconstitutional because the majority of the people flying are not suspicious characters and there continue to be other ways that security can be maintained. If every flight we take is with the anticipation of a terrorist attack, then many people will opt to stay home as is already evidenced by lower numbers of people flying and the financial difficulties the airline industry is having. Today I feel less secure flying than twenty years ago and it is mainly because of the harassment, however subtle, I must endure in order to get where I need to go. Also I pray that by writing this letter as an expression of my concern that I will not be put on a risk list which will further slow my processing at the

TSA ADHOC Query Results

airport



BY

TSA ADHOC Query Results

MsgID: 592344
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] *BU*
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/20/2010 12:36:09 PM
FromDateTime: 1/20/2010 9:32:28 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport [REDACTED]
NTUser [REDACTED] *BU*
ClosedDateime: 1/20/2010 5:12:39 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 5:12:16 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: no body scans /bad Idea/ to costly for reward
MsgBody: the terrorist will get around this too. Better to connect the dots and don't allow these folks to fly. Don't give them a visa. Put the money into intellegence and profile and use dogs.

TSA ADHOC Query Results

MsgID: 592401

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/20/2010 12:36:51 PM

FromDate: 1/20/2010 10:59:19 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUse: [REDACTED]

ClosedDateTime: 1/21/2010 5:19:46 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:18:46 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: AIRPORT SECURITY

MsgBody: DEAR SIR/ MADAM BODY SCANNERS ARE DISGUSTING POLICY FOR THE DECENT PEOPLE OF USA AND ABOARD, DO YOUR JOB DLIG WHEN GIVING BOARDING CARD AND ISSUEING TICKETS, NOT THROUGH BODY SCANNERS. ITS ALSO INEFFECTIVE. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 592978

CustName: [REDACTED] *Bl*

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 11:45:16 AM

FromDate: 1/20/2010 10:23:08 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 1:18:00 AM *Bl*

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 1:14:35 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: We don't need no steinking full-body scanners!

MsgBody: Dear Sir or Madam: Trying to get all airline passengers to go through a full-body scanner, be they 80-year-old grandmothers or 8-year-old kids, is an extremist measure. As Congressman Jason Chaffetz said on FOX News Channel, this extreme measure can be saved for people who send up red flags with the other security measures. Profile every 8-year-old kid with these machines, and every kid-diddler will be signing up for your job openings. How about letting the passengers be armed for a change, so that anybody who tries to set his underwear on fire ends up with a hole in his head (gun) or a gaping mouth in his neck (knife) instead of in a Federal courthouse. Those movie scenarios of some dumb passenger blowing out the cabin pressure with one shot through the wall of the plane are overrated and inaccurate. To prevent some idiot from shooting innocent fellow passengers half-cocked, how about lobbying Congress to provide for arming and disciplining the militia (that is, us), so that more people can handle firearms competently. Sincerely, [REDACTED] MD

Bl

TSA ADHOC Query Results

MsgID: 593082
CustName: Unknown Unknown
CustAdd: [REDACTED] B6
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/21/2010 11:46:51 AM
FromDate: 1/21/2010 8:53:31 AM
Flag:
Status: CLOSED

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

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/23/2010 2:50:20 PM
ReceivedDateTime:
To_TSOC: B6
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/23/2010 2:49:43 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: body scanners
MsgBody: If you people are going to use thesed machines, you had better combine a policy of specific profiling. This should not be used randomly just to appease liberals and a minority population

TSA ADHOC Query Results

MsgID: 593373

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] B6

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 7:40:45 PM

FromDateTime: 1/15/2010 3:18:05 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED] B6

ClosedDateTime: 1/25/2010 6:44:16 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/25/2010 6:43:51 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: re: full body scanners

MsgBody: You lied again! You said the scans would not be stored and the machines did not have the capability to send the pictures. Untrue the manufacturer said they have storage capability and you will send. Its the ole camel in the tent story. Give a man an inch and he will take a mile. This is just another scam to sell machines to airports which will be closed down the road anyway. Airlines are already suffering and this will put them out of business. TSA are stupid they don't know what they are doing. A man with a crotch bomb can get on a plane and a old lady in a wheel chair or a baby is patted down here. Its a joke and quite indigative that Security everywhere is out of touch with reality. These are planned executed false flags to get an agenda going. There are no terrorists only people in governments that need to create a problem to get a reaction to get to the solution. The real terrorists are those who have the power to create them say CIA, ALCIA QUIDA, MI 6, MOSSAD ETC. We do not believe anymore so many lies in fact 99% lies have been told to us and we finally woke up and found out that we do not need to

TSA ADHOC Query Results

fear anymore we are enlightened and expect our stupid government to pull another pearl harbor (false flag event soon) for they are losing credibility and are scared silly of how to keep control over us. The NWO will fail, globalization will fall (as soon as nations really feel the pain, the EU will fall apart and will go back to their own currencies, the U.S will not form a North American Union. Canadians and U.S. citizens will not go there, Mexico is so dumbed down they probably don't even know about the plan but those that do don't want it either. Our power is growing and will continue to grow so watch out we are watching

TSA ADHOC Query Results

MsgID: 589065

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

YallismaDateTime: 1/15/2010 7:58:08 PM

FromDateTime: 1/15/2010 1:29:17 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/18/2010 3:42:17 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/16/2010 3:42:03 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: I am all for body scan at airports...

