



			<p>Thank you,</p> <p>[REDACTED]</p> <p>Wakefield, RI</p> <p>[REDACTED]</p> <p>Email:</p> <p>[REDACTED]</p> <p>b6</p> <p>Date and Time of message: 07/15/2004 10:19:45 AM</p>
17-JUL-2004	942110	No-Fly	<p>Complaints - All Other Complaints</p> <p>From: [REDACTED] b6</p> <p>Sent: 17-Jul-2004 07:39:46 PM</p> <p>To: TSA-ConsumerResponse@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] b6</p> <p>Category:</p> <p>Complaints - All Other Complaints</p> <p>Message:</p> <p>I learned several months ago that my name is on a TSA Watch List such that I am now stopped each time I travel by plane for a security check. I have been cleared every time and allowed to travel. I have reported this on the TSA Ombudsman Hotline but never received a response. I am requesting that you remove my name from this list as soon as possible and inform me when this</p>

				<p>has been accomplished. I thank you in advance for your cooperation.</p> <p>Email:</p> <p> b6</p> <hr/> <p>Date and Time of message: 07/17/2004 05:39:46 PM</p>
21-JUL-2004	949022	Airline Issues	CONSUMER COMPLAINT: AIRLINE INFORMED HIM THAT HE WAS ON THE NO-FLY LIST.	<p>CONSUMER WAS VERY IRATE BECAUSE NO ONE WILL REMOVE HIS NAME FROM THE LIST. CONSUMER ENTERED THE AIRPORT WITH AN UNDECLARED FIREARM. HE WANTS HIS NAME REMOVED FROM THE LIST.</p>
26-JUL-2004	954640	Regulatory Questions	Sun Valley - Hailey, Idaho Discriminatory Experience	<p>From:  b6</p> <p>Sent: 26-Jul-2004 06:58:56 AM</p> <p>To: Telltsa@dhs.gov</p> <p>Cc:</p> <p>Subject: Sun Valley - Hailey, Idaho Discriminatory Experience</p> <p>July 25, 2004</p> <p>Dear Sir/ Madam:</p> <p>I would like to formally complain about the overzealous and discriminatory screening occurring at the Hailey, Idaho - Friedman Memorial Airport that I was subject to on Friday, July 23, 2004 while waiting for the DL/SkyWest Hailey to SLC flight at 9:30am.</p> <p>As a frequent flyer, I have been through many major and smaller airports, including commuter terminals in Hawaii and California. Never have I been subject to such overzealous screening. I was in Sun Valley on business for</p>

				<p>one day, after having been in Denver for 3 days and was flying back to HNL on 23 July. I checked one bag, which was opened and screened by TSA, with a "pre-screen flag" from DL, which I wasn't told of, but another person who saw the yellow-orange tag when I picked up my bag at baggage claim told me what it meant. I understand that, but they should also notify a passenger if that is the case.</p> <p>When going through security to go to the gate, I was told by the only female TSA agent to go to the side and stand on the mat with my arms up. I was wearing a t-shirt and jeans, no shoes. She did a once over and the pant closure on my jeans beeped. She continued over and over to go over it and asked me to show it to her. I did, willingly. She then passed over all parts of my body and kept patting me repeatedly, as if she was sure there was something to find, although, with the exception of the jeans closure, nothing else beeped. She patted my chest, tummy, back and near my crotch, more than once.</p> <p>Finally done, she walked me to the x-ray, where she proceeded to go through everything in my bags, of which I had a computer bag which also contained my purse. Another TSA agent opened up my brand new coffee machine, which did not fit in my suitcase, and looked at my computer - I could understand that</p>
26-JUL-2004	955428	Threats	9-11 security cks	<p>From: [REDACTED] b6 Sent: 26-Jul-2004 01:14:59 PM To: Telltsa@dhs.gov</p>

				<p>Cc: Subject: 9-11 security cks</p> <p>Dear Sirs,</p> <p>I am astounded that on 9-11 five (5) of the hijackers were red flagged by the CAP system at the airports and two (2) of them were on terrorist watch lists. How in the blue blazes did these seven people get through security and onto aircraft ????. One of them DID NOT HAVE A VALID ID !!!!!!!!!!!!!!!!!!!!!!!!!!!!! ??????????????????. I worked in the airlines industry for 32 years and I find this incomprehensible. I expect an answer from you to this email !!!</p> <p>Sincerely: [REDACTED] b6</p>
26-JUL-2004	956498	No-Fly	Complaints - All Other Complaints	<p>From: [REDACTED] b6 Sent: 26-Jul-2004 05:39:42 PM To: TSA-ConsumerResponse@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] b6</p> <p>Category: Complaints - All Other Complaints</p> <p>Message:</p> <p>Some weeks ago I spoke to a TSA supervisor (I think her name was Monica, but I may be mistaken) regarding the fact that both my wife and I have been flagged for "special" treatment". The letters SSSS invariably appear on our boarding cards with all the resulting inconvenience. I was told that the reason was that our family names were probably "similar" to a name on an watch list. This is totally unacceptable, as I travel in the US a great deal, sometimes as often as 8-9 airports over a two month period! We are NOT a security risk and are not prepared to be considered as such, just because our name is "similar". I was supposed to receive an email including a special</p>

