

08-May-2004 830846

General Contact
Information

Re: Security Inspections

From: [REDACTED]
Sent: 07-May-2004 01:15:50 PM
To: s-tcc-distro@tsa.dot.gov
s-tcc-ims@tsa.dot.gov
Cc:
Subject: Re: Security Inspections

Thanks...but you didn't address my concerns...let alone answer them.

[REDACTED]
[REDACTED]

>From: "TSA-Contact Center" <Tsa-ContactCenter@dhs.gov>

>To: [REDACTED]

>Subject: Re: Security Inspections

>Date: Thu, 6 May 2004 12:20:43 -0400

>

>Thank you for your email message concerning security screening of military
>personnel. We hope the following information is helpful.

>

[REDACTED]
[REDACTED]
[REDACTED]

b6

b6

b6

1520.5(b)(9)(i)
1520.5(b)(2)(i)

[REDACTED]

1520.5(b)(9)(i)
1520.5(b)(2)(iii)

>

[REDACTED]

>

>We encourage you to visit our website at <http://www.tsa.dot.gov> for
>additional information about TSA. All travelers, and particularly those
>who travel infrequently, are encouraged to visit the section on travel tips
>before their trip. The website has information about prohibited and
>permitted items, the screening process and procedures, and guidance for
>spec

10-May-2004	831940	No-Fly	No Fly List and Selectees List	<p>From: [REDACTED] (b)(6)</p> <p>Sent: 09-May-2004 04:57:17 AM</p> <p>To: s-tcc-distro@tsa.dot.gov s-tcc-ims@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: No Fly List and Selectees List</p> <p>I was detained at San Francisco International Airport on 4/29/04 as I checked in for a flight to Vancouver, Canada on Air Canada which departed SFO at 8:00am.</p> <p>I was informed that my name was "similar" to one on the No Fly List. After being interrogated by 2 airline employees, their supervisor, and 2 airport police officers, they determined that I was not a security threat, but rather had the misfortune of having a "similar" sounding name to someone who is on the TSA No Fly List.</p> <p>Since my Passport has a unique number attached to it, a list of passport numbers of people who are KNOWN TO NOT BE SECURITY THREATS could be maintained so that we can travel without being routinely detained.</p> <p>In the name of security, the TSA needs to do more than just maintain a "NO FLY LIST" AND "SELECTEE LIST"</p>
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10-May-2004	832064	General Contact Information	<p>Re: RE: Customer Service - Past (KMM6018264V63962L0KM)</p> <p>From: Customer-Care@delta.com Sent: 08-May-2004 11:45:10 AM To: s-tcc-distro@tsa.dot.gov s-tcc-ims@tsa.dot.gov Cc: Subject: Re: RE: Customer Service - Past (KMM6018264V63962L0KM)</p> <p>Dear [REDACTED] (b)(6)</p> <p>Thank you for your additional comments. The "selectee" process is done randomly by the computer.</p> <p>The airlines participate in a program to safeguard your travel on any scheduled passenger air carrier in the world. The security procedures are required by the United States Department of Transportation, the Federal Aviation Administration, and governmental agencies in other countries.</p> <p>The use of electronic and X-ray equipment is one of the best ways to prevent the boarding of persons, who might pose a threat to a flight. In addition, other screening methods are used, which are not necessarily apparent to passengers. We do everything possible to provide safe, dependable transportation for our customers and flight crews and, will continue to look for ways to improve in this vital area.</p>
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[REDACTED], when traveling on a Delta flight, only Delta Platinum (b)(6)

Medallion members are allowed free upgrades.

Please accept our apology for the poor impression, and we welcome further opportunities to be of service.

Sincerely,

Melissa Hill

Manager

Customer Care

Original Message Follows:

Melissa Hill,

I understand on this particular instance that security with TSA had a portion of the responsibility. It is the agents behind the Delta

counter

that organize the boarding passes and label them with "S's" for security
to

check them. Which brings up another point, if a terrorist does his/her
homework, in which they will, do you think they will actually show up or
bring the terrorist devices on that trip or wait until they do not get

the S

labels? This has been brought to my attention from a couple of our

frequent

flyers.

