

TSA ADHOC Query Results

b6

MsgID: 599561  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/1/2010 7:28:52 PM  
FromDateTime: 1/13/2010 12:42:18 PM  
Flag: R  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
ClosedDateTime: 2/2/2010 3:04:07 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/2/2010 3:03:26 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: FW: TSA Contact Us: Complaints  
MsgBody: For your action... (b) (6) Transportation Security Administration Office of Civil Rights and Liberties, TSA-6  
571-227-1260 From: (b) (6) .com [mailto:antje(b) (6) .com] Sent: Wednesday, January 13, 2010 12:02 PM To:  
Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.ts  
a.gov/contact/Index.shtm -----  
Remote Client (b) (6) Date Time: 1/13/2010 12:01:59 PM -----

Name: (b) (6) Email:  
(b) (6) .com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):  
Comments: I am ALL for safety. BUT, I am very, deeply concerned about you using full body scanners. There is NO amount of  
radiation that is safe. And I do not want myself or anyone in my family to be exposed to any form of unnecessary radiation. Do

## TSA ADHOC Query Results

**you know that by using those scanners YOU will be responsible for the even more dramatic increase of cancer, that will eventually follow because those scanners will contribute to DNA damage?!? Can you live with that guilt? Especially those who travel a lot for business are at high risk. Are you sure you want to make innocent children go through the pain of losing their father or mother because their job requires frequent travel? PLEASE don't do that! It's legalized murder. And that is wrong**

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### TSA ADHOC Query Results

MsgID: 603709  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismanDate: 2/12/2010 1:04:50 PM  
FromDateTime: 2/9/2010 2:40:46 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:  
Airline: (b) (6)  
ClosedDateTime: 2/14/2010 12:12:52 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/14/2010 12:10:59 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

**AdditionalNotes:**

MsgSubject: TSA Contact Us: Passenger and Traveler Information

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----

Remote Client (b) (6) Date

Time: 2/9/2010 2:40:46 PM -----

Inquiry for: International & Foreign Screening Name (b) (6) Email (b) (6)

(b) (6) com Message: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's

## TSA ADHOC Query Results

back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

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TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 603709

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Passenger and Traveler Information <<#439047-560239#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@com>Received: 2/12/10 1:04:50 PM ESTTo: "TSA Contact Center"

b6 TSA ADHOC Query Results

MsgID: 603740  
Subject: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/12/2010 1:05:14 PM  
FromDateTime: 2/9/2010 3:08:56 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:  
Airline:  
ClosedDateTime: 2/15/2010 1:13:28 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 1:11:55 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.cfm>

Remote Client (b) (6) Date

Time: 2/9/2010 3:08:56 PM

Subject: Suggestions Name: (b) (6) Email: (b) (6)

@com Comments: To Whom It May

Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personnel to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future

## TSA ADHOC Query Results

generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

64

bc

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 603740

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439073-560266#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@com>Received: 2/12/10 1:05:13 PM ESTTo: "TSA Contact Center"



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### TSA ADHOC Query Results

MsgID: 603848  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TellsmaDateTime: 2/12/2010 1:06:43 PM  
FromDateTIme: 2/9/2010 5:03:27 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
Incident (b) (6)  
ClosedDateTime: 2/15/2010 1:40:07 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 1:39:50 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.htm> -----  
----- Remote Client: (b) (6) Date  
-----  
----- Subject: Suggestions Name: (b) (6).com Comments: Full body scans will  
unnecessarily expose us to dangerous levels of radiation

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TSA ADHOC Query Results

2/12/2010 (b) (6)

ReplyToID: 603848

ReplyTo: (b) (6) .com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439159-560361#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) .com>Received: 2/12/10 1:06:45 PM ESTTo: "TSA Contact Center"

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## TSA ADHOC Query Results

MsgID: 604058

ClientName: (b) (6)

CustAdd:

EmailAddress: (b) (6)@com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/13/2010 1:50:14 PM

FromDateTime: 2/10/2010 12:13:39 AM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:

Airline: (b) (6)

ClosedDateTime: 2/15/2010 3:32:18 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/15/2010 3:29:05 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

----- Remote Client (b) (6) Date

Time: 2/10/2010 12:13:39 AM -----

----- Subject: Suggestions Name (b) (6) Email (b) (6)@com Comments: I would like to request that TSA conduct a non-radiation search of our persons when requested and to make the testing of full body scanners strictly voluntary. I personally would rather not fly than expose myself to high levels of radiation that are not safe. The radiation machines are specifically not safe for women and children

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TSA ADHOC Query Results

[REDACTED] (b) (6)

ReplyToID: 599551

ReplyTo: [REDACTED]@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: FW: TSA Contact Us: Complaints <<#38072-556286#>>

ReplyBody: Thank you for your email message. We apologize for the delay in responding to you; however, due to recent security-related incidents, there has been an increase in the amount of correspondence we have received. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at www.tsa.gov to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center From: [REDACTED]@com [mailto:[REDACTED]@com]

Sent: Wednesday, January 13, 2010 12:02 PM To: Civilrights, TSASubject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml

Remote Client [REDACTED]

Date Time: 1/13/2010 12:01:59 PM

Name: [REDACTED]

Email: [REDACTED]@com

Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: I am ALL for safety. BUT, I am very, deeply concerned about you using full body scanners. There is NO amount of radiation that is safe. And I do not want myself or anyone in my family to be exposed to any form of unnecessary radiation. Do you know that by using those scanners YOU will be responsible for the even more dramatic increase of cancer, that will eventually follow because those scanners will contribute to DNA damage? Can you live with that guilt? Especially those who travel a lot for business are at high risk. Are you sure you want to make innocent children go through the pain of losing their father or mother because their job requires frequent travel? PLEASE don't do that! It's legalized murder. And that is wrong. ----- TCC Control Number: <<#38072-556286#>>

TSA ADHOC Query Results

MsgID: 604365

From: (b) (6)

CustAdd:

EmailAddress: (b) (6) net

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/13/2010 1:54:28 PM

FromDateTime: 2/10/2010 2:15:30 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

(b) (6)

ClosedDateTime: 2/14/2010 7:30:11 AM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/14/2010 7:29:55 AM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: radiation search