				<p>form to be filled out in order for you to be able to remove our names, which to date I have not received. I would very much appreciate it if you would take the appropriate measures to alleviate this terrible inconvenience to us which will also allow your staff to attend to those more "worthy" of your attention.</p> <p>I believe your work is necessary and invaluable, but these measures you have taken against us are completely unnecessary</p> <p>Thank you</p> <p>[REDACTED]</p> <p>Israel</p> <p>Email:</p> <p>[REDACTED]</p> <p>b6</p> <p>Date and Time of message: 07/26/2004 03:39:42 PM</p>
28-JUL-2004	95972 2	No-Fly	Complaints - All Other Complaints	<p>From: [REDACTED] b6</p> <p>Sent: 28-Jul-2004 09:53:35 AM</p> <p>To: TSA-ConsumerResponse@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] b6</p> <p>Category:</p> <p>Complaints - All Other Complaints</p>

			<p>Message:</p> <p>I travelled with a friend yesterday who, like me, has a very common name.</p> <p>Unfortunately, her name is on the No Fly List. It took Independence Air 20 minutes to call in and provide her birth date which verified that she was not the person on the list.</p> <p>When we inquired about how to make future check-ins go more quickly, we were referred to TSA security personnel. When we questioned a TSA representative, he sent us back to the airline.</p> <p>Can this process be improved with the airlines so the security delay will not occur for every flight?</p> <p>Email:</p> <p>[REDACTED] b6</p> <p>Date and Time of message: 07/28/2004 07:53:34 AM</p>
29-JUL-2004	962114	No-Fly	<p>Complaint re: delays due to "no-fly" list and no response to request for assist.</p> <p>11/18/04: Final document signed by stone 11/15/04...closed in TCC ...lsw</p> <p>11/4/04: Final uploaded for Stone's signature....kg</p> <p>7/28/04: Rec'd in TCC...assigned to AT for "no-fly" handling....KG</p> <p>7/30/04: prepared draft, to Andrea for review</p> <p>8/10/04: Spoke to Ben about adding apology info. He sent back.(sw)</p> <p>8/11/04: Added apology language and sending to OCC today(sw).</p> <p>8/11/04: Per conversation between Dorene and Ben, Ok to send interim. I uploaded interim, but the real response is still with OCC (Ben).</p> <p>I am working with Janet and others to track down what happened in the handling of [REDACTED] email. I may need to modify the apology part of the response(sw). b6</p>

				8/5/04: retyped edits by Andrea, to Andrea for review
				8/5/04: to Chris for review
				8/9/04: Rec'd Chris' initials w/out edits. To OGC for review.-sw
30-JUL-2004	964530	No-Fly	CAPPS	<p>From: [REDACTED] b6 Sent: 30-Jul-2004 01:22:23 PM To: Telltsa@dhs.gov Cc: Subject: CAPPS</p> <p>The last two times I tried to use web check-in for a flight I was instructed to check in at the airport (this was on July 17 at OAK and 20 at ABQ). There the ticket counter agent requested my driver's license. They disappeared into the back room with my license for about 10 minutes before returning and giving me a boarding pass. At the security screening point I was selected for additional screening. Apparently there is a [REDACTED] who is on the government's "no fly" or "selectee" list. What a hassle! b6</p> <p>I have a Department of Energy security clearance and am trusted with our nation's national security information. I fly frequently for government business and for pleasure. Please remove my name from your list of passengers who need additional scrutiny.</p> <p>[REDACTED] b6 [REDACTED]</p> <p>Tracy CA 95376-4663</p> <p>[REDACTED] b6 [REDACTED] [REDACTED]</p>