That is not the only issue as noted below. If a platinum member for

10-May-2004	832134	No-Fly	email address for TSA Ombudsman	<p>From: [REDACTED] (b)(6)</p> <p>Sent: 09-May-2004 05:54:27 PM</p> <p>To: ns-tcc-distro@tsa.dot.gov ns-tcc-ims@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: email address for TSA Ombudsman</p> <p>What is the email address for the Ombudsman. I've tried Ombudsman@dhs.gov</p> <p>and can't get thru. I'm trying to report my experience due to the No-Fly list. I received a letter with this email address to use and it doesn't work.</p> <p>I've called and no one returns my calls. If I can't get a good email address I'll send my letter certified. But I would like to do this by email if possible.</p> <p>Thank you,</p> <p>[REDACTED] (b)(6)</p>
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10-May-2004	832158	No-Fly	The TSA "No Fly List"	<p>From: [REDACTED] (b)(6)</p> <p>Sent: 09-May-2004 03:23:00 PM</p> <p>To: ns-tcc-distro@tsa.dot.gov ns-tcc-ims@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: The TSA "No Fly List"</p> <p>Gentlemen:</p> <p>I have had a problem whenever flying for about the last 2 years. My wife and I fly on vacation about 4 times a year, and my name pops up for extra clearance whenever we do so.</p> <p>My profile is:</p> <p>White male, 55 years old</p> <p>U.S. Army veteran, served in Vietnam</p> <p>Retired with 30 years, 15 in management, from the Ford Motor Company</p> <p>Father of 3, grandfather of 3</p> <p>35 year active member of the Lutheran Church in my home town</p> <p>College graduate, with my thesis for a Master's Degree submitted</p> <p>Member of the local American Legion and Life member of the Veteran's of Foreign War</p> <p>Please advise who I should contact to discuss why I have been added to your "no fly list".</p> <p>On our recent trip to Las Vegas, I was delayed for 15 minutes in Dayton, Ohio,</p>
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and 30 minutes in Las Vegas, waiting for a counter agent - who were all very busy - to call a number, give them my driver's license number, and get a clearance.

Thanks for any help and direction you may be able to give.

[REDACTED]

[REDACTED]

[REDACTED]

(b)(6)

Phone: [REDACTED]

11-May-2004 833864

No-Fly

Concerned why husband and wife were "red flagged" at two different airports

5/10/04:
Rec'd in TCC..assigned to AT for "no-fly" processing....KG

11-May-2004	833954	No-Fly	Constituent is concerned that her name is on the "no-fly" list.	5/10/04: Rec'd in TCC..assigned to SW for "no-fly" processing....KG
11-May-2004	834440	Threats	No-Fly List - Elizabeth Green	<p>From: [REDACTED] Sent: 11-May-2004 01:59:02 PM To: TCC-FINAL-S@tsa.dot.gov (b)(6) Cc: Subject: No-Fly List - [REDACTED]</p> <p>To the TSA Reps:</p> <p>I would like to know why my name is on the No Fly List and how I can get it removed. When I fly Continental for business, I have to have an airline representative check my identification and a TSA representative clear the reservation so that my ticket can be issued for me to fly. This seems to only happen at Continental Airlines, but frequently I have had to go through the additional search when traveling on other airlines. The Continental agent did tell me that my name was on the No-Fly List and that it would be next to impossible to get it off, but I shall try anyway. I have not had any run-ins with the law nor the airline, so I do not understand the reason for being on this list and subject to additional scrutiny when I fly for business or personal reasons. My information is as follows:</p> <p>[REDACTED] Employer [REDACTED] (b)(6)</p> <p>Home - [REDACTED]</p> <p>I appreciate your assistance in resolving this matter.</p>

	(b)(6)

11-May-2004 834448

Inappropriate
Screening

Formal Complaint

From: [REDACTED] (b)(6)
Sent: 11-May-2004 01:39:00 PM
To: TCC-FINAL-S@tsa.dot.gov
Cc:
Subject: Formal Complaint

To Whom It May Concern:

On May 6, 2004, I was chosen as a selectee at the Hilton Head Island Airport. Every time I travel out of the Hilton Head Airport, I am selected because my husband is a Captain of UAL and we are flying on USAir, and, I have also been selected in other airports since 9/11 so I am used to the standard procedures.

On the morning of May 6 I received unusual and punitive treatment from Rose who is a TSA agent. I understand that she is part of a mobile unit. I have made a verbal report with Tom Olsen, the Hilton Head Airport Director, Stacy Philhower, TSA, and Lisa Blakunas, TSA, by phone.

Rose began with the usual wand procedure. The wand started to become unusual when she touched me in the crouch with the wand and continued to wand my legs. She then felt my legs with her hands. When she began wand the upper torso she complained that my palms were down not up as she liked to have them placed. Then she wanded my back and decided that she needed to touch my bra straps on the shoulder and back with her hands. She then wanded me in the front and touched my bra straps in front as well as feeling the underwire around both breasts with her fingers. Both my husband, who was in his UAL Captain's uniform and the Deputy Sheriff, [REDACTED] became concerned and angry watching her do this. I was so stunned that I couldn't speak. I also felt that if I said anything about her unorthodox methods it would antagonize her and she would be worse. After the personal wand she went through my luggage. Everything I owned in my handbag and my bag was packed in clear plastic bags. Rose went through my credit cards, my wallet, my photos, my money, she had two milkshakes in unopened cartons rerun through the xray machine (saying that they were