MsgBody: For safety's sake I, and my family are all for body scan of any type. Anyone who would object to this must not fly!

Thank you: [REDACTED]@net

B6

TSA ADHOC Query Results

MsgID: 589465

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalkTimeDateTime: 1/15/2010 8:03:16 PM

FromDateTime: 1/15/2010 3:42:59 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE.

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport: [REDACTED]

NTLUser: [REDACTED]

ClosedDateTime: 1/19/2010 11:37:01 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/19/2010 11:35:57 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID

AdditionalNotes:

MsgSubject: Disappointed

MsgBody: To whom it May Concern: I am very disappointed at your decision to initiate full body scans at airports. All the silly security measures you have taken up until now have only made traveling difficult for most of us, but you have not been able to stop the real terrorists. You will not stop the terrorists with full body scans either. But you will invade our privacy, for the sole reason of creating a jobs for yourselves. Shame on you. I will support any and all organizations with my money who fill fight you. Regards, [REDACTED] Chicago, IL

30

TSA ADHOC Query Results

MsgID: 589467

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 8:03:17 PM

FromDateTime: 1/15/2010 3:43:11 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE, ISSUE.

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response, WHOLE BODY IMAGING RESPONSE, PWD Shoe Screening Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions, Shoe Screening Policy,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 11:43:56 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/19/2010 11:43:14 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes: Merged two or more responses.

MsgSubject: Full body scans

MsgBody: Dear TSA, I object strongly to the following procedures at airport screening: Scans by electronic device to produce a visual images of a persons nude body, Shoe removal. These are two procedures that I particularly object to. Please cease from these practices. Please do not implement them further. I have additional grievance with the manner in which the federal government has involved itself in security matters at civilian airports. There is not substantial constitutional basis that gives any branch of federal government this mandate or authority. AS SUCH, I do not support any further actions by TSA airport screeners in the manner conducted post 9/11. I actively caution my elected officials to change TSA policy and procedure. I lodge this complaint with you, appealing directly to your capacity for self direction in your future actions, that you may adhere to the moral purpose of the US Constitution and all just law, both in word and tradition. Thank you, [REDACTED] San Diego, California

TSA ADHOC Query Results

MsgID: SA9562

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

2/10/10

HoldDateTime:

ProcessedDateTime:

TolismaDateTime: 1/15/2010 8:04:31 PM

FromDateTime: 1/15/2010 4:33:50 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions.

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 12:15:02 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/19/2010 12:14:36 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

2/10/10

AdditionalNotes:

MsgSubject: Full Body Scans

MsgBody: I am a voter and tax payer. My husband is a frequent business flyer. I adamantly oppose the use of the full body scan in airports. I believe there is much room for abuse with this technology with little payback. A major loss of my civil liberty with out a great gain in safety. I believe what Benjamin Franklin said is true "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." Sincerely, [REDACTED]

2/10/10

TSA ADHOC Query Results

MsgID: 589507

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TakenDateTime: 1/15/2010 8:04:53 PM

FromDateTime: 1/15/2010 4:54:34 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 1:16:30 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/19/2010 1:16:17 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: stupid

MsgBody: Full body searches, talk about stupid, what next? How about letting us good citizens that have concealed hand gun permits take our guns on board, guaranteed that would end this crap. Why is it that after something like this happens we come up with these stupid searches, the terrorist will just come up with a new way. We need profiling now [REDACTED]

TSC

TSA ADHOC Query Results

MsgID: 590126

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/16/2010 1:17:23 PM

FromDateTime: 1/16/2010 11:55:31 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 1:32:47 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 1:32:14 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes

MsgSubject: Re: full body scan

MsgBody: I highly resent the continued invasive nature of TSA's efforts to combat terrorism. Resources are limited. The politically correct assumption that everyone is a potential terrorist and that limited resources will be applied to screen everyone is absurd and will cost lives. PROFILE, PROFILE, PROFILE! Why TSA has refused to utilize this resource saving technique for fear of offending someone defies all reason. I have witnessed pat-downs and random pulling of people who, at a glance--elderly anglo men and women, anglo women with small children, etc., etc--are NOT potential terrorists. The continued diversion of resources to such things as full body scans for all travelers is, again a waste of limited resources. PROFILE, PROFILE, PROFILE! Political correctness has absolutely no place with the dangers that are presented and will be the undoing of this nation. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590149