MsgBody: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

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TSA ADHOC Query Results

[REDACTED] (b) (6)

ReplyToID: 604365

ReplyTo: [REDACTED] (b) (6).net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: radiation search <<#439585-560856#>>

ReplyBody: Thank you for your email message. The TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original

bb

TSA ADHOC Query Results

MsgID: 603769

From: (b) (6)

CustAdd:

EmailAddress: (b) (6) .com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/12/2010 1:05:37 PM

FromDate: 2/9/2010 3:38:18 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:

City: (b) (6)

ClosedDateTime: 2/15/2010 1:20:20 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/15/2010 1:19:35 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

----- Remote Client (b) (6) Date

Time: 2/9/2010 3:38:18 PM -----

----- Subject: Suggestions Name (b) (6) Email: (b) (6) .com Comments: I would like to address your intent to use back-scatter X-ray machines for passenger surveillance. Those implementing this near-sighted, and ultimately harmful, agenda have deliberately ignored the outstanding research of Dr. John Gofman, Professor Emeritus of Molecular and Cell Biology, University of California, Berkeley (photo left) showing that THERE IS NO SAFE DOSE OF IONIZED RADIATION. This statement is based on years of serious unbiased research. Ionizing radiation in the X-ray spectrum damages and mutates both chromosomal DNA and structural proteins in human cells. If this damage is not repaired, it can lead to cancer. X-rays also damage the

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## TSA ADHOC Query Results

interior walls of the arteries. These radiation damaged cells are unable to process lipoproteins correctly, resulting in atherosclerotic plaques and mini tumors in the arteries thus stimulating atherosclerosis and heart disease. There are many forms of security screening that could work, in addition to effectively enforcing those systems already in place. In the case of the "Underwear Bomber", the young man's father actually went the embassy in Nigeria and warned them of his son's intentions. In every incident there have been traceable warnings. We have had sufficient evidence. Presently billions of dollars are being spent on technology that makes us less secure, because we are screening people who are not a threat, namely the US population. When we put our energy in one direction, we move it away from another. In this situation, they are rerouting attention away from the actual threats. A variety of security consultants have specifically said that we need to focus on identifying the terrorists and their patterns instead of their tactics, which are always changing. Their suggestion is not to put money into X-ray machines that will have a harmful effect on our population, but rather into an intensive examination of evidence, as has been put forward in each of these bombings. In this way we would have a focus on the actual problem instead of on innocent global and national populations. The security systems in Israel are the best in the world, and they utilize this approach. I demand the right to request that TSA conduct a non-radiation search of our persons. I demand our right to abstain from security procedures that may harm our children. I appreciate your attention to this matter. Best, (b) (6)

bb



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## TSA ADHOC Query Results

ReplyTo: (b) (6)

ReplyToID: 603769

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439097-560292#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.com>Received: 2/12/10 1:05:36 PM ESTTo: "TSA Contact Center"

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TSA ADHOC Query Results

MsgID: 603663  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/12/2010 1:04:14 PM  
FromDateTIme: 2/9/2010 2:14:08 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)  
ClosedDateTime: 2/15/2010 5:07:08 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 5:06:12 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

----- Remote Client (b) (6) Date

Time: 2/9/2010 2:14:08 PM ----- Name (b) (6) Email (b) (6).com Complaints: My Complaint is Not Listed Here  
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases,

## TSA ADHOC Query Results

a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe

b6  
TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 603663

ReplyTo: (b) (6)@tsa.gov

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439013-560200#>>

ReplyBody: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.gov>Received: 2/12/10 1:04:32

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### TSA ADHOC Query Results

MsgID: 603861  
Subject: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 2/12/2010 1:06:54 PM  
FromDate: 2/9/2010 5:22:03 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:  
User: (b) (6)  
ClosedDateTime: 2/15/2010 2:51:26 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 2:50:04 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

**AdditionalNotes:**

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

Remote Client: (b) (6) Date Time:

2/9/2010 5:22:03 PM  
Subject: Suggestions Name: (b) (6) Email: (b) (6) .com Comments: To Whom It May Concern: I am writing to express by concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and

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## TSA ADHOC Query Results

future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

b6

be

TSA ADHOC Query Results

From: (b) (6)  
ReplyToID: 604351

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439169-560372#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 2/12/10 1:06:53 PM ESTTo: "TSA Contact Center"

b6

## TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 604058

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439333-560559#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6)@tsa.com> Received: 2/13/10 1:50:14 PM EST To: "TSA Contact Center"



TSA ADHOC Query Results

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MsgID: 604061  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 2/13/2010 1:50:16 PM  
FromDate: 2/10/2010 12:22:30 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: (b) (6)  
NTCase:  
ClosedDateTime: 2/15/2010 3:34:08 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 3:33:01 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----

Remote Client: (b) (6) Date

Time: 2/10/2010 12:22:30 AM -----

Subject: Suggestions Name: (b) (6) Email: (b) (6)@net

Comments: To Whom It May Concern:

I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The

## TSA ADHOC Query Results

health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

bl

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TSA ADHOC Query Results

From: [REDACTED] (b) (6)

ReplyToID: 604051

ReplyTo: [REDACTED] (b) (6) net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439336-560562#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: [REDACTED] (b) (6) net>Received: 2/13/10 1:50:16 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 604614

Originator: (b) (6)

CustAdd:

EmailAddress: (b) (6) net

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/13/2010 1:58:05 PM

FromDateTime: 2/10/2010 8:13:00 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:

NTUser:

ClosedDateTime: 2/15/2010 4:47:00 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/15/2010 4:46:05 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm>

Remote Client (b) (6) Date

Time: 2/10/2010 8:13:00 PM

Subject: Suggestions Name (b) (6) Email: (b) (6) net Comments: To Whom It May

Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly

## TSA ADHOC Query Results

voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6) Chicago, IL

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blo

## TSA ADHOC Query Results

ReplyTo: (b) (6)

ReplyToID: 604614

ReplyTo: (b) (6) net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439801-561099#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6) net>Received: 2/13/10 1:58:05 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 603698  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 2/12/2010 1:04:42 PM  
FromDate: 2/9/2010 2:34:59 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:  
Number:  
ClosedDateTime: 2/15/2010 5:42:14 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 5:37:23 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: TSA Contact Us: Complaints  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> -----  
----- Remote Client (b) (6) Date Time:

2/9/2010 2:34:59 PM -----  
Name (b) (6) Email (b) (6) com Complaints: My Complaint Is Not Listed Here Flight Info (If applicable. Enter  
Flight#/Airline/Terminal/Airport/Gate/Etc): I am almost 72 years old, white, female, British daughter of missionaries in Haiti,  
and I travel frequently on humanitarian missions to Eastern Europe and elsewhere, and am concerned about the Screening process,  
especially the new radar screening I hear has been introduced since Christmas. I have two or three times been singled out for  
secondary screening (annoying and unnecessary) but I do NOT want to be submitted to extra radiation, as I shall be travelling on  
OVER TWENTY DIFFERENT FLIGHTS in the next few months, and this amount of extra radiation could be a massive onslaught on my

## TSA ADHOC Query Results

health. How can I avoid this? Comments: I am almost 72 years old, white, female, British daughter of missionaries in Haiti, and I travel frequently on humanitarian missions to Eastern Europe and elsewhere, and am concerned about the Screening process, especially the new radar screening I hear has been introduced since Christmas. I have two or three times been singled out for secondary screening (annoying and unnecessary) but I do NOT want to be submitted to extra radiation, as I shall be travelling on over twenty flights in the next few months, and this amount of extra radiation could be a massive onslaught on my health. How can I avoid this?



ble

## TSA ADHOC Query Results

Agent Name: (b) (6)

ReplyToID: 603698

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439037-560229#>>

ReplyBody: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: (b) (6)@tsa.com> Received: 2/12/10 1:05:00 PM

TSA ADHOC Query Results

b6

MsgID: 595227  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime: 1/27/2010 12:04:47 PM  
ProcessedDateTime:  
TalismaDateTime: 1/25/2010 7:02:08 PM  
FromDateTime: 1/25/2010 11:31:56 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE, ISSUE,  
ResolutionSummary: Fwd to Appropriate Office Response  
ResolutionSummary\_Extended: Fwd to Appropriate Office Response,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
City: (b) (6)  
ClosedDateTime: 2/5/2010 7:06:50 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/27/2010 12:03:59 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: Re: complaint

MsgBody: TSA I am SAD (Shocked, Appalled and Disappointed ) about your reply, which I finally received after getting help from the Miami Herald Action Line. Not only was my original request ignored, you now want me to fill out a 4 page document with numerous enclosures and other restrictions. Finally you have not replied to my main concern, which is that the new full body scanners maybe harmful to passengers like me, who either wear hearing aids, pace- makers, or other sensitive instruments. I suggested that at least a warning sign is posted near the body scanners, to warn people of the possible danger. I look forward to your further comments on this subject. Sincerely (b) (6) --- On Thu, 1/21/10, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> Subject Re: complaint <<#423319-550165#>> To: (b) (6) .com Date: Thursday, January 21, 2010, 1:48 PM Thank you for your e-mail concerning your travel experience. Enhanced security measures require that all checked baggage undergo some form of screening

## TSA ADHOC Query Results

for prohibited items. Physical search of the luggage is required to clear every alarm. Transportation Security Administration (TSA) screeners should exercise great care during the screening process to ensure that passengers' belongings are returned and not damaged when a bag needs to be opened. We regret if these high standards were not met. 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, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints. TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage. To protect your rights under federal law and to file a valid claim, you must send your claim in writing to TSA, stating the circumstances of the loss and the exact amount you are claiming (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after your claim accrued. The claim must be signed by you or your authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). To file a claim, fill out the attached Standard Form 95 (claim form) in accordance with the instructions, and return it to the address in box #1. Please be sure to follow the instructions carefully, and to fill out the claim form completely. While use of the form is not mandatory, it will help you ensure that you meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Once the Claims Management Office has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim. TSA will try to resolve your claim as quickly as possible, but it may need time to make a further investigation of the facts. If TSA denies your claim, or has not finally resolved it within 6 months after you have filed it, you may have a right to bring your claim to court. You can also access claim forms online at the TSA's Claims Management Office's website at [www.tsa.gov/travelers/customer/claims/index.shtm](http://www.tsa.gov/travelers/customer/claims/index.shtm). This website also has information related to filing a claim, checking the status of a claim, and other claim-related issues. You can also access this website by clicking on the Claims Management Office link in the "Resource Center" on TSA's homepage at [www.tsa.gov](http://www.tsa.gov) <<http://www.tsa.gov/>> . If you have additional questions related to the claims process, please contact the Claims Management Office at [tsaclaimsoffice@dhs.gov](mailto:tsaclaimsoffice@dhs.gov) (b) (6) compose?to=tsaclaimsoffice@dhs.gov> . TSA Contact Center --- Original Message --- From: (b) (6) (b) (6) com> Received: 1/21/10 11:44:19 AM EST To: "TSA Contact Center" <[TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)> Subject: complaint Att: Ms Gale Rossides. I have emailed the complaint below to the TSA customer service and also to your local office here in Miami. I still am waiting for a reply. I hope I will get one from you. Sincerely, (b) (6) TSA I am 87 years old, am handicapped with an artificial knee replacement and must wear hearing aids. On Dec 21, I flew Continental to the Bahamas . At the TSA inspection, after removing my shoes, I had to pass like always the metal screening gate, which of course whistled because of my metal knee. In the past I was then always screened manually. This time however, the TSA inspector ordered me in the full body scanner, which I had never experienced before. After standing sideways and frontal, I could exit the scanner and was further screened manually. I noticed however immediately that I was completely deaf. My special LYRIC hearing aid is not removable, except with special tools to replace it by an audiologist for a new one. Moreover: once removed it can no longer be used or re-inserted. My vacation was of course ruined and upon my return one week later, I had to go to the hearing aid Dr to remove the damaged one and get a new hearing aid inserted. I request hereby a refund of the \$ 500 cost of the hearing aid, since the TSA agent should have warned me of the possibility of damage to special hearing aids I also suggest that a clear sign is shown warning passengers of this danger, which even may effect heart pace makers. I expect your early reply and financial compensation. Sincerely, (b) (6) (b) (6) ----- TCC Control Number: ----- <<#423319-550165#>>