(b)(6) (b)(7)(C)

frozen, they were not). In addition, I had four objects screened for explosives.
Both of

11-May-2004	834740	Threats	security violation	<p>From: [REDACTED] (b)(6) Sent: 10-May-2004 05:24:40 PM To: TCC-FINAL-S@tsa.dot.gov Cc: Subject: security violation</p> <p>I am an ATA flight attendant. Yesterday, May 9, I worked Flt #277 EWR-MDW. During boarding a male customer came up to me to say that someone else was assigned his same seat. When I went to the seat, a female customer had her boarding pass out and said "this is not my name". She was in possession of a boarding pass that had the man's name and of course seat number. She went through security screening and ID checks with a boarding pass and ID that did not match. The names were not even close.</p> <p>This indicates to me that whom ever is supposed to be checking to see that ID and boarding pass match is not doing his/her job. It also leads me to believe that "Mary Smith " who is not on a terrorist watch list can purchase a ticket and hand it over to "Mohammed Atta" who is a terrorist. The terrorist can then just show his ID and her boarding pass and gain entry to our flights. Our first line of defense is terribly flawed.</p> <p>This is not the first time I have had a customer with a boarding pass whose name was not his own.</p> <p>Although there have been some improvements, I continue to believe that the increased security measures are just for show so that the traveling public "thinks" it is safe to fly. There are still ways for the "bad guys" to get us.</p> <p>[REDACTED] (b)(6)</p>
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11-May-2004 835990

Threats

Re: Physical address for
your office.

From: [REDACTED] (b)(6)
Sent: 11-May-2004 06:15:42 PM
To: Tsa-ContactCenter@dhs.gov
Cc:
Subject: Re: Physical address for your office

I AM on the No-Fly list ... the whole rigmarole happened yet again this
past Thursday: can't check in at a kiosk, gate agent goes into a
frenzy, confiscates my passport, disappears and finally comes back to
issue me a boarding pass. This SUCKS. I have never done one thing to
deserve this treatment. Whomever is the person they want - it's NOT
ME!!!!!!!!!!!!!!!!!!!!!! I sent a registered letter to TSA AND IT WAS
SENT BACK TO ME STATING ADDRESSEE UNKNOWN. I am sick to death
of this.

I fly again in 10 days ... oh great thrill ... I can hardly wait.

[REDACTED] (b)(6)

TSA-Contact Center wrote:

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> -----Original Message-----

>From: [REDACTED] (b)(6)

>Sent: Tuesday, April 27, 2004 11:46 PM.

>To: TSA-ContactCenter

>Subject: Physical address for your office

>

>Hello,

>I am having a problem with my identity in your system being flagged because a person with the same name as I has committed a security breach. I have been trying to get a hold of someone with whom to communicate and all my email attempts have bounced. I sent a registered letter to your office, which was returned saying that the addressee was unknown. I copied it directly off your web site, but evidently it is incorrect:

>U.S. Department of Transportation

>Transportation Security Administration

>Office of Civil Rights

>Mail Stop: TSA-6

>400 7th Street, Southwest

>Washington, D.C. 20590

>

>I need to talk to someone about his problem. I am a frequent flyer and this is causing me great distress. Please send me the address and name of the person I need to contact to have this identity problem rectified. HELP!!!!!!!!!!!!!!

>Sincerely,

>

> [REDACTED] (b)(6)

>

>

>Thank you for your email message. For national security reasons, the No-Fly List is not available to the public. In addition, please note that the air

13-May-2004	839078	Regulatory Questions	Procedural complaint while being screened at BTV for Air Travel	<p>From: [REDACTED] (b)(6)</p> <p>Sent: 05-May-2004 01:14:33 AM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: Procedural complaint while being screened at BTV for Air Travel</p> <p>Sir,</p> <p>I travel on a regular basis. I am writing to you with what I consider to be a procedural complaint that I have with the screening process at the Burlington Vermont Airport, Gates 1 & 2. I do not have any issues with the actual people that were involved as I know they were only following directives given to them by their management team. The staff was courteous and professional.</p> <p>The past three times(in the last 6 weeks) I have been screened at the Burlington Vermont Airport I have been selected for a secondary screening. The last time was at 5:30am on 29 April 04. I did not set off the metal detector, and was not a random selectee(I asked). The reasoning provided was that I was wearing my running shoes, and according to the first line supervisor at BTV, the heel thickness of my running shoes is beyond the threshold of one inch, thereby requiring a secondary screening. In my opinion this is ridiculous. Without shoes I am 5 ft 6 1/2 in, and with these particular shoes I am 5 ft 7 in. The amount of rubber visible on the exterior of my shoe is greater than one inch, but the actual thickness of the heel is only 1/2 inch. Most running shoes produced today extend the rubber of the shoe past the actual sole for added durability and stability. I believe the BTV Screeners are going beyond the call of duty, almost to the point of harassing travelers. Nowhere else in the air travel system have I received this extra treatment, and I find it annoying.</p>
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				<p>I understand the need for transportation security and am not trying to undermine it in any way. Nor am I trying to obtain any special dispensation or "pull" at this particular airport. I am merely pointing out inconsistencies within the screening processes at airports within your control. I thought the screening process was suppose</p>
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13-May-2004	839290	Threats	RE: Screening Issue	<p>From: AirConsumer@ost.dot.gov Sent: 04-May-2004 11:52:50 AM To: Tsa-ContactCenter@dhs.gov Cc: Subject: RE: Screening Issue</p> <p>It appears that you sent the following reply to the DOT instead of the consumer.</p> <p>-----Original Message-----</p> <p>From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov] Sent: Tuesday, May 04, 2004 11:34 AM To: AirConsumer <DOT> Subject: Re: Screening Issue</p> <p>Thank you for your email message. For national security reasons, the No-Fly List is not available to the public. In addition, please note that the airlines will not give a boarding pass to individuals who are</p>
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on the No-Fly List. Therefore, if you have a boarding pass, you are not on the No-Fly List.

