Operational Process & Technology

June 4, 2007

(WBI) Technology
Whole Body Imaging
TSA has made the utmost effort to protect the privacy and dignity of the traveling public. The following steps have been taken to ensure this policy is maintained:

- The image analysis station will be remotely located, within an enclosed space. Imaging devices, such as digital cameras or cell phones, will not be permitted inside the remote screening station.
- The remote operator will not have visual contact with the screened individual.
- The public will be prevented from seeing the images or the remote operator.
- Signal lights for the operators have been implemented at screening stations to minimize verbal communications and the chance of eavesdropping.

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

TSA has advised the vendors that all capabilities to store, transmit and/or print images must be deactivated for any system used in support of TSA.
From: [redacted] (redacted@depo.gov)
Sent: Monday, July 13, 2009 1:54 PM
To: [redacted] (redacted@depo.gov)
Subject: FW: TSA Contact Us: Complaints <010739-4129048>

--- Original Message ---
From: [redacted] (redacted@depo.gov)
Received: 4/29/09 12:12:57 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@depo.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client ID: 69.248.56.164
Date Time: 4/7/2009 6:52:19 AM

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<table>
<thead>
<tr>
<th>Complaint:</th>
<th>My Complaint is Not Listed Here</th>
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<tbody>
<tr>
<td>Flight Info (if applicable, enter)</td>
<td>Tampa FL Airport: X-ray screening</td>
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<td>Airport/Terminal/Departure/Gate/Row</td>
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| I had a bone replacement approximately 2 years ago and, of course, now must undergo a normal screening. At the Tampa Airport, I was asked into the x-ray health with no opportunity to remove my shoes. If my x-ray were complete, I then had to wait several minutes while my belongings were searched in that screening area which, at least, was out of my sight.

    The screening process at that airport is degrading and I object to not being given an opportunity to wear my shoes. I am already at risk because of the number of screening stations that have had and do not appreciate being forced to accept additional expenses.

    Why can’t those of us who medical reasons be allowed to avoid the special screening? I would welcome a letter on a regular basis to send updates concerning the TSA and expedite the screening process.

Thank you. |

--- TOC Control Number: ---
<010739-4129048>
To Whom It May Concern:

The passenger was contacted via email by me on 6/10/2003. Although my attempts to resolve this issue were unsuccessful, I believe there is more I can do for this passenger. Please consider this complaint closed.

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

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

Respectfully,

[Redacted]

---Original Message---

From: [Redacted]

To: [Redacted]

Subject: [Redacted]

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

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

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

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

Sincerely,
With regards to your complaint dated April 1, 2009,
I am deeply concerned and troubled by the screening
process you described in your complaint and
apologize that your experience was not pleasant.

As a supervisor for the TSA I monitor the number and
type of complaints we receive to track trends and
spot areas of concern that may require special
attention. This ongoing process will enable us to
ensure prompt, corrective action whenever we
catastrophe that security-screening policies need
modification or specific employees or screener teams
are the subjects of repeated complaints.

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

The following link has helpful information about the
Whole Body Imagery:
http://www.tsa.gov/npoweb/npoweb/body_imaging.cfm

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

I am completely dedicated to ensuring that our
workforce provides the highest level of security and
world class customer service. If I can assist you
in any way please contact me.
The information contained in this documentation is protected by the Privacy Act and should be disseminated only to those within TSA with a need to know the information in the course of their official duties. Dissemination outside of TSA is not authorized without the written consent of the subject employee or after consultation with the Chief Counsel's office. An individual who wrongfully discloses information covered by the Privacy Act may be subject to criminal penalties. 5 U.S.C. 552a.*

From: [Redacted]
Sent: Thursday, April 09, 2009 7:30 AM
To: [Redacted]
Cc: [Redacted]
Subject: FW: TSA Contact Us Complaints <<#310739-4139044>>

Thank you for your e-mail.

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

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

- The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-down.
down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be permitted to board an aircraft.