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TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 595227

ReplyTo: TSAArchives@tsacc.sysintegration.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: complaint <<#423319-550165#>>

ReplyBody: Thank you for your email message. Please accept our appreciation for you taking the time to share this information with us. Your email has been forwarded to the appropriate office for action as required. Your help and support are important contributions to ensuring the safety and security of the Nation's security. We encourage you to check the latest information at [www.tsa.gov](http://www.tsa.gov). TSA Contact Center ---

Original Message ---From: (b) (6) <(b) (6)> <(b) (6)>@tsa.dhs.gov> Received: 1/25/10 7:01:38 PM EST To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> CC: "actionline miamiherald.com" <actionline@miamiherald.com> Subject: Re: complaint TSA I am SAD (Sh Appalled and Disappointed ) about your reply, which I finally received after getting help from the Miami Herald Action Line. Not only was my original request ignored, you now want me to fill out a 4 page document with numerous enclosures and other restrictions. Finally you have not replied to my main concern, which is that the new full body scanners maybe harmful to passengers like me, who either wear hearing aids, pace- makers, or other sensitive instruments. I suggested that at least a warning sign is posted near the body scanners, to warn people of the possible danger. I look forward to your further comments on this subject. Sincerely (b) (6)

<?xml:namespace prefix = st1 ns = "urn:schemas-microsoft-com:office:smarttags" /> (b) (6) --- On Thu, 1/21/10  
TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: From: From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> Subject: Re: complaint <<#423319-550165#>> To: (b) (6) <(b) (6)>@tsa.dhs.gov Date: Thursday, January 21, 2010, 1:48 PM #yiv1501137091 Thank you for your e-mail your travel experience. Enhanced security measures require that all checked baggage undergo some form of screening for prohibited items. Physical search of the luggage is required to clear every alarm. Transportation Security Administration (TSA) screeners should exercise great care during the screening process to ensure that passengers' belongings are returned and not damaged when a bag needs to be opened. We regret if these high standards were not met. 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, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints. TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage. To protect your rights under federal law and to file a valid claim, you must send your claim in writing to TSA, stating the circumstances of the loss and the exact amount you are claiming (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after your claim accrued. The claim must be signed by you or your authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). To file a claim, fill out the attached Standard Form 95 (claim form) in accordance with the instructions, and return it to the address in box #1. Please be sure to follow the instructions carefully, and to fill out the claim form completely. While use of the form is not mandatory, it will help you ensure that you meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Once the Claims Management Office has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim. TSA will try to resolve your claim as quickly as possible, but it may need time to make a further investigation of the facts. If TSA denies your claim, or has not finally resolved it within 6 months after you have filed it, you may have a right to bring your claim to court. You can also access claim forms online at the TSA's Claims Management Office's website at [www.tsa.gov/travelers/customer/claims/index.shtm](http://www.tsa.gov/travelers/customer/claims/index.shtm). This website also has information related to filing a claim, checking the status of a claim, and other claim-related issues. You can also access this website by clicking on the Claims Management Office link in the "Resource Center" on TSA's homepage at [www.tsa.gov](http://www.tsa.gov). If you have additional questions related to the claims process, please contact the Claims Management Office at [tsaclaimsoffice@dhs.gov](mailto:tsaclaimsoffice@dhs.gov). TSA Contact Center --- Original Message --- From: (b) (6)

b6

TSA ADHOC Query Results

MsgID: 597372  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/28/2010 4:15:22 PM  
FromDateTime: 1/7/2010 10:43:44 AM  
Flag: R  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: ORD  
NTUser: (b) (6)  
ClosedDateTime: 1/28/2010 6:34:55 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: ORD Chicago, IL, USA - O'hare International Airport,  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/28/2010 6:29:32 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: FW: TSA Contact Us: Complaints  
MsgBody: Forwarded to TCC for appropriate handling. Evelyn Webb Technology and Business Integration Office of Civil Rights and Liberties DHS/TSA From: (b) (6) com [mailto:(b) (6) com] Sent: Tuesday, December 29, 2009 11:42 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

----- Remote Client (b) (6) Date Time: 12/29/2009 11:41:33 PM -----  
----- Name: (b) (6) -----

(b) (6) com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):  
Comments: Your use of full body scans, soon to be installed at my local O'Hare airport, is absolutely absurd. Purposely exposing travelers to radiation, no matter how small, is an extremely sad example of the TSA's complete lack of consideration. If I am

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## TSA ADHOC Query Results

forced to go through one of these machines, I will choose to turn around and lose my money on the tickets I purchased. Besides the obvious civil rights violation, TSA's willingness to expose children and pregnant women to radiation is appalling. Frequent flyers, however, are the ones who will really pay the price. Does flying now equal cancer? I realize that flying itself exposes a person to radiation, but do we need to add to this "In the name of safety"? I have an idea, how about listening to your tipoffs? The recent Christmas bombing attempt clearly shows you FAILED to do your job. Even if every US airport had these scanners, this still would not have stopped this attempt because HE DIDN'T BOARD IN THE US

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bb

TSA ADHOC Query Results

MsgID: 603715  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/12/2010 1:04:55 PM  
FromDate: 2/9/2010 2:45:20 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE, ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:  
City: (b) (6)  
ClosedDateTime: 2/15/2010 12:24:14 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 11:52:40 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: TSA Contact Us: Compliments or Suggestions  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>  
----- Remote Client (b) (6) Date

Time: 2/9/2010 2:45:20 PM -----  
Subject: Suggestions Name (b) (6) Email: (b) (6) .org Comments: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our

## TSA ADHOC Query Results

population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

bl



b6

TSA ADHOC Query Results

SenderName: (b) (6)

ReplyToID: 603715

ReplyTo: (b) (6)

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439053-560245#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) .org>Received: 2/12/10 1:04:54 PM ESTTo: "TSA Contact Center"

TSA ADHOC Query Results

b6

MsgID: 601485  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 2/4/2010 7:58:42 PM  
FromDateTime: 2/4/2010 6:34:33 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 2/9/2010 12:30:19 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/9/2010 12:28:21 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