For persons who are constantly delayed when trying to get a boarding pass, TSA has developed protocols in the hopes of addressing this issue.

As such, the TSA Office of Ombudsman is available for questions or concerns from individuals who believe they are being mistaken for persons on the No-Fly List. The individual must submit a written request describing what has happened in the past that leads him or her to seek --- assistance. Should circumstances warrant it, the Office of Ombudsman will then send out a form requesting personal information.

This information is sent to the Office of the Assistant Administrator for Intelligence and there compared against the No-Fly List. The individual will then receive a reply from TSA stating either that TSA has taken appropriate action which may include notifying the airlines or. TSA does not, at this time, have information that prohibits the individual from flying. This procedure is focused on check-in procedures and will not affect established security screening procedures at the checkpoints leading into the sterile areas of an airport.

				<p>If passengers are interested in contacting the TSA Office of Ombudsman, they may do so by sending a detailed letter (or email) describing what happened when they atte</p>
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13-May-2004	839306	Threats	RE: Screening Issue	<p>From: AirConsumer@ost.dot.gov Sent: 04-May-2004 11:51:41 AM To: Tsa-ContactCenter@dhs.gov Cc: Subject: RE: Screening Issue</p> <p>-----Original Message-----</p> <p>From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov] Sent: Tuesday, May 04, 2004 11:34 AM To: AirConsumer <DOT> Subject: Re: Screening Issue</p> <p>Thank you for your email message. For national security reasons, the No-Fly List is not available to the public. In addition, please note that the airlines will not give a boarding pass to individuals who are on the No-Fly List. Therefore, if you have a boarding pass, you are not on the No-Fly List.</p> <p>For persons who are constantly delayed when trying to get a boarding pass, TSA has developed protocols in the hopes of addressing this issue.</p>
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As such, the TSA Office of Ombudsman is available for questions or concerns from individuals who believe they are being mistaken for persons on the No-Fly List. The individual must submit a written request describing what has happened in the past that leads him or her to seek --- assistance. Should circumstances warrant it, the Office of Ombudsman will then send out a form requesting personal information. This information is sent to the Office of the Assistant Administrator for Intelligence and there compared against the No-Fly List. The individual will then receive a reply from TSA stating either that TSA has taken appropriate action which may include notifying the airlines or TSA does not, at this time, have information that prohibits the individual from flying. This procedure is focused on check-in procedures and will not affect established security screening procedures at the checkpoints leading into the sterile areas of an airport.

If passengers are interested in contacting the TSA Office of Ombudsman, they may do so by sending a detailed letter (or email) describing what happened when they attempted to obtain a boarding pass to:

TSA Office of the Ombudsman

13-May-2004	840254	No-Fly	<p>Wants to be removed from No Fly List; always chosen for secondary screening</p> <p>5/13/04: Rec'd email from Dorene, Carol and DHS initiating this letter. Rec'd letter in CCMS. Ralph called Sister McPhee first thing this AM and provided everyone an update of what happened in their conversation.</p> <p>Ralph does not believe she is having No Fly list problems, but instead, she is experiencing Selectee List issues. Sister McPhee also verified that her purse was dumped out twice at BWI.</p> <p>I have drafted letter and it is now with Chris for his review.-SW</p>
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13-May-2004 840364

Threats

CAPPSII

From: [REDACTED] (b)(6)
Sent: 04-May-2004 01:34:37 PM
To: Telltsa@dhs.gov
Cc:
Subject: CAPPSII

I have been advised by the airlines to contact you on my dissatisfaction with your failed attempt to get the nations airports safely running.