				<p>[REDACTED] b6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] b6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>-----</p>
05-AUG-2004	974536	No-Fly	Complaints - Customer Service	<p>From: [REDACTED] b6</p> <p>Sent: 05-Aug-2004 10:40:07 AM</p> <p>To: TSA-ConsumerResponse@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] b6</p> <p>Category:</p> <p>Complaints - Customer Service</p> <p>Message:</p> <p>Hello, for some reason I am on a "no fly" list. Each time that I fly, virtually every week-end, I have to wait for the ticket agent to go through some process to "clear me." Is there some way that I can be "cleared" permanently so that I don't have to go through this time-consuming process each time? Thanks, [REDACTED] I have an address in Houston where I work during the week - [REDACTED]</p>

b6

b6

				8/9/04: logged in TCC
				8/9/04: logged in by Jewel, assigned to SW
				9/24/04: Marry this control w/TSA040923-011. Follow-up letter on behalf of Sen. Lugar. Prepare 1 response for both controls per BTS/Gentile....kg
				9/9/04: Rec'd final draft from OCC..uploaded for signature....kg
09-AUG-2004	979204	No-Fly	Constituent complaint regarding No-Fly list	8/25/04: rec'd from SW or AT, prepared PIVF sent letter, to SW for review
				8/26/04: retyped edits by Andrea. To Chris for review
				8/9/04: logged in by Jewel, assigned to SW
				8/9/04: rec'd in TCC
				9/2/05: Uploaded by K. Gary 9/23/05: Signed by Stone 9/27/05: Rec'd Final from Execsec 7/18/05: Closed in TCC...lsw
09-AUG-2004	979226	No-Fly	Constituent complaint regarding No Fly list	10/8/04: Signed by Stone 10/13/04: Final outgoing rec'd and CLOSED in Ombuds....kg
				8/22/04: Rec'd intake sheet from PR team. Ready for 1st draft to be written.(sw)
				8/25/04: rec'd from SW or AT, prepared PIVF sent letter, to SW for review
				8/9/04: Logged in by Jewel, assigned to SW
				8/9/04: rec'd in TCC
10-AUG-2004	981804	No-Fly	Constituent complaint regarding name of "no-fly" list	9/9/04: Rec'd final draft from OCC..uploaded for signature....kg
				8/10/04: CLOSING THIS RECORD PER DUPLICATE. SEE IMS# 979204....KG
				8/6/04: Rec'd in TCC..assigned to SW for "no-fly" handling....kg
11-AUG-2004	985694	No-Fly	No Fly List	From: [REDACTED] b6 Sent: 11-Aug-2004 01:29:14 PM To: Telltsa@dhs.gov

Cc:
Subject: No Fly List

Apparently, I am not on the "no fly" list, but someone with my name --

b6 [REDACTED] -- is. Now, every single time I fly I am subjected to numerous ridiculous and unnecessary delays. Being an attorney and business traveller, these delays are intolerably compounded due to my inability to use e-check-ins and skycaps, and having to wait for any number of confused airline personnel and supervisors to call the TSA and confirm, apparently using my birthdate, that the [REDACTED] on the no fly list is not me. The last time I flew in June, I was 6 and a half months pregnant, and made to feel like a criminal. My husband and I have opted not to fly on several non-business-related occasions because the aggravation and delay is just too much. b6

It is inconceivable in this day and age that the only way to ensure that a person with a name as common as mine is not the person who is actually on the list is through additional screening, phone calls, and interrogation - all apparently in order to verify that my date of birth does not match that of the [REDACTED] actually appearing on the no fly list. b6

Not getting into the obvious flaws in this ineffective and apparently irrational system, I have some questions. Would using my middle name in making airline reservations alleviate this problem? (my middle name is

				<p>my maiden name ^{b6} much less common - would that ensure that my name is not "matched" with the ^{b6} apparently appearing on the ^{b6} list?). Other than legally changing my last name (which at this point would appear to be easier than flying), how I can alleviate these problems and delays in the future? Or am I forced to travel everywhere by car, train, and boat if I choose not to be treated like a criminal and subjected to embarassment and harassment every time I fly?</p> <p>I look forward to your guidance on this matter.</p>
11-AUG-2004	986436	No-Fly	Passenger and Traveler Information - All Other Passenger & Traveler Inquiries	<p>From: ^{b6} Sent: 11-Aug-2004 04:22:30 PM To: TSA-ConsumerResponse@tsa.dot.gov Cc: Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name: ^{b6}</p> <p>Category: Passenger and Traveler Information - All Other Passenger & Traveler Inquiries</p> <p>Message: Still no answer - still being black listed - Please Respond</p>

Thank you for your inquiry. The following information has been submitted.

Name:

[REDACTED] b6

Category:

Passenger and Traveler Information - All Other Passenger & Traveler Inquiries

Message:

I have been flagged the last 4 flights. Not just at security, but I have not been able to e-check-in and the agent has had to call a supervisor as well. The first time was in El Paso week before last on a return portion of a trip. The agent thought it was because the middle initial was not on the flight record but was on the CC I used at the Kisok. Last week on both legs to and from Las Vegas the same thing and then again this morning. I have a common name, so my question is... If a [REDACTED] b6 [REDACTED] is in your database as a risk, will I have to go through this everytime I fly. I am not complaining and the waiting for the agent is much more irritating than the additional security, but I would like to know. Is it simply because a common name flags me, and if so why just recently? Thanks for your attention.