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalkTimeDateTime: 1/17/2010 1:13:19 PM

FromDateTime: 1/16/2010 12:33:37 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:11:04 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:10:51 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CAID:

AdditionalNotes

MsgSubject: full body scan

MsgBody: Just want to express my opposition to the body scan system purposed by some. You must find a better way [REDACTED]

Sisters Or

TSA ADHOC Query Results

MsgID: 590152
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalkmaDateTime: 1/17/2010 1:13:22 PM
FromDateTime: 1/16/2010 12:34:24 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser:
ClosedDateTime: 1/20/2010 2:19:26 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date:
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: full body scans
MsgBody: I am against full body scans, we already have enough measures in place to minimize the risk. If I want to totally eliminate the risk, I would take a bus

TSA ADHOC Query Results

MsgID: 590161

CustName: [REDACTED] *110*

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *112*

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalimaDateTime: 1/17/2010 1:13:29 PM

FromDateTime: 1/16/2010 12:39:30 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE.

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED] *110*

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:06:43 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:06:12 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Virtual "peeping toms" in the "name" of national security

MsgBody: To whom it may concern: What are you thinking?! Where is the proof that viewing people in your proposed manner would stop terrorists? People might just curtail their flying. What would that do to the airline industry and all related industries including your job? Oh yes, you are union. There's another subject. You are stamping on our constitutional rights without any proof that what you propose would work. Why don't you use dogs? Why don't you profile the ethnic people who actually do these murders. Americans who have participated have changed their names to that ethnicity. The world is laughing at the USA. The world is laughing at you. Everyone knows we have the most inconvenient yet the most ineffective security system in the world. Get a clue!! [REDACTED]

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TSA ADHOC Query Results

MsgID: 590165

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:13:32 PM

FromDateTime: 1/16/2010 12:47:09 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:08:45 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:08:17 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Scan

MsgBody: DONT DO IT!!! Profile the middle east looking, and make them strip while facing guns or waterboard them until certain they are not a risk. Doesn't the TSA remember the ethnic group who are destroying our contry. Other than the democrat congress, I mean

TSA ADHOC Query Results

MsgID: 590188

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TelmsaDateTime: 1/17/2010 1:13:53 PM

FromDateTime: 1/16/2010 1:26:14 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:18:06 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:17:42 PM

Type: EMAIL

Interaction Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body Scanning is not the answer

MsgBody: I write in protest of the newly introduced full body scanners. As is obvious to anyone with a brain, the underwear bomber was a CIA plant and CIA accompanied, and was timed to the last minute to somehow make us accept this body scanning. Since the body scan would not likely have caught this man, anyway, there is no relation. This is just another step in Global Domination and loss of personal freedom. We have a Constitution and you are part of its destruction with this practice. STOP bending to pressure from the administration to push its one world agenda through. There are many of us who completely disagree with that whole Zionist plot, and you have no earthly (or otherwise) right to keep full body naked scans of people. And please, quit picking on the elderly. I have seen too many examples of ill-educated TSA employees of color enjoying their demoralization of older whites. American citizens are NOT the terrorists, despite what the NSA or the white house's puppeteers might think. The terrorists are our present leaders. Stop fighting against our country's sovereignty. This will bury the already eroded tourism

TSA ADHOC Query Results

that used to flourish here and support many industries. This is not the way to keep us safe. PLEASE RECONSIDER!!! Thank you very much. Sincerely, [REDACTED]

TSA ADHOC Query Results

MsgID: 590100
CustName: Unknown Unknown
CustAddr: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime
TalkTimeDateTime: 1/17/2010 1:13:54 PM
FromDateTime: 1/16/2010 1:28:35 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 3:38:56 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:37:46 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Scanning at Airport
MsgBody: I am not in agreement with TSA having the authority to scan individuals that in turn shows their bodies in order to be able to board an airplane. This is carrying things too far. I know that you can come up with a better idea!