I strongly believe that your CAPSII is doomed to the same dismal failure as CAPPSI. You guys don't get it. The only thing your rules have/will do is to further erode our personal freedoms.

There is NO consistency at our airports. Some need ID at the gate, some do not. Some airports make you take off your shoes, some do not. At Newark, your Rocket Scientists were so fascinated at my keys (which just had keys on the ring) that I stood there for 5 minutes while they discussed them. This is frightening - the level of extertise is soemwhat lacking.

If you are going to standardize, then do it, but keep your collective noses out of my personal information, which has nothing to do with security. I am a frequent flier and have seen nothing positive worth commenting on so far in your measures. At least the people at SeaTac Airport are courteous.

It would seem that any halfway professional terrorist can easily get around you feeble CAPPS procedures. Now I read that your no fly list has several people fighting to get on a plane each time they try to fly and you agency is doing little if anything to help.

One of my people had his cell and planner (with PDA) stolen at Newark and

suddenly you know nothing and did not want to deal with it.

I am frustrated with my freedoms being erroded for no real return and thank you for listening to me vent. Please get some sanity in the government for a change.

Thanks you for your attention,

 (b)(6)

13-May-2004 840536

No-Fly

Clarification on the TSA
"Selectee List"

From: [REDACTED] (b)(6)
Sent: 05-May-2004 04:50:46 PM
To: Telltsa@dhs.gov
Cc: PremierExecutiveVoice2@united.com
Subject: Clarification on the TSA "Selectee List"

RE: Profiling & Off Loading a US Citizen from an International Flight on the basis of a So-called "No Fly List", or "Selectee List"

1. I am a Frequent United Airlines Flyer (Premier Membership Number [REDACTED] (b)(6))
2. On April 11, 2004 I was returning home on a United Airlines flight 8825 (code shared with Lufthansa German Airlines Flight 430 from Frankfurt, Germany) after conclusion of a business trip paid for by [REDACTED] (b)(6) to several countries of the world (a routine task for me).
3. After boarding the airline I was singled-out humiliatingly de-boarded, harassed, and almost prevented from returning home to my country on the basis that I was on the so-called "No Fly List" of the government. I was an exact match [REDACTED] (b)(6) (so it was not a mistake).
4. I had the same experience on arrival in Chicago, I was met with the same experience and after extensive search and interrogation and admission by the airline that I was on the list, I was allowed to fly home at a later flight (United Express 7226 to Hartford).
5. I am law abiding US Citizen, and a resident, home owner of [REDACTED] (b)(6). I am employed in the capacity of an [REDACTED] (b)(6) at [REDACTED] (b)(6) in Meriden for the last 10 years. My work mandates extensive travel within and outside the country.
6. I have no criminal records, have never been charged or made aware of any crimes.

1520.5(b)(6)(9)

				<p>7. I have never been even remotely of any threat to civil aviation.</p>
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				<p>8. And I have never faced this type of humiliation, harassment, and efforts to prevent me from returning to my country in my extensive travels in the last 10 years while I h</p>
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13-May-2004 840542

No-Fly

Clarification on the TSA
"Selectee List"

From: [REDACTED] (b)(6)
Sent: 05-May-2004 04:48:21 PM
To: Telltsa@dhs.gov
Cc:
Subject: Clarification on the TSA "Selectee List"

RE: Profiling & Off Loading a US Citizen from an International Flight on the basis of a So-called "No Fly List", or "Selectee List"

1. I am a Frequent United Airlines Flyer (Premier Membership Number [REDACTED] (b)(6))

2. On April 11, 2004 I was returning home on a United Airlines flight 8825 (code shared with Lufthansa German Airlines Flight 430 from Frankfurt, Germany) after conclusion of a business trip paid for by [REDACTED] (b)(6) to several countries of the world (a routine task for me).

3. After boarding the airline I was singled-out humiliatingly de-boarded, harassed, and almost prevented from returning home to my country on the basis that I was on the so-called "No Fly List" of the government. I was an exact match [REDACTED] (so it was not a mistake). 1520.50-21.00

4. I had the same experience on arrival in Chicago, I was met with the same experience and after extensive search and interrogation and admission by the airline that I was on the list, I was allowed to fly home at a later flight (United Express 7226 to Hartford).

5. I am law abiding US Citizen, and a resident, home owner of [REDACTED] (b)(6). I am employed in the capacity of an [REDACTED] at [REDACTED] in Meriden for the last 10 years. My work mandates extensive travel within and outside the country.

				<p>6. I have no criminal records, have never been charged or made aware of any crimes.</p>
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				<p>7. I have never been even remotely of any threat to civil aviation.</p>
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				<p>8. And I have never faced this type of humiliation, harassment, and efforts to prevent me from returning to my country in my extensive travels in the last 10 years while I have been flying extensively in</p>
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13-May-2004 840700

Threats

Re: Selectee List

From: [REDACTED] (b)(6)
Sent: 03-May-2004 01:08:01 PM
To: Tsa-ContactCenter@dhs.gov
Cc:
Subject: Re: Selectee List

Thank you for your response, however my original question was : How do I
clear my name from your list?