Email:

[REDACTED] b6

Date and Time of message: 08/05/2004 05:38:20 AM

				<p>Email:</p> <p>[REDACTED] b6</p> <hr/> <p>Date and Time of message: 08/11/2004 02:22:29 PM</p>
11-AUG-2004	986516	No-Fly	FW: Customer Service Feedback	<p>From: [REDACTED] b6</p> <p>Sent: 11-Aug-2004 04:43:21 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: FW: Customer Service Feedback</p> <p>TSA Office of the Ombudsman</p> <p>2nd Floor, TSA-22</p> <p>601 South 12th Street</p> <p>Arlington, VA 22202</p> <p>Some weeks ago, I spoke on the phone to a TSA supervisor by the name of [REDACTED] regarding the fact that my wife [REDACTED] my son [REDACTED] and I have b6</p> <p>been flagged for "special" treatment". The letters SSSS invariably appear on our boarding cards with all the resulting inconvenience of being given what I understand is a secondary screening. I was told that the reason was that our family names were probably "similar" to a name on an watch list. This is totally unacceptable, as I travel in the US a great deal, sometimes as often as 8-9 airports over a two month period! We are NOT a security risk and are not prepared to be considered as such, just because our name is "similar" to someone's. I was supposed to</p>

receive an email including a special form to be filled out in order to initiate the process of removing our names, which to date I have not received. I would very much appreciate it if you would take the appropriate measures to alleviate this terrible inconvenience to us which will also allow your staff to attend to those more "worthy" of your attention. I believe your work is necessary and invaluable, but these measures you have inadvertently taken against us are completely unnecessary

[REDACTED] b6
Israel

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

From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov]

Sent: Wednesday, August 11, 2004 11:32 AM

To: [REDACTED] b6

Subject: Re: Customer Service Feedback

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
11-AUG-2004	987316	No-Fly	Complaints - All Other Complaints	<p>From: [REDACTED] b6</p> <p>Sent: 11-Aug-2004 09:08:48 PM</p> <p>To: TSA-ConsumerResponse@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] b6</p> <p>Category:</p> <p>Complaints - All Other Complaints</p> <p>Message:</p> <p>I am flight crew for Continental. Last week I found myself on a "no fly list" type situation while trying to commute home to Atlanta after working an international flight as a Flight Attendant. Apparently now, IO have to have corporate security clear me to travel to and from work. Plaese help me. Just commuting by air is hard enough, without the big deal of making lengthy phone calls from the gate. If I am safe enough to work on a plane, then I should be fine to be a passenger sleeping. My phone number is [REDACTED] Help!</p> <p>b6</p> <p>Email:</p> <p>[REDACTED] b6</p> <hr/> <p>Date and Time of message: 08/11/2004 07:08:47 PM</p>
13-AUG-2004	991100	No-Fly	CONSUMER COMPLAINT: AIRLINE STATES THA HE IS	

			ON THE NO-FLY LIST.	
14-AUG-2004	991626	General Contact Information	Incorrect no-fly listing	<p>From: [REDACTED] b6 Sent: 14-Aug-2004 04:06:33 AM To: Tsa-ContactCenter@dhs.gov Cc: Subject: Incorrect no-fly listing</p> <p>TSA,</p> <p>I have been advised by airport personnel that my name is on a "no-fly" list. Each time I have been cleared for travel after a call was made. This call takes several tries each time and is really a hassle. Is there anything I can do to be cleared for travel before I arrive at the airport?</p> <p>Thanks,</p> <p>[REDACTED] b6</p>
				Record closed during the IMS Auto-population Creation Backlog Project(7/6/05)
17-AUG-2004	998202	No-Fly	Constituent complaint regarding name on "no-fly" list	<p>10/1/04: Uploaded for Stone's signature....kg</p> <p>10/6/04: Signed by Stone</p> <p>7/29/05: Closed in TCC...lsw</p> <p>8/17/04: Rec'd in TCC..assigned to SW for "no-fly" handling....kg</p> <p>8/18/04: prepared draft, to Stephanie for review</p> <p>8/19/04: Uploaded interim for signature....kg</p> <p>8/19/04: retyped edits by Stephanie, to Chris for review</p> <p>9/18/04: Draft prepared and submitted to AT w/folder. - JTW</p> <p>9/18/04: Ref. TSA040824-005 McCain. [REDACTED] Identical incoming letter from constituent - different Congressional. b6</p> <p>To OCC for review: Rec'd email from Exec Sec to rush. (sw)</p>