Time: 2/4/2010 6:34:33 PM -----

Remote Client: (b) (6) Date

----- Subject: Suggestions Name: (b) (6) Email: (b) (6).com Comments: the full body scanners that are some airports, and many more are on the way,, besides these machines violating our rights, they are harmful to the people that go in them and the people operating them,, you will get cancer, and it damages your DNA,,, you need to do independent studies on your own to confirm this,, I WILL NOT GO THROUGH ONE THAT MEANS I WILL NOT FLY I WILL TURN AROUND AND GO HOME IF IM FORCED TO THROUGH ONE,,, these machines are 10,000 times worse than sticking your head in a microwave and you would not do that, your job is to protect your workers and citizens, well here you go

b6

TSA ADHOC Query Results

From: (b) (6)  
ReplyTo: 601485  
ReplyTo: (b) (6) com  
ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#437167-558105#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) com>Received: 2/4/10 7:58:40 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 603732  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/12/2010 1:05:08 PM  
FromDate: 2/9/2010 2:58:22 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: JFK  
User: (b) (6)  
ClosedDateTime: 2/15/2010 12:28:11 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 12:25:19 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

Airport\_Extended: JFK New York, NY, USA - John F Kennedy Intl Airport, LAX Los Angeles, CA, USA - Los Angeles Intl Airport, MCO Orlando, FL, USA - Orlando International Airport,  
Airline\_Extended:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----  
Remote Client (b) (6) Date Time:

2/9/2010 2:58:22 PM -----  
Subject: Suggestions Name (b) (6) Email: (b) (6).net Comments: I saw in the news about your plans for X-ray machines, being field tested at JFK, LAX, and Orlando. Please, Please, Please! Think about the consequences! These machines penetrate a few centimeters into the skin and reflect back out a naked body image. Implementing this equipment will be deliberately ignored the outstanding research of Dr. John Gofman, Professor Emeritus of Molecular and Cell Biology, University of California, Berkeley showing that THERE IS NO SAFE DOSE OF IONIZED RADIATION. This statement is based on years of serious unbiased research. Ionizing radiation in the X-ray spectrum damages and mutates both chromosomal DNA and structural proteins in

## TSA ADHOC Query Results

human cells. If this damage is not repaired, it can lead to cancer. X-rays also damage the interior walls of the arteries. The risks of women dying from the radiation from these machines far outweigh the risk of death caused by a terrorist high-jacking airplanes. There are many forms of security screening that could work, in addition to effectively enforcing those systems already in place. In this particular case, the young man's father actually went the embassy in Nigeria and warned them of his son's intentions. In every incident there have been traceable warnings. When we put our energy in one direction, we move it away from another. In this situation, they are rerouting attention away from the actual threats. A variety of security consultants have specifically said that we need to focus on identifying the terrorists and their patterns instead of their tactics, which are always changing. Their suggestion is not to put money into X-ray machines that will have a dangerous effect on our population, but rather into an intensive examination of evidence, as has been put forward in each of these bombings. Please listen to your hearts; we can't repeat the same mistakes, such the one with tobacco, for years saying it was safe and 40 years later... all deaths cause for it. Pay attention how Israel deals with a similar problem. I really appreciate your attention

b6

TSA ADHOC Query Results

ReplyTo: (b) (6)

ReplyToID: 603732

ReplyTo: (b) (6) net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439066-560259#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) net>Received: 2/12/10 1:05:08 PM ESTTo: "TSA Contact Center"

bb

TSA ADHOC Query Results

MsgID: 604025  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 2/12/2010 1:09:02 PM  
FromDateTime: 2/9/2010 10:37:38 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)  
Airline:  
ClosedDateTime: 2/16/2010 11:44:25 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 11:44:07 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

----- Remote Client (b) (6) Date

Time: 2/9/2010 10:37:38 PM  
----- Name (b) (6) Email (b) (6).com  
Complaints: My Complaint is Not Listed Here Flight  
Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): none Comments: I demand the right to request that TSA  
conduct a non-radiation search of our persons. THERE IS NO SAFE DOSE OF IONIZED RADIATION! Please dont force me to do this! I  
will let u search me fine but not kill me with this tech. thanks

b6  
TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 604025

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439305-560527#>>

ReplyBody: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: (b) (6)@tsa.com> Received: 2/12/10 1:09:05 PM ESTTo:



b6

### TSA ADHOC Query Results

MsgID: 605019  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/15/2010 11:34:57 AM  
FromDateTime: 2/11/2010 3:44:35 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 2/16/2010 4:18:39 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 4:18:10 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

**AdditionalNotes:**

MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> -----

----- Remote Client (b) (6) Date  
Time: 2/11/2010 3:44:35 PM -----

----- Security IssuesAll Other Security Issues Name: (b) (6) Email: (b) (6) .com

Message: It is being discussed in the medical world that the proposed radiation form of scanning passengers is potentially very detrimental to our health. Can't we just copy whatever it is that Israel does? They seem to do security so well. Next time I fly I will make sure that I am not scanned with radiation but will request some other form of scanning. (b) (6)

b6

bl

TSA ADHOC Query Results

Agent: [REDACTED]

ReplyToID: 605019

ReplyTo: (b) (6) .com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Security Issues <<#440150-561498#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) .com>Received: 2/15/10 11:35:01 AM ESTTo: "TSA Contact Center"

b6

### TSA ADHOC Query Results

MsgID: 605141  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/15/2010 11:36:38 AM  
FromDate: 2/11/2010 8:03:08 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 2/16/2010 4:27:19 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 4:26:26 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: TSA Contact Us: Complaints  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----  
----- Remote Client (b) (6) Date  
Time: 2/11/2010 8:03:08 PM -----  
----- Name: (b) (6) Email: (b) (6).com Complaints: Inappropriate Screening/Pat Down  
Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: Radiation is dangerous and  
high amounts should not be used on the body as it can lead to cancer (just like the mammograms)

b6 TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 605141

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#440258-561619#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 2/15/10 11:36:37 AM ESTTo: "TSA Contact Center"

ble

TSA ADHOC Query Results

MsgID: 605034

CustName: (b) (6)

CustAdd:

EmailAddress: (b) (6).com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/15/2010 11:35:10 AM

FromDateTime: 2/11/2010 4:17:28 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: (b) (6)

ClosedDateTime: 2/16/2010 6:36:21 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/16/2010 6:35:21 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

Remote Client: (b) (6) Date Time:

2/11/2010 4:17:28 PM -----

----- Subject: Suggestions Name: (b) (6) Email: (b) (6).com Comments: It seems to me this high level of radiation scanning at airports is harmful to women

blb

## TSA ADHOC Query Results

AgentName: (b) (6)  
ReplyToID: 605034  
ReplyTo: (b) (6) .com  
ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#440164-561513#>>

ReplyBody: 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 reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message ---From: (b) (6) .com> Received: 2/15/10 11:35:10 AM ESTTo:

## TSA ADHOC Query Results

MsgID: 300151887920100402  
CustName: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: (b) (6)  
Fax:

b6

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 4/2/2010 10:31:03 AM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller reported that his sons retainer shifted during descent into RSW which he believes was caused by the Whole Body Imaging Machine.