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

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

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

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

TSA Contact Center

Original Message

From: bdo
Received: 4/7/09 13:13:57 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@tfa.gov>
Subject: TSA Contact On: Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Reported Client IP: 208.96.140.16
Date Time: 4/7/2009 13:13:57 PM

[Form information]

Name:

Email:

Complaint: My Complaint is Not Listed Here

Flight Info (if available): Date: 

Terminal/Airport/Location: Tampa FBO Airport

Comments:

I was a passenger approximately 1 year ago and, of course, have been under a second screening. At the Tampa Airport, I was ordered from the X-ray machine with no opportunity to request an exception. If I had been searched, my belongings were not repositioned in the screening area where, at times, was not at my sight.

The screening process at that airport is degrading and the object is not having given to alternate to reduce unnecessary exposure. I am already as risk because of the number of imaging studies I have had and do not appreciate being forced to accept additional exposure.
The new whole body imaging technique is a personal invasion of privacy. It's really creepy. I read the webpages you have on it, but it does not make me any more comfortable. Plenty of TSA agents have cell phones with them - what is to stop the TSA agent from taking a picture of the image with their phone? Even though they are in a separate screening area, I can't stand the idea of a random stranger seeing that much of my body. Even my doctor hasn't seen that much of me! I understand that passenger safety is important, but so is our self esteem and privacy. 

Would you like a response?: No

Passenger's Name: 
Phone Number: 

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

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

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

thanks,

[Redacted]

Raleigh-Durham International Airport / Eastern NC Spots Airports
RDV/ KAY/ EWN/ JSO/ PSY/ KDF/ SJP
Transportation Security Administration
919.174.5870 office
919.365.0808 mobile
919.868.3288 fax
www.tsa.gov/blog

Original Message:

From: Customer Service [mailto:Customer.Service@rdu.com]
Sent: Thursday, November 13, 2008 10:26 AM
To: [Redacted]

We received a complaint from a lady who supposedly had to use the Body Imager machine at T2. I
thought this was optional but not required and customers could still have a pat-down.

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

---

**Original Message:**

From: [email]@hotmail.com

Sent: Thursday, November 13, 2008 9:10 AM

To: Customer Service

Subject: New Feedback:

You have received new feedback from rduair.com.

Below are the details:

- **Name:**
- **Email Address:**
- **City:** Raleigh
- **State:** North Carolina
- **Country:** United States
- **Daytime phone:**

**Topic:**

**Comments:** RDU proudly opened their new Terminal 2 recently. Because of the new security passenger screening equipment used in that terminal, my family will not be traveling on any flights in that Terminal. Passengers will go through a new no-touch security checkpoint that is an alternative to the familiar pat-down - but also is endorsed by many airports for privacy concerns. The "Whole Body Imagery" projects radio waves over the surface of a person's body and displays a three-dimensional image of the body, without clothing, on a remote monitor. I will not subject myself or my family to that kind of invasion of privacy. I'm all for security, but not at the expense of my dignity.
The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email to the TCC Customer Service Representative sending this message, with the actions taken to resolve the consumer’s issue.

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

**Data of Incident:** 02/09/2023
**Customer Name:** [Redacted]
**Customer Contact:** [Redacted]
**Airport:** TPA
**Airline:** Delta
**Flight:** DL8642
**Terminal/Gate:** Gate E 89
**Check In/Board Time:** 7:29am
**Carry On or Checked Baggage:**
**Baggage Tag Number:**
**Hand Luggage:** [Redacted]
From: [redacted]
Sent: Tuesday, April 07, 2009 11:00 AM
To: [redacted]@TSACD.INTEGRATION.COM
Cc: [redacted]
Subject: Flight Complaint

Dear [redacted],

I am writing to express my concern about the handling of a flight that I recently took from [redacted] to [redacted].

On my flight, there was a passenger who appeared to be experiencing a medical emergency. The crew was quick to respond and provided necessary assistance, and I was impressed with their professionalism and concern for the passenger.