18-AUG-
2004

99994
4

No-Fly

"SSSS" coded
boarding passes

From: [REDACTED]
Sent: 18-Aug-2004 01:03:51 PM
To: telltsaroc@dhs.gov
info@mail.airtran.com
Cc: [REDACTED]
Subject: "SSSS" coded boarding passes

b6

To: The Transportation Security Administration and AirTran Airways (Itinerary WBTJCE)

From: [REDACTED] b6

Date: August 18, 2004

Re: "SSSS" Security Alert on Boarding Passes

Please clarify for us why we are continually subject to the extreme security scrutiny which we have been forced to undergo the last two times we have returned to Atlanta, Georgia from Rochester, New York. The first time this happened on May 24, 2004 (AirTran flight 581), we were advised by the security screeners at the Rochester airport that AirTran was responsible for naming us for the intensive search that was performed. AirTran has denied this, indicating that the "SSSS" boarding pass designations are from government-established criteria and are strictly random from their standpoint. When the exact same thing happened to us this past Monday, August 16 (AirTran flight

			<p>583), we asked at the AirTran ticket counter how that designation is made and they told us that "Security" was responsible for flagging us to be searched. One of AirTran's ticket counter personnel (who, we were told, would know because he works for both the airline and for security) summed it up by telling us that we were "...in an FBI database."</p> <p>Can't someone please level with us? AirTran says that we are selected on the basis of government-established criteria, the security contractor says that AirTran has named us, and the TSA representative at the Rochester airport with whom we spoke said it could be either that the "watch lists" are, in fact, from the government but the airlines are also expected to contribute a certain number of "random" passengers. This representative agreed with us that being named on both AirTran flights we have taken out of Rochester this year does not</p>
19-AUG-2004	1003116	No-Fly	<p>Re: Question: Security check</p> <p>From: [REDACTED] b6 Sent: 19-Aug-2004 07:08:45 PM To: Tsa-ContactCenter@dhs.gov Cc: Subject: Re: Question: Security check</p> <p>I realize this and have already received this form letter response. I am looking for a more specific response to my particular inquiry.</p> <ol style="list-style-type: none"> 1. My name is [REDACTED] b6 2. Whenever I check in, I am frequently delayed while ticketing staff at the airlines confirm that I am not some other [REDACTED] who is on the No-Fly list. b6 3. I travel frequently and these lengthy and inconvenient delays each time I fly are causing a hardship. 4. Is there some documentation that I can apply for, etc. to make sure that I am not subject to these frequent delays and cases of mistaken identity . .

. or am I forever doomed to wait for long periods because someone else named

b6
[REDACTED] is on the no-fly list?

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

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

To: [REDACTED] b6

Sent: Tuesday, August 17, 2004 3:24 PM

Subject: Re: Question: Security check

Thank you for your email message. We apologize for the delay in responding to your 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.

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.
19-AUG-2004	1003470	No-Fly	Security Watch List	<p>From: [REDACTED] b6 Sent: 19-Aug-2004 10:33:18 PM To: Telltsa@dhs.gov Cc: Subject: Security Watch List</p> <p>I would like to know what can I do to get removed from the security watch list. I am a frequent traveller, and every time I make a trip, my name shows up in the watch list. I understand we are in a state of alert and we need to be cautious, but getting singled out every time is a lot of inconvenience.</p> <p>Sincerely,</p> <p>[REDACTED] b6</p> <hr/> <p>[REDACTED] b6 [REDACTED] [REDACTED] [REDACTED]</p>

				Phone: [REDACTED] Fax: [REDACTED] b6
20-AUG-2004	1004036	No-Fly	Security Issues - All Other Security Issues	<p>From: [REDACTED] b6</p> <p>Sent: 20-Aug-2004 12:50:20 PM</p> <p>To: TSA-ConsumerResponse@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] b6</p> <p>Category:</p> <p>Security Issues - All Other Security Issues</p> <p>Message:</p> <p>How can I get off of the no fly list? I am tired of the hassle and inconvenience every time I fly. At one point, I don't think it was an issue a couple of years ago, but now, everytime I travel, it's a hassle. I'm called out in front of everyone and I have to get the airline personnel to find someone to approve me to get onto the flight on both legs of the flight. I also cannot earn valuable miles under my frequent miles program because I cant use any of the convenient electronic check-in features or use online flight check-in to earn miles. Continental says they cant credit me those miles and that I cannot earn their miles at all, unless I get off of the no fly list. They advised me to contact you to see what can be done. I don't think it is fair that I have to endure the inconvenience each time I fly and I don't think that I should have to financially suffer because of it either. Please let me know what can be done.</p> <p>Email:</p> <p>[REDACTED] b6</p> <hr/> <p>Date and Time of message: 08/20/2004 10:50:19 AM</p>

20-AUG-
2004

10042
78

No-Fly

"Possible Name Match"
Travel Hassles

From: [REDACTED] b6
Sent: 20-Aug-2004 02:02:59 PM
To: Telltsa@dhs.gov
Cc:
Subject: "Possible Name Match" Travel Hassles

I am writing to inquire how I might be able to have my name removed from whatever "possible name match" list it is currently on so that my frequent travel by air can be smoother than it currently is.