ResolutionSummary: Advised caller that a message will be forwarded to the CSM and advised caller that he has the option to choose a pat down inspection.

ResolutionSummary\_Extended: Advised caller that a message will be forwarded to the CSM and advised caller that he has the option to choose a pat down inspection.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: IND  
NTUser: (b) (6)  
ClosedDateTime: 4/2/2010 10:46:24 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
CSM\_Flight: 1154  
CSM\_Terminal\_Gate: B17

Airline: AirTran Airways  
Incident\_Date: 4/2/2010 10:00:00 AM  
Contact\_Date: 4/2/2010 10:31:03 AM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: 16514546835  
CSM\_Baggage\_Carryon\_Or\_Checked: NOT APPLICABLE  
CSM\_Baggage\_Tag\_Number: Not Applicable

CSM\_Check\_In\_Incident\_Date\_Time: 4/2/2010 10:00:00 AM

CSM\_Description: (b) (6) stated that his son has retainers and they shifted when descending into RSW. Caller stated that he believes it was due to the whole body imaging machine. (b) (6) stated that he has two other children who have the same retainers however they did not pass through the whole body imaging machine. Caller was advised that a message will be forwarded to the CSM for review. (b) (6) stated that on another occasion his wife had a headache for appx. two days after passing through.

Return\_Comment:

Airport\_Extended: IND Indianapolis, IN, USA - Indianapolis International Airport,

Airline\_Extended: AirTran Airways,

AdditionalNotes: (b) (6) stated that his son has retainers and they shifted when descending into RSW. Caller stated that he believes it was due to the whole body imaging machine. (b) (6) stated that he has two other children who have the same retainers however they did not pass through the whole body imaging machine and did not have that experience. Caller was advised that a message will be forwarded to the CSM for review. (b) (6) stated that on another occasion his wife had a headache for appx. two days after passing through the body imaging machine as well.

MsgSubject:  
MsgBody:

b6

## TSA ADHOC Query Results

MsgID: 300130915420100225  
CustName: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: (b) (6)  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalsmaDateTime: 2/25/2010 12:13:06 PM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller has concerns about Whole Body Imaging, Millimeter wave or Backscatter technology. Caller says reports say the machine are dangerous and he does not want to go through device.

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

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

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 2/25/2010 12:14:45 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/25/2010 12:13:06 PM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: (b) (6)

b6

AdditionalNotes:  
MsgSubject:  
MsgBody:



b6

TSA ADHOC Query Results

MsgID: 601627  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/5/2010 6:51:02 AM  
FromDateTime: 2/5/2010 12:03:10 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
City: (b) (6)  
ClosedDateTime: 2/5/2010 4:27:48 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Inccdent\_Date:  
Contact\_Date: 2/5/2010 4:26:56 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Website Feedback

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

Remote Client (b) (6) Date

Time: 2/5/2010 12:03:10 AM -----

Name (b) (6) Email (b) (6)@com Comments: To whom it may concern: I am writing to express my deep concern of the TSA full body scanners. Using these is an extreme invasion of privacy. I do not wish to travel at all if I will have to endure such humiliation as a virtual strip search. I am shocked and horrified at the idea of being subjected to such an ordeal. Thank you for your time. Sincerely (b) (6)

b6

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 601627

ReplyTo: (b) (6)@tsa.gov

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Website Feedback <<#437280-558236#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.gov> Received: 2/5/10 6:51:02 AM ESTTo: "TSA Contact Center"

66

## TSA ADHOC Query Results

MsgID: 596374

CustomerID: (b) (6)

CustAdd:

EmailAddress: (b) (6)

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/27/2010 12:50:30 PM

FromDateTime: 1/26/2010 10:42:22 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: No Response Needed

ResolutionSummary\_Extended: No Response Needed,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, No Response Needed (Email Only),

Airport:

Airline: (b) (6)

ClosedDateTime: 1/28/2010 4:52:11 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 1/28/2010 4:50:21 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Airport Scans

MsgBody: I want you to know that I am thoroughly disgusted at your latest plans to use full-body scanning equipment on all passengers. This is a full invasion of privacy, which our family does not agree with.

bb

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 596374

ReplyTo: TSAArchives@tsacc.sysintegration.com

ReplyCC:

ReplyBCC:

Attachments:

ReplySubject: Re: Airport Scans <<#433129-553343#>>

ReplyBody: --- Original Message ---From: (b) (6) com>Received: 1/27/10 12:50:29 PM ESTTo: "TSA Contact Center"

TSA ADHOC Query Results

b6

MsgID: 596839  
CustomerID: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/27/2010 7:17:14 PM  
FromDateTime: 1/27/2010 3:38:50 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
City: (b) (6)  
ClosedDateTime: 1/28/2010 5:22:48 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/28/2010 5:22:06 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: NO on full-body imaging  
MsgBody: NO on full-body imaging as part of airport security. Not only is this unnecessary, it is an unwarranted and unconstitutional invasion of privacy, and it would create a legal version of pornography as TSA official could gawk at us through our clothing. What has kept our airlines safe is action by individuals, not the government. (b)

66

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 596839

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: NO on full-body imaging <<#433501-553773#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 1/27/10 7:17:12 PM ESTTo: "TSA Contact Center"