Thank you,

[REDACTED] (b)(6)
Jacksonville, Florida

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

From: "TSA-Contact Center" <Tsa-ContactCenter@dhs.gov>

To: [REDACTED] (b)(6)

Sent: Monday, May 03, 2004 12:45 PM

Subject: RE: Selectee List

Thank you for your letter concerning your experience while traveling. We are
sorry that you were unhappy with your recent experience.

A person may be chosen at random or flagged by a computer system known
as

CAPPS (Computer Assisted Passenger Prescreening System). This system was

developed by the airline industry in 1997. While it does not use race, religion, or physical characteristics as criteria, what is used to flag a person is considered Sensitive Security Information, and cannot be released to the public.

Security requirements issued by the TSA establish a security minimum for adoption by air carriers and airports. Air carriers and airports may exceed those minimum standards by implementing more stringent security requirements. This prevents potential terrorists from "beating the system" by learning how it operates. Leaving out any one group, such as senior citizens or the clergy, undermine security. We simply cannot assume that all future terrorists will fit any particular profile.

TSA Contact Center

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

From:

[REDACTED]

(b)(6)

Sent: Thursday, April 29, 2004 08:04 AM

To: TelITSA

Subject: Selectee List

Good Morning;

I was recently on a round trip flight from Jacksonville, Florida to Manila, Philippines and was stopped at the gate and screened further before boarding in Jacksonville, Florida. I was also screened at Manila. I believe that I am on your list by mistake. I am a solid US citizen with no criminal history and have never

14-May-2004 842202

General Contact
Information

Complaints - Customer
Service

From: [REDACTED] (b)(6)
Sent: 14-May-2004 01:10:05 AM
To: TCC-FINAL-S@tsa.dot.gov
Cc:
Subject: Customer Service Feedback

You have received this email from the TSA website Customer Service.

Name:

[REDACTED] (b)(6)

Category:

Complaints - Customer Service

Message:

To Whom It May Concern:

As an airline employee who worked before and after September 11th at Los Angeles Airport (LAX), I totally understand the reasons behind all the searches especially regarding selectee passengers from certain countries. I completely understand TSA procedures and regulations.

I???d like to give you a little background info before my complaint.

Due to my traveling benefits, I travel internationally at least twice a year and I just got back from Turkey 2 days ago. [REDACTED] which [REDACTED] when I travel. I do live in the United States

15205 (b)(6)(X)
15205 (b)(6)(X)

of America for many years and I do hold a travel document which has been issued by INS since I???m a refugee [REDACTED]

1520.5(b)(9)(i)

At Istanbul???s airport I went through security check point and by bags went through the CTX machine like everyone else at the airport entrance. Before checking in, I was approached by two agents that I found out later that they are contracted agents from U.S. TSA in Istanbul???s Airport. When I presented my travel document, one of the agents called 2 others and I was escorted like a criminal to a room. They closed the doors and removed all of my belongings out of my suitcases and searched them 2 times for over 40 minutes. By this time I was irritated but knew that I had to go through it as a selectee pax. After they finished checking all of my bags and removing all of the batteries from all of my electronic devices (including laptop which I needed in the aircraft), I was told to go to a smaller room and told to remove my clothing! I went there shocked and waited to be searched. A lady stripped searched me and I was escorted back to the ticket counter for checking in an

14-May-2004	842240	General Contact Information	Complaints - Customer Service	<p>From: [REDACTED] (b)(6)</p> <p>Sent: 14-May-2004 02:47:28 AM</p> <p>To: TCC-FINAL-NS@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name:</p> <p>[REDACTED] (b)(6)</p> <p>Category:</p> <p>Complaints - Customer Service</p> <p>Message:</p> <p>Since the TSA was activated I have never had a problem with their program. Tonight was different. I flew from Seattle and my ticket was checked 4 separate times by 4 separate TSA employees. They pulled me aside to do a full search because I didn't want to take off my tennis shoes (which didn't beep). When asked why I was having extra screening and I wasn't a selectee, the agent said "just because". [REDACTED]</p> <p>[REDACTED] I went through the S concourse screening on 5/13/04 at 19:20PST. I don't know the employee's name, but there were three agents I did acknowledge, and I was suprised by their lack of professionalism and poor demeanor. Why is Seattle such a difficult airport for the TSA?</p> <p>Email:</p>
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1520.5(b)(9)(i)

(b)(6)