My name is [REDACTED] b6 from Manhattan Beach, CA. For the second time in 3 months I am now stopped every time I attempt to get a boarding pass and questioned, and after a typical 30 minute delay I am "cleared", handed a boarding pass and told to have a nice day. I have missed flights as well as been delayed so much that it is a race through the airport on a regular basis.

As someone who regularly flies on America, United and Southwest airlines, is there any way to be pre-screened, or to have something put into my record, that would enable the airlines to know I am not the one being hunted?

Believe me, I am all for security, and don't treat the added screening processes with disdain, as many travelers do. But it is getting very old to be constantly stopped EVERY time I go to the airport.

Thanks in advance for any assistance or guidance you can provide.

				<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>b6</p>	
20-AUG-2004	1005430	General Contact Information	no fly list, PLEASE HELP!!!	<p>From: [REDACTED] b6</p> <p>Sent: 20-Aug-2004 09:05:12 PM</p> <p>To: oreilly@foxnews.com</p> <p>Cc: FOIA@DHS.GOV</p> <p>icadmin@tsa.dot.gov</p> <p>Subject: no fly list, PLEASE HELP!!!</p> <p>Hello Bill,</p> <p>I understand this is a going to be a little long but please bear with me. I would like to express my disgust with the "no fly list." See it seems that my name [REDACTED] is no longer good enough to get on an airplane, due to this fabulous "no fly list." Yes, get that Bill, [REDACTED]</p> <p>[REDACTED] Have you ever looked in a phone book and seen how many [REDACTED] are in there, let alone [REDACTED] really [REDACTED]</p> <p>[REDACTED] I am now told that no one with the name [REDACTED] is able to fly now or, at least with out a tremendous amount of hassle and embarrassment. Then I was told that once my name was on the list, that there was no way to get it off. Well, I have called the tsambudsman,</p> <p>b6</p>	

				<p>like they suggest, but that gets you no where. Most of the time they never answer their phones, they don't call back, and they send standard form emails that are probably generated automatically when you send one to them. Allegedly, you can go through the problems of getting three forms of identification (they must be on the list approved by them) get copies of it all, get it notarized, mail it all back for an investigation, and they don't promise that they will take you off of the list. The last time that I flew was in 1999, I have never done anything wrong, and had no idea I was on this list. I was harassed at the airport, I was embarrassed, they would not check my luggage, they acted as if I was a criminal, then after persistent negotiations and phone calls, they finally let me get on the airplane. Well, guess what, it happened on the way back as well. For something as important as this "list" is, to go by something as silly and easily changed or forged as a name is, is 100% STUPID!!! See Bill, the criminals that cause the problem to begin with have several forms of ID, I am sure th</p>
23-AUG-2004	1007844	No-Fly	Removing my name from the No Fly List	<p>From: [REDACTED] b6 Sent: 23-Aug-2004 12:59:32 PM To: Telltsa@dhs.gov Cc: Subject: Removing my name from the No Fly List</p> <p>TSA,</p> <p>The past several times I have flown I have experience enormous delays waiting in lines for flight check-in and then special. The delays are in</p>

the magnitude of 2 to 3 hours and on several occasions causing me and my family undue stress in making the last boarding call on our flights.

The reason that I have been given by the TSA representatives, Continental, and US Air Representatives is that my name is on the "No Fly List" published by the FAA.

I have contacted the FAA and they have told me that Security is handled by the Transportation Security Administration (TSA).

I want to know why and how I got on this no fly list!

Better yet I want to know how to get off this list so that I am not singled out and discriminated against when I travel?

Please contact me immediately so that we can resolve this.