**TSA ADHOC Query Results**

ksle

MsgID: 595964  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/26/2010 7:24:09 PM  
FromDate: 1/26/2010 10:08:23 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
ClosedDateTime: 1/27/2010 4:29:27 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/27/2010 4:29:13 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

**AdditionalNotes:**

MsgSubject: Body scanners  
MsgBody: Dear TSA, I am writing to let you know my strong opposition to wholesale use of 'full body scanner' technology to screen all airline passengers. While it may seem to some like a good idea, the longer view is that this is a major invasion of personal privacy as prohibited by the Fourth amendment: "The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches shall not be violated, ... but upon probable cause..." It is wrongheaded to assume "probable cause" for 99.9% of citizens. If the TSA can establish probable cause for an individual - and there are plenty of ways to do this without TSA agents viewing a person's naked body - then issuance of a warrant for use of the scanner by a suitably high official and conducting the search in a private area is justified. If TSA deploys the scanners widely and uses them indiscriminately, I intend to avoid using commercial airlines for travel. I am sure many other citizens will do the same. I believe this will have a notable financial impact on the airlines which support the existence of the TSA. Find a better way to

TSA ADHOC Query Results

do a better job of securing aircraft. Sincerely, (b) (6)

bc



66  
TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 595964

ReplyTo: (b) (6)

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Body scanners <<#432794-552969#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@net>Received: 1/26/10 7:24:05 PM ESTTo: "TSA Contact Center"

1  
06

## TSA ADHOC Query Results

MsgID: 595080

Customer: (b) (6)

CustAdd:

EmailAddress: (b) (6) com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TallismaDateTime: 1/25/2010 12:19:56 PM

FromDateTime: 1/24/2010 4:48:08 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

Airline: (b) (6)

ClosedDateTime: 1/27/2010 11:21:05 AM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 1/27/2010 11:19:14 AM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Constitutional right

MsgBody: To the decision-makers at TSA Involuntary full body scanning infringes on my Constitutional right to privacy. Adopting the policy will restrict my freedom--as I will no longer fly. Beyond that, I don't for a moment believe that full body scanning will accomplish it's purported aim--to catch terrorists attempting to blow us up en route. Certainly the scanning system we have in place so far has not stopped a bomb carrying terrorist. Nor has it--as individuals all across the country have demonstrated time and time again--stopped us from carrying forbidden items in our luggage and on our persons. Do not adopt full body scanning. Sincerely, (b) (6)

b6

TSA ADHOC Query Results

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

ReplyToID: 595080

ReplyTo: [REDACTED] (b) (6) .com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Constitutional right <<#432049-552132#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: [REDACTED] (b) (6) [REDACTED] (b) (6) .com> Received: 1/25/10 12:20:02 PM EST To: "TSA

b6

TSA ADHOC Query Results

MsgID: 593614  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallmaDateTime: 1/21/2010 7:43:42 PM  
FromDate: 1/21/2010 6:58:58 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/24/2010 2:54:40 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/24/2010 2:53:15 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

----- Remote Client: (b) (6) Date Time:

1/21/2010 6:58:58 PM -----

Name: (b) (6) Email: (b) (6) .com Complaints: My Complaint Is Not Listed Here Flight Info  
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: I object to the use of full body scanners to be used  
in airports/public buildings. These devices are a blatant violation of my privacy and as an american citizen I will refuse to  
fly or enter buildings with such devices. It is a health concern as well as these machines use harmful radiation that could  
cause cancer particularly in frequent users. Just because one crazy man was trying to blow his junk to hell doesn't mean that we  
all are. Please recognize that this is one more inconvenience with no perceptible security increase

lol

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 593614

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#430888-550788#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 1/21/10 7:43:42 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 593397  
CustomerName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/21/2010 7:41:03 PM  
FromDateTime: 1/21/2010 2:29:38 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
User: (b) (6)  
ClosedDateTime: 1/24/2010 11:53:28 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/24/2010 11:52:55 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: Response to full body scans in airports  
MsgBody: To the Office of Civil Rights, I can't believe you are advocating full body scans on airline passengers. This is an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. Shame on you, to cover your own ineffectiveness at keeping us safe you want to strip American citizens of their right to privacy and liberty. The terrorists will continue to circumvent any of your freedom-crushing "security" measures. Stringent profiling would be a lot more efficacious in identifying terrorists than wandering or scanning this body of a Third Generation Californian grandmother! This latest move of body scanning will not keep us safe but will take away more of our Constitutionally granted rights. No, no, no to full body scans; TSA has already made it enough of a nightmare to fly an airliner. (b) (6)

b6

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 593397

ReplyTo: (b) (6) net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Response to full body scans in airports <<#430732-550614#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) net>Received: 1/21/10 7:41:03 PM ESTTo: "TSA Contact

TSA ADHOC Query Results

MsgID: 591844  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@.com  
Telephone:  
Fax:

b6

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 1/19/2010 7:48:56 PM  
FromDateTime: 1/19/2010 12:50:18 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/22/2010 2:48:28 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/22/2010 2:48:17 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: To Whom It May Concern, I am writing to you to express my disgust over your latest plan to invade our privacy and erode our freedoms by implementing full body scans. This practice is a total assault against our freedom as Americans and I will support any legislation that strikes down this technology. Sincerely, (b) (6)

b6



b6 TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 591844

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: Full body scans <<#429433-549132#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 1/19/10 7:48:55 PM ESTTo: "TSA Contact

bb

## TSA ADHOC Query Results

MsgID: 602291

(b) (6)

CustAdd:

EmailAddress: (b) (6) .com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/9/2010 1:13:04 PM

FromDateTime: 2/6/2010 2:39:31 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

(b) (6)

ClosedDateTime: 2/12/2010 7:47:27 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/12/2010 7:47:05 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full-body scans

MsgBody: To whom it may concern, I am writing this email to express my disgust that an institution such as the TSA, which was created to PROTECT the innocent, would now be considering including such an invasive and disrespectful thing as full-body scans as a part of airport security. No matter how you look at it there is no way that anyone could truly justify such a thing. The pathetic excuses that some have used in an attempt to soothe any concerns that the general populace have about their bodies being put on display and on record "just in case" only prove that there are some that are willing to sacrifice their integrity and the dignity of all Americans, past, present and future, in their sneaky attempts to exert more control and gain more power. It is disgraceful. I am proud of my American heritage because it guaranteed that I would be accorded the respect and dignity I deserve as a human being. Today, I am ashamed that a part of my American heritage could now include the revolting use of full-body scans and all that entails on civilians, without their knowledge or consent, in the name of "security" and "safety,"