Date and Time of message: 05/14/2004 01:47:22 AM

14-May-2004	843202	Threats	Searches	<p>From: [REDACTED] (b)(6)</p> <p>Sent: 14-May-2004 02:06:15 PM</p> <p>To: TCC-FINAL-S@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: Searches</p> <p>I am a well dressed, 100 pound, 5'2", 69 year old, gray haired grandmother who has travelled several times since "9/11".</p> <p>I have been completely searched, both personally and my baggage, on each leg of each trip and am certain that this is not a coincidence. Is my name similar to one on your watch list? I see no reason why I should be "selected" on such a regular basis.</p> <p>Please don't get me wrong, I am totally in favor of the tightest security measures possible and have been for many years before 9/11. Now, I understand, the Administration is planning to cut back on the number of personnel needed to perform this function. Perhaps, since this is forthcoming, the TSA should put more efficient methods into effect rather than wasting time and manpower on the likes of me.</p> <p>By the way, I was born and raised in the USA, have had a passport for more years than I can remember, own my own home, free and clear, have the highest of credit ratings, and always charge my airline tickets on American Express, well in advance of the trip..</p> <p>Please explain what could possibly trigger my "selection" so regularly.</p> <p>Respectfully,</p>
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				<div data-bbox="919 250 1115 289" style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="1129 240 1251 289" style="display: inline-block; vertical-align: middle;">(b)(6)</div>
17-May-2004	846732	No-Fly	Refer to TSA-040504-007 re: incidence of CAPPS II profiling	5/14/04: Rec'd in TCC..assigned to AT for "no-fly" processing....KG *****Refer to TSA040512-003, TSA040512-003 AND TSA040504-007*****
17-May-2004	846852	No-Fly	Concern regarding name being on the "no-fly" list	5/14/04: Rec'd in TCC..assigned to SW for "no-fly" processing....KG

18-May-2004	847526.	Threats	Complaint	<p>From: [REDACTED] (b)(6)</p> <p>Sent: 18-May-2004 01:48:06 AM</p> <p>To: TCC-FINAL-S@tsa.dot.gov</p> <p>Cc:</p> <p>Subject: Complaint</p> <p>I would like to file a complaint against Steven #12547 a supervisor at the Cleveland airport. After being delayed 5 hours and then subsequently cancelled on United flight 725 to Chicago-O'Hare, I was lucky enough to be rerouted on Southwest flight 2081 to Chicago-Midway. After I was ticketed on Southwest I was tagged as a selectee. That was after I had already been processed as a selectee for my United flight.</p> <p>Several other passengers were selected as selectees for this Southwest flight and we had a very short window of time to make this flight. So many people showed up at security screen that a TSA agent called a supervisor over to handle this. This is when Steven arrived. I tried to explain our situation to him to which he rudely replied "that's not my problem". After that he proceeded to search my bags very slowly. It took roughly 3 times as long as my search did when I was a United selectee 4 hours earlier.</p> <p>I am disappointed in the rude manner that this employee spoke to me. There were several delayed flights this evening out of Cleveland and a little</p>
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understanding is all we were asking. I did not expect that your staff would disregard any rules they currently have in place regarding searches and processing. I would like a phone call at [REDACTED] with an explanation of why a supervisory official with your agency was so rude and what you plan to do about it.

[REDACTED]

(b)(6)

(b)(6)

18-May-2004	848220	Threats	<p>Passenger and Traveler Information - All Other Passenger & Traveler Inquiries</p> <p>From: [REDACTED] (b)(6) Sent: 18-May-2004 11:25:54 AM To: TCC-FINAL-S@tsa.dot.gov Cc: Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name: [REDACTED] (b)(6)</p> <p>Category: Passenger and Traveler Information - All Other Passenger & Traveler Inquiries</p> <p>Message: To Virginia Scrotski (forgive spelling),</p> <p>Last week I was delayed while obtaining a boarding pass to fly on a business trip. The agent said the commonality of my name had put me on a "No Fly List" and that I needed to contact you all for a background check, or what-have-you, to get my name removed from said list. Just let me know what I need to do. Sincerely, [REDACTED] (b)(6)</p> <p>Email: [REDACTED] (b)(6)</p>
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Date and Time of message: 05/18/2004 10:25:48 AM

18-May-2004 849306

No-Fly

Security Issues - All Other
Security Issues

From: [REDACTED] (b)(6)
Sent: 18-May-2004 03:49:38 PM
To: TCC-FINAL-S@tsa.dot.gov
Cc:
Subject: Customer Service Feedback

You have received this email from the TSA website Customer Service.

Name:

[REDACTED] (b)(6)

Category:

Security Issues - All Other Security Issues

Message:

On Saturday May 8,2004, I departed DIA on Frontier flight 0083(?) to Xtapa Mexico. At check-in I was informed that my name is on a "watch list" and it took about 1/2 hour to get cleared to fly. On my return to DIA from Mexico same problem and it took longer to get clearance.