Regards,

[REDACTED]

b6

Fax

Office

Admin

b6

				<p>Notice: This e-mail message, together with any attachments, contains information of [REDACTED] Inc. [REDACTED] and/or its affiliates (which may be known outside the United States as [REDACTED] and in Japan, as [REDACTED] that may be confidential, proprietary copyrighted and/or legally privileged. It is intended solely for the use of the individual or entity named on this message. If you are not the intended recipient, and have received this message in error, please notify us immediately by reply e-mail and then delete it from your system.</p>
24-AUG-2004	1010050	No-Fly	Security Issues - All Other Security Issues	<p>From: [REDACTED] b6 Sent: 24-Aug-2004 06:00:40 PM To: TSA-ConsumerResponse@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] b6</p> <p>Category: Security Issues - All Other Security Issues</p> <p>Message: b6 My name is [REDACTED] I am a 20 year old resident of Washington, DC. I have lived in DC my whole life, I am a natural born American citizen, as are all members of my family. Despite all these facts, and also despite the fact that I am a Jewish, caucasian history student with no criminal record or other indication of security problems, I have been placed on some type of transportation security list. Every time I fly I am selected for further security screening. My bags and my person are thoroughly searched. This is an unjustified inconvenience to me. I would like to know how I can be removed from your watch list because there is clearly some mistake. Although my case is not as blatantly an error as that of Senator Kennedy, I too should be removed from you list. I am not a security threat and my presence on your list is absurd. I look forward to hearing back and to</p>

				<p>being able to travel as freely as my parents and sister. Thanks,</p> <p>[REDACTED]</p> <p>Email: [REDACTED]</p> <p>b6</p> <hr/> <p>Date and Time of message: 08/24/2004 04:00:39 PM</p>
25-AUG-2004	1011082	Secondary Screening	RE: Customer Service Feedback	<p>From: [REDACTED] b6</p> <p>Sent: 24-Aug-2004 02:50:58 PM</p> <p>To: Tsa-ContactCenter@dhs.gov</p> <p>Cc:</p> <p>Subject: RE: Customer Service Feedback</p> <p>Thank you for your message.</p> <p>However my message was not about the notation itself but rather on its ramifications. There is nothing "random" about our being flagged. It is systematic.</p> <p>I am not interested in receiving Traveler Tips such as being told to remove our shoes during the screening process in order to speed it up.</p> <p>You, who are reading this email do not know us personally. But I know there is nothing in our personal profile to warrant anything more than the screening the "average Joe" gets. I was told by a Monica with whom I spoke over the phone that she would send me a form that would enable me to initiate the removal of my name from the watch list. To date I have received nothing. This matter causes me unspeakable inconvenience. I am</p>

a bona fide jeweler and artist who visits the US periodically for about two months at a time to participate in art shows and usually fly to a new destination every weekend. My being invariably flagged means being held up at every flight for at least 30 minutes for a private screening with 2 TSA officers, as my hand luggage contains all my jewelry which they go through with a fine tooth comb, (usually messing it up). This is also an unnecessary intrusion on my privacy. At least twice I have almost missed flights. While I fully understand the need for screening you would do better to concentrate your efforts on someone who deserves it. Please help me in this matter. If there is a form of some kind that I can fill out to help solve this problem I would appreciate it if you sent it to me ASAP.

Thank you

[REDACTED] bc

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

From: TSA-Contact Center [mailto:Tsa-ContactCenter@dhs.gov]

Sent: Tuesday, August 24, 2004 4:26 PM



To: [REDACTED] bc

Subject: Re: Customer Service Feedback

Thank you for your email message co.

25-AUG-2004	10113 12	No-Fly	no fly list problems	<p>From: [REDACTED] b6 Sent: 25-Aug-2004 09:28:58 AM To: Telltsa@dhs.gov Cc: Subject: no fly list problems</p> <p>Please advise how I can get my name removed from the no fly list. I have not been able to use the automated boarding pass machines because of this problem. Since I fly every week this is causing undue hardship on me. This has happened every time I check in during the past couple of weeks and I am flying again today. Your help would be greatly appreciated</p> <p>Record closed during the IMS Auto - population Creation Backlog Project 7/7/05</p>
25-AUG-2004	10113 24	No-Fly	no fly list problems	<p>From: [REDACTED] b6 Sent: 25-Aug-2004 09:33:19 AM To: Tsa-ContactCenter@dhs.gov Cc: Subject: no fly list problems</p> <p>Please advise how I can get my name removed from the no fly list. I am no longer able to use the automated boarding pass machines and must now check in at the counter every time I fly. Since I fly every week on business this is causing undue hardship and stress in the performance of my job. This has happened every time i fly now for the past couple of weeks. I have flown more than 3 times over the last couple of weeks and will be flying again today. Your help would be greatly appreciated.</p> <p>Sincerley [REDACTED] [REDACTED] Murphy Texas 76094 Date of birth [REDACTED] Phone: [REDACTED] work [REDACTED] home b6</p> <p>Record closed during the IMS Auto - population Creation Backlog Project 7/7/05</p>
27-AUG-2004	10165 22	No-Fly	Security Issues - All Other Security Issues	<p>From: [REDACTED] b6 Sent: 27-Aug-2004 02:55:53 PM To: TSA-ConsumerResponse@tsa.dot.gov</p>