However, upon arrival, I noticed that there was a delay in the boarding process, which caused some inconvenience for the passengers. I understand that delays can occur, but I believe that the airline could have done a better job in managing the situation.

I also noticed that the boarding process was not very organized, and there was a lack of communication between the crew and the passengers. This made it difficult for some passengers to find their seats and caused a delay in the boarding process.

In conclusion, while I am satisfied with the medical emergency response, I believe that the airline could improve in areas such as communication and organization during boarding. I appreciate your attention to this matter and look forward to hearing back from you.

Sincerely,
[redacted]
Thank you for your e-mail 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 constitutional if they are reasonable in that they appropriately balance the privacy interests of citizens against the compelling need to protect the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect.

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

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

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

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

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

We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt,
We encourage you to visit our website at www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.

TSA Contact Center

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<tr>
<td>Email:</td>
<td>[Redacted]</td>
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<tr>
<td>Complainant:</td>
<td>Unacceptable Screening/Full Body Screening</td>
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<tr>
<td>Flight Info (if applicable):</td>
<td>[Redacted]</td>
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<td>Comments:</td>
<td>While traveling from Houston to Dallas on May 11th, I was selected for secondary screening using one of the ProVision Whole Body Imaging procedures. I was instructed I had a choice whether to step in or have a patdown screen. After doing a little research, I found that the whole body screening tool a nude 3D photo of me. This is unacceptable procedure and a major violation of my rights as a U.S. citizen.</td>
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This generated email has been sent from TSA Internet Contact Us.
**DCA/TSA SOC INCIDENT JOURNAL ENTRY RECORD**

**Case Number:** 2008-8571  
**Date:** 12/16/2008  
**Time:** 19:59  
**Location:** North Pier

**Incident Type:** Complaint  
**Incident Subtype:**

**Reported By:** [Redacted]  
**Reported To:** [Redacted]

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

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I received a TSA Comment Card from a passenger in Chicago. The passenger wrote, "I did not give permission to be scanned - told to enter down." Do not approve of morally offensive searches either by machine or pat.

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

[Redacted]

Program Analyst
Transportation Security Administration
Chicago O'Hare International Airport
Tel: (773) 37
Email: [Redacted]
Thank you for your email message. We are sorry you were unhappy with your recent travel experience.

Because your complaint is regarding screening at IND, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for investigating the incident and taking appropriate action.

We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, constructive action whenever we determine that security-screening policies need modification or specific employees or screening techniques are the subjects of repeated complaints.

Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourages you to check the latest information at www.tsa.gov.

TSA Contact Center

--- Original Message ---

From: [Redacted]

Received: 1/8/2009 1:57:19 PM EST

To: "TSA Contact Center" <TSA-ContactCenter@tsa.gov>

Subject: TSA Contact Us: Complaints

This generated email has been sent from TSA internet contact us

Date/Time: 1/8/2009 5:15:50 AM

Name: [Redacted]

Complaint:

Suitcase (Unattended Luggage)

Flight Info (Melbourne, FL)

Exhibit A

Subject: Inappropriate Screening/Coordination

Complaint:

After placing my items on the conveyor belt I stepped away to the side where I was directed to stay beside a clear barrier. Having been through many explosive trace machines in airports I did not hesitate. The TSA agent on the other side checked out a glass my foot on the barrier on the floor. The glass crashed to the floor and I was classified as a threat. When I realized that I was not the same machine, rather it's form of hand-worn optics, I asked TSA if it was optional. I was told that I was always have elected. However this will be a standard. What added to this I was later informed that the TSA Office rejected that there were signs posted before I approached and therefore had an opportunity to read them.

I spoke to a supervisor and was met with [Redacted]. He was polite, professional and understanding of my concerns.

Although signs may be posted at TSA checkpoints which explain alternate screening methods for those that prefer to be pat-downs, the process was clearly taken away when the TSA Office declined.

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

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

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<th>Last Name</th>
<th>Email Address</th>
<th>Mailing Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>Daytime Phone</th>
<th>Airline</th>
<th>Flight Number</th>
<th>Flight Date/Time</th>
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I have a religious objection to the full scan of my naked body. What are my religious and civil rights to this screening process?