I would like to know: why my name all of sudden is on this list; how do I get it removed; and what measures should I take to assure that this will not happen in the future?

I can be reached at [REDACTED] (b)(6)

Thank you

[REDACTED]

(b)(6)

Email:

[REDACTED]

Date and Time of message: 05/18/2004 02:49:36 PM

19-May-2004 852044

General Contact
Information

Passenger and Traveler
Information - All Other
Passenger & Traveler
Inquiries

From: [REDACTED] (b)(6)
Sent: 20-May-2004 12:26:09 AM
To: TCC-FINAL-S@tsa.dot.gov
Cc:
Subject: Customer Service Feedback

You have received this email from the TSA website Customer Service.

Name:

[REDACTED]

(b)(6)

Category:

Passenger and Traveler Information - All Other Passenger & Traveler Inquiries

Message:

I recently flew on Frontier airlines and was notified that I was on the no-fly list.
How do I get off of this list/clear my identity to avoid future travel
inconveniences.

Email:

[REDACTED]

(b)(6)

Date and Time of message: 05/19/2004 11:26:06 PM

21-May-2004	855122	No-Fly	<p>Consumer was stopped per was told name was on No Fly</p> <p>Contacted [REDACTED] with AWA Chairmam's Office at [REDACTED] to have him to fax information that will identify that this incident occurred on their airline at PHX on May 11th. Consumer stated that he was not permitted to board his flight and the CSR at the ticket counter asked for his ID and walked away from the counter for about 20. When she returned, the police were also approaching the same ticket counter. The consumer was delayed and was not allowed to fly out until the next business day. DWJ</p>
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(b)(6)

23-May-2004 857768

Threats

email inquiry

From: [REDACTED] (b)(6)
Sent: 24-May-2004 12:33:35 AM
To: TCC-FINAL-S@tsa.dot.gov
Cc:
Subject:

To Whom It May Concern:

My husband and I travelled with our 2 small children last week to the Caribbean from DFW airport. When we were trying to check-in, the airline agent at US Airways informed us that we (the whole family) were on the "no fly" list for the TSA. She gave my husband's passport to the TSA agent and we were kept waiting for about 1/2 hour. The TSA agent then came out and asked my husband for his [REDACTED] and [REDACTED] 15205(b)(9)(A) and after waiting a little longer, he came back to us and said everything was OK and we were allowed to check in. We had travelled overseas in January 2004 and had travelled to Hawaii in late Feb./early March 2004 without any such problem. We are concerned that every time we fly, we will have to go through the same process. We almost missed our flight last week. Can you give us any further information?

				<div data-bbox="911 186 1081 224" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="911 251 1121 289" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="1163 201 1293 250" data-label="Text"><p>(b)(6)</p></div>
24-May-2004	858028	No-Fly	Constituent concerned that he and his son are on a "no-fly" list.	5/24/04: Rec'd in TCC..assigned to AT for "no-fly" processing....KG

24-May-2004	858174	General Contact Information	<p>\$40 lost during my search as a 'Selectee' at RIC, 05/23/04, 6:45 - 7:00 PM</p> <p>From: [REDACTED] (b)(6) Sent: 24-May-2004 10:38:58 AM To: TCC-FINAL-S@tsa.dot.gov Cc: Subject: \$40 lost during my search as a 'Selectee' at RIC, 05/23/04, 6:45 - 7:00 PM</p> <p>To whom it may concern,</p> <ol style="list-style-type: none"> 1) What criteria is used to become a security gate 'selectee'? 2) What are my rights as a 'selectee'? Should I receive a disclosure or be presented with a chart identifying what a 'selectee' search entails and what my rights are to have another person present? 3) Should I be able to stand and get a better view of my pocketbook being searched? 4) How close should I be to my personal belongings when the search is occurring? 5) Do I have to let the screener remove the items from my pocketbook, or can I empty it, like a man would empty his pant or coat pockets? 6) Are there security cameras on the security gate, and particularly for the 'selectee' section? In other words, who's watching the screeners?
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7) Who and how often are these tapes reviewed?

8) Are the screeners periodically checked as 'selectees' and they undergo an 'emptying out' of pockets, etc.?

9) Are these screeners required to undergo credit and criminal checks prior to this type of work?

10) Are the screeners allowed to wear pants with pockets? I noticed their shirts have front pockets.

The reason for all these questions is the unnerving experience I encountered after I arrived at Richmond International Airport at 6:42 PM, for a 7:15 PM US Airways flight 3140 B, 05/23/04 to New York LGA.

I was meeting two business associates, who were already waiting at boarding gate A8.

As I picked up my boarding pass from the US Airways ticket counter, my husband proceeded to the SunTrust ATM in the main section of the airport, in front of the gift shop. He withdrew \$200, \$100 for my business trip money (five \$20 bills), and \$100 for our family (five \$20 bills).

The ATM is i