				<p>Cc: Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p> <p>Name: [REDACTED] b6</p> <p>Category: Security Issues - All Other Security Issues</p> <p>Message: Can you please give me some direction how to remove my name from a security list. Evidently a name that matches my name is on your watch list and as such, I am unable to get a boarding pass until cleared, which last night took approx 20 min. I plan to fly in the near future including at Thanksgiving and I fear that the delay will be longer. Please tell me how I can get the process started to remove my name from the list. FYI: I am also a Federal Law Enforcement Officer, but my ID and status does not appear to help. Thank you for your time and assistance.</p> <p>Email: [REDACTED] b6</p> <hr/> <p>Date and Time of message: 08/27/2004 12:55:53 PM</p>
30-AUG-2004	1021582	Discourteous/Unprofessional Treatment	Complaints - Customer Service	<p>From: [REDACTED] b6 Sent: 31-Aug-2004 12:34:10 AM To: TSA-ConsumerResponse@tsa.dot.gov Cc: Subject: Customer Service Feedback</p> <p>You have received this email from the TSA website Customer Service.</p>

				<p>Name:  b6</p> <p>Category:</p> <p>Complaints - Customer Service</p> <p>Message:</p> <p>Sunday, 29 August I had the misfortune, once again, to travel out of Atlanta's Hartsfield-Jackson. I did not get anyone's names, and I don't think it matters. When in line for prescreening, one of the ladies that was checking boarding passes and ID's was yelling to all of us that we should all have ID's and boarding passes in a specific manner that she was holding up, or we would have to come back and try it again. Once through that initial check, myself and several more of us were herded into one of several lines. In doing so, the young man directing us was alternately open and closing lines, as I'm sure he was directed to do. The trouble with that was I was part of a group that was herded to the far end, and stood in line for nearly 20 minutes, while five other well controlled lines moved quickly. Once in this line, we were again verbally accosted by rude, impatient employees that had obviously had enough of customer troubles.</p> <p>I don't care that their job is hard to do every day. I don't care they deal with stupid and rude people all day. I want to hear a please and thank you, as well as one of your employees ASKING us to have our boarding pass ready to show. Several of the TSA employees I experienced Sunday are not cut out to have a job dealing with the public. We can all do without the attitude they convey.</p> <p>Security lines at Hartsfield-Jackson are a trouble, and I know there is something in the works - according to the local news - to fix that problem. Last minute travellers and those who wait until the last minute are truly a problem causer. However, I travel often through that airport, and the hardest part about it for me is listening to TSA employees berate, insult and verbally abuse their c</p>
31-AUG-2004	1023446	CAPPS	Complaints - All Other Complaints	<p>From:  b6</p> <p>Sent: 31-Aug-2004 07:58:19 PM</p> <p>To: TSA-ConsumerResponse@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: ██████████ b6</p> <p>Category: Complaints - All Other Complaints</p> <p>Message: I have a 2-year old who gets flagged for additional screening every time we fly. It had happened 8 or 10 times in a row. I was told that his name must have been entered on a watch list that should clear if he is under 12 years old. His name is ██████████ Can you give me some info on clearing this up. It really slows us down unnecessarily. Thank you b6</p> <p>Email: ██████████ b6</p> <hr/> <p>Date and Time of message: 08/31/2004 05:58:18 PM</p>
01-SEP-2004	1025600	No-Fly	TSA no-fly list	<p>From: ██████████ b6 Sent: 01-Sep-2004 11:28:41 PM To: Telltsa@dhs.gov Cc: Subject: TSA no-fly list</p> <p>Hello,</p> <p>I've been on the TSA no-fly list for almost a full year now. Strangely, I am only on the no-fly list for interisland flights in Hawaii, but when I fly from Hawaii to Chicago, I'm never on the no-fly list. I fly interisland</p>

flights at least twice per month. As a result of being on the no-fly list, I cannot check in electronically and it typically takes a long time to check in at the main counter. I am a natural-born U.S. citizen with no arrests or criminal record and no suspicious background of any kind. My wife is a U.S. Navy officer with a top secret SCI clearance. It's absurd that I'm on the no-fly list. I would like to know exactly how I can be removed from the no-fly list. Please feel free to email me at work or call.

Thanks,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Honolulu, HI 96813

mailto:[REDACTED] <mailto:[REDACTED]>

[REDACTED] (desk)

[REDACTED] (cell)

b6