TSA ADHOC Query Results

MsgID: 590227
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] *B6*
Telephone
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 3:14:27 PM
FromDateTime: 1/16/2010 2:20:25 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport:
NTUser: [REDACTED] *B10*
ClosedDateTime: 1/20/2010 3:02:54 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:02:27 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Scanners
MsgBody: Hello please do not implement these scanners there are better ways. I am doing my best not to give up on this country please help reverse the decision making process that puts profit first. I am going to do my part I believe that we all can turn this around but we must do it together. Let's make a new way! Let's bring back honor and love for our jobs. Let's say no to the things that would degrade us. I hope whoever is reading this will hear me if not only for your own life. Know there are people out there who still believe a new way of doing things is possible. Thank you Sent via BlackBerry from T-Mobile

TSA ADHOC Query Results

MsgID: 590246

CustName: [REDACTED] *CL*

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *PL*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TelmsaDateTime: 1/17/2010 1:14:42 PM

FromDateTime: 1/16/2010 2:50:42 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUser: [REDACTED] *PL*

ClosedDateTime: 1/20/2010 2:16:41 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:36:02 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject

MsgBody: I am against full body scans for passengers. Please profile male Muslims and scan them if they are acting suspicious. There was plenty of reasons to profile the latest terrorist and he had plenty of red flags that should have made him a suspect without the full body scan

TSA ADHOC Query Results

MsgID: 590250

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalksDateTime: 1/17/2010 1:14:46 PM

FromDateTime: 1/16/2010 3:03:08 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE;

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / millimeter Wave, Thank You

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 4:43:51 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 4:03:24 PM

Type: EMAIL

Interaction_Type: COMPLIMENT

CallID:

AdditionalNotes:

MsgSubject: re: naked body search

MsgBody: Jan 16 2010 I have seen a body scan that shows blocked body heat which would happen if you had something under clothing that blocked body heat, but does NOT show naked body!!!! Seems like a better idea to me, and am told it costs less!!! thank you

[REDACTED]

TSA ADHOC Query Results

MsgID: 590275

CustName: [REDACTED]

CustAid: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:06 PM

FromDateTime: 1/16/2010 3:50:07 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 4:50:07 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 4:49:27 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: In Re: Naked Body Scans

MsgBody: As Congressman Jason Chaffetz (R-UT) said, "Nobody needs to see my wife and kids naked to secure an airplane." I agree with Judge Napolitano: "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll say it again, if the feds had not stripped us of our natural rights to keep ourselves safe by keeping and bearing arms 9/11 would never have happened." And Ron Paul: "If we want to diminish the threat of terrorism and fly more safely, we can restore the Second Amendment, hand airline security back to the private sector, and end our government's policy of foreign interventionism." And especially Benjamin Franklin: "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety."

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TSA ADHOC Query Results

MsgID: 590303

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:29 PM

FromDateTime: 1/16/2010 4:43:19 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:43:22 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:42:36 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full body scans at airports

MsgBody: Dear TSA, I think that full body scans at airports are invasive, expensive and ineffective at stopping terrorists.

Please look at how Israeli airports conduct security. They have the safest airports in the most dangerous country in the world and they do not use full body scans but common sense. You are wasting tax payers money, customers are being subjected to needless search missions. Target the Islamic terrorists not the American citizens. Yours truly, [REDACTED]

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TSA ADHOC Query Results

MsgID: 458951
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/6/2009 12:51:08 PM
FromDate: 5/6/2009 10:29:07 AM
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, Lengthy Wait- Long Lines,

Airport: TUL
NTUser: [REDACTED]
ClosedDateTime: 5/8/2009 11:54:19 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TUL Tulsa, OK, USA - Tulsa International,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 5/8/2009 11:53:04 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: [REDACTED] Date Time: 5/6/2009

10:29:07 AM -----

Subject: Suggestions Name: [REDACTED] Email: [REDACTED].com Comments: On MAY 1, 2009 i had my first experience with the full body scan at the Tulsa airport. I am a professional traveler and have some observations which you might be interested in. The process takes significantly longer than the current method and the lines were longer and slower. I was asked to remove my belt and put my wallet as well through the x ray. My wallet was out of my sight for many minutes as i successfully completed the body scan. Process adjustments are obviously required so that individuals personal belongings such as a wallet remain secure during this process. [REDACTED]

TSA ADHOC Query Results

MsgID: 466287
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED] com
Telephone:
Fax:

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HoldDateTime: 5/22/2009 5:51:43 PM
ProcessedDateTime:
TalsmaDateTime: 5/19/2009 7:34:38 PM
FromDate: 5/19/2009 11:29:49 AM
Flag:
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only
ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: LAS
NTUser: [REDACTED]
ClosedDateTime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: LAS Las Vegas, NV, USA - McCarran International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/22/2009 5:50:37 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED] Date Time: 5/19/2009

b2

11:29:49 AM -----

Name: [REDACTED] Email: [REDACTED] com
Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAS Terminal 2
Comments: I had my first time with the new full body scan yesterday at Terminal 2 LAS. I don't have a problem with the scan itself but with the time it take to get throught and and the fact the your carry-ons are left were anyone could pick them up. Your bags are out of your sight for a long time. Anyone could pick up a item and walk off with it. I don't like my bags out of sight at any time. I think this is a VERY poor system as it is now setup.
Thank you

b1