Age

Reason for your feedback

Reason for visiting the airport

Reason for this trip

Time since your last visit to the airport

Times flown to/from/through the airport
please respond to the customer's point number 2 below. Thanks!

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

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

First Name
Last Name
Email Address
Mailing Address
City
State
Zip Code
Daytime Phone
Airline
Flight Number
Flight Date/Time
Concourse
Street Address

1) Door 1 at the master security checkpoint is always shut and filled with people. This causes confusion among travelers. There are two shuttle busses moving together; one is shuttling every single person from the door when the next bus is waiting. At my airport, when the door is opened, the process is much faster. The security process is also much faster.

2) Security screen x-ray machine nice that you have it - but I am usually facing away from the conveyor belt that holds up to 20 people at a time. Can you please do this?

3) The announcement of the delay at the gate also seems to be more subdued (I guess I am not hearing it correctly).

4) As with the old airport, flight delays, etc., are not accurate on the monitors.

Age
Gender
Reason for your feedback
Reason for visiting the airport
Reason for this trip
Time since you last waited at the airport
Time flown to/from/through the airport

45-54
Male
Other
Departing Passenger
Business
3 months
10+
From: [email protected]

Sent: Thursday, February 26, 2009 12:10 PM

To: [email protected]

Subject: RE: TSA Comment Card

I did, and I understand your concern about not being informed about the process prior to stepping into the whole body imager (WBI). Please forgive me for not getting back to you. I questioned screening management about it also. It is not required that the officer explain the screening process because of the multitude of signage available directly above you on the back of the machine as you go by. That process is there to inform you that you do have an exit button if you would like to leave.

With the WBI being pushed down, should you have any questions or concerns at that time you always have a choice between the WBI and being pushed down. Again, you always have a choice and can question any procedure during the entire screening process. All you have to do is let your concern be known at the time to the officer working with you or simply ask for a supervisor. Thank you for getting back to me and allowing me the opportunity to clear this up. 

Did you see the part of the card that included the complaint? I responded to this email once and you didn’t respond. I would appreciate some kind of confirmation that this was addressed, too.

Thank you.

[Redacted]

[Redacted]

Checks are decisions with facts.

From: [email protected]

Sent: Thursday, February 26, 2009 7:58 PM

To: [email protected]

Subject: TSA Comment Card

Through the comment card that you submitted on January 9, 2009 I learned of the positive experience you had with TSA security and of your comments about our operation at Indianapolis International Airport. I’m happy we were able to make your travel experience a positive one. I was quite pleased to hear of your experience in dealing with our security checkpoint.
It is always a pleasure to get positive feedback from our customers, the flying public. Customer service is one of the hallmarks of the TSA. We take great pride in delivering first-class security alongside first-class customer service.

I have personally thanked the personnel working on our security checkpoints for the fine job that they are doing, and asked them to keep up the good work. They are an important part of our TSA mission. Thank you for your courtesy and for sharing your thoughts with us.
Subject: FW: Get Feedback: McCarran International (LAS)

-----Original Message-----
From: GetFeedback [mailto:Getfeedback@hs.gov]
Sent: Sunday, April 12, 2009 5:17 AM
To: [Redacted]
Subject: Got feedback : McCarran International (LAS)

Current Date/Time: 4/12/2009 5:26:55 AM
Airport: McCarran International (LAS)
Date/Time of Travel: 4/10/2009 1:00 PM
Airline & Flight Number:
Checkpoint/Area of Airport:
TSA Employee: [If Known]:

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

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

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

Would you like a response? No
Passenger's Name:
Phone Number:

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

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

Incident Date: 2/17/09
Contact Name: [Redacted]
Customer Contact Information: [Redacted]
Airline: US Airways
Airport: PHX
Terminal/Gate: 9-B
Carry on Bag: 1
Incident Time: 2:00 PM
Event ID: 360131649690218
Caution: The contents of this message are for internal use only. This is a sample message. For more information, please contact the Department of Transportation, via electronic mail or phone at (202) 366-3498. This is a copy of a sample message. The sample message and data is the sole property of the Department of Transportation, and is not intended for any purpose other than to provide a sample of a similar message. The sample message and data is the sole property of the Department of Transportation, and is not intended for any purpose other than to provide a sample of a similar message. The sample message and data is the sole property of the Department of Transportation, and is not intended for any purpose other than to provide a sample of a similar message. The sample message and data is the sole property of the Department of Transportation, and is not intended for any purpose other than to provide a sample of a similar message. 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Passenger's Name: (optional, so we can follow up with you)

Email: (optional, so we can follow up with you)

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim online at www.tsa.gov or through the TSA Contact Center at 1-866-289-9673.
Before traveling on official Air Force business, I passed through the security checkpoint at Salt Lake City Airport Terminal 2 (Delta Airlines) on Monday, 23 March 2009 at approximately 0540 hours. I noticed the new L3 ProVision full body scanner was in use. I had recently read a news article that mentioned Salt Lake had put one into use. I decided to go through it to see how it differed from other screening being performed at the airport.

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

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

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

At the very least, TSA should post large readable signs that tell travelers that they need to empty everything out of all pockets so they know what to expect before entering the scanner. Not to be disrespectful, but if the person viewing the high-definition display can't discern that an item is a plastic comb or wallet in the display, then they have no business being screened in the first place.

I am writing to you as a concerned individual to bring this to your attention. I ask that you consider taking action if you have questions concerning this note.

Respectfully,

[Signature]

7/13/2009
From: [Redacted]  
Sent: Monday, July 13, 2009 1:43 PM  
To: [Redacted]  
Subject: TSA Contact Us: Complaints <tsta-contactcust@tsta.gov>  

Original Message  

Received: 3/09/09 9:22:22 AM EST  
To: "TSA Contact Customer" <TSA-ContactCust@tsta.gov>  
Subject: TSA Contact Us: Complaints  

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US  

Remote Client IP: [Redacted]  
Date Time: 7/13/2009 5:30:03 PM  

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<td>Flight Info (applicable, enter):</td>
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<tr>
<td>Passenger's Last Name (applicable):</td>
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| Comments: | If I flew out of the Tampa Airpot on Tuesday, 1/2/09. My unit was replaced and off the buffer as I was about to step into a cone which I thought was the "police" cone area, I was then sent on my way. It did not occur to me until I arrived home that I had been placed in the full body scanner. I feel that this was a breach of my privacy and I am indignant that I was not given the option for the pat down.  
I am angry that this procedure was not explained to me and I hope that RSA agrees with, in the future, provide option for all passengers. |

TCC Control Number: [Redacted]  

7/13/2009
Thank you for your airport feedback of March 22, 2009, concerning the Transportation Security Administration’s (TSA) deployment of whole body imaging technology.

Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or “special need”) 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 Improvised Explosive Devices (IEDs) that are hidden under individuals’ clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers’ concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology.

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

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

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

To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and feasibility assessments of the whole body imaging technology, TSA is maintaining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public.
TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened.

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

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

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

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

Comments:
I was pulled aside for extra screening at the airport today. I am 18 weeks pregnant. I was told to empty the cup, take off my shoes, and put my feet on the marks on the floor while a black bar spun around.
I was told what the machine was or what it was doing, so I panicked on arrival when I arrived at home. To my horror, I discovered that it was a type of x-ray machine. Not one of the agents explained to me that it was an x-ray machine. I am very visibly pregnant and mentioned this to the agents who ignored me. I am incredibly upset to know that I have possibly endangered my child because no one informed me that I was stepping into an x-ray machine. I would have simply submitted to a "pat down" or someone using a wand. Instead the choice was taken from me and my unborn child was put in danger. There has been no long-term research on these machines and their effect on unborn children. I cannot believe that I was forced to submit to this without the proper information.

Age: 25-34
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