## TSA ADHOC Query Results

during peacetime-not that even a war could truly justify such a thing,-and with the encouragement of the TSA. I have nothing to hide, but I have things to protect. I refuse to silently stand by while the rights and dignity of my fellow human beings are being infringed upon. If I did nothing, I could no longer walk with my head held high. It is the duty of all to protect those around them from any form of harm. Do not misuse the power entrusted to you. After all, your rights end when they infringe upon the rights of others. Sincerely, (b) (6) Loyal American

bl

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TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 602291

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: full-body scans <<#437831-558870#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6)@tsa.com> Received: 2/9/10 1:12:56 PM EST To: "TSA Contact

ble

TSA ADHOC Query Results

MsgID: 600628  
(b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/3/2010 7:25:35 PM  
FromDate: 2/3/2010 1:45:45 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: IND  
(b) (6)  
ClosedDateTime: 2/9/2010 5:02:36 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: IND Indianapolis, IN, USA - Indianapolis International Airport,  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/9/2010 5:01:44 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

Remote Client (b) (6) Date

Time: 2/3/2010 1:45:45 PM -----

Name (b) (6) Email (b) (6) .com Complaints:Inappropriate Screening/Pat Down  
Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:I am writing to you concerned  
about the recent implementation of full body scanners at the Indianapolis International Airport. I understand that the  
Transportation Safety Administration feels this new level of security outweighs my rights to privacy, I disagree. While national  
security is one of the most important issues in modern America, it does not trump the rights of personal privacy that the  
Framers of the Constitution established. It is my understanding that the scanners create an image of a person as if they were

## TSA ADHOC Query Results

wearing nothing. I am not comfortable with a stranger, even an airport security officer, looking at what is essentially a nude photograph of my body. I feel that this would be no different than a "peeping Tom" taking nude photos of an unsuspecting person; which is clearly morally and legally wrong. The government should find an alternative way to protect citizens without invading privacy. There are already metal detectors, trace portal machines, I have to take my shoes off and remove my computer from the case; how many other hoops do I have to jump through before I can get on a plane? Independent studies of the full-body machines are disturbing. Despite the claims of the TSA, the images are not completely secured, and can be extracted from the machine. This gives an agent the ability to save the images. I wouldn't go around handing out nude photos of myself, why would I allow myself to be put through this? However if these scanners are not removed there still remain several questions. Whose is qualified to view the images? Who has to go through the scanners? Will children have to be scanned? What if I refuse to be scanned, will I still be able to fly? Are there any alternatives? Finally I would like to remind you of a quote by Benjamin Franklin, "They who can give up essential liberty to obtain a little temporary safety, deserve neither liberty nor safety." Is this temporary security worth my individual freedom?

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## TSA ADHOC Query Results

(b) (6)

ReplyToID: 600628

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#436487-557303#>>

ReplyBody: 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 reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: (b) (6)@tsa.com Received: 2/3/10 7:25:3

b6

TSA ADHOC Query Results

MsgID: 599557  
(b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/1/2010 7:28:49 PM  
FromDate: 1/14/2010 10:21:52 AM  
Flag: R  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Airline- Check In/Regulations, Airport-  
Operations/Layout/Contact, Allowance of Acceptable Items- Food/Beverages, Voluntarily Abandoned Property- Retrieving  
Abandoned/Confiscated Items ,

Airport: (b) (6)  
ClosedDateTime: 2/2/2010 1:54:53 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/2/2010 1:54:12 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: FW: TSA Contact Us: Complaints  
MsgBody: Forwarded to TCC for appropriate handling. Thank you, Evelyn Webb Technology and Business Integration Office of Civil  
Rights and Liberties DHS/TSA From: (b) (6) .com [mailto:(b) (6) .com] Sent: Wednesday, January 13,  
2010 8:42 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM  
http://www.tsa.gov/contact/index.shtm

----- Remote Client (b) (6) Date Time: 1/13/2010 8:41:50 PM -----

Name: (b) (6)

Email: (b) (6) .com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Body scanners in any airport. Comments: Even if 98% of the people don't mind being naked in front of strangers, I do. I see this as a big civil rights violation. I can live with things like taking away drinking water however



## TSA ADHOC Query Results

there is no way I will fly if one has to be violated to do so. And I believe this will lead to other issues such as a screener keeping pictures of someone they are attracted to or pictures of not so attractive people they want to make fun of. And the possibility of pedophiles exist. I would want there to be some way for the public to know in advance what airports might have these body scanners so one does not waste money on a ticket. I will want to go to the west coast next summer and will need to allow for more time to drive rather than be violated

TSA ADHOC Query Results

b6

(b) (6)

ReplyToID: 539557

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: FW: TSA Contact Us: Complaints <<#38072-556282#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at www.tsa.gov to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center

From: (b) (6)@tsa.com [mailto:(b) (6)@tsa.com] Sent: Wednesday, January 13, 2010 8:42 PM To: Civilrights, TSA

Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml

-----Remote Client

(b) (6)

Date Time: 1/13/2010 8:41:50 PM

(b) (6)

Name:

Email: (b) (6)@tsa.com

Complaints: Civil Rights

Flight Info (If applicable).

Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Body scanners in any airport.

Comments:

Even if 98% of

the people don't mind being naked in front of strangers, I do. I see this as a big civil rights violation. I can live with things like taking away drinking water however there is no way I will fly if one has to be violated to do so. And I believe this will lead to other issues such as a screener keeping pictures of someone they are attracted to or pictures of not so attractive people they want to make fun of. And the possibility of pedophiles exist. I would want there to be some way for the public to know in advance what airports might have these body scanners so one does not waste money on a ticket. I will want to go to the west coast next summer and will need to allow for more time to drive rather than be violated. ----- TCC Control Number:

-----<<#38072-556282#>>

66

TSA ADHOC Query Results

MsgID: 601543  
[REDACTED] (b) (6)  
CustAdd:  
EmailAddress: [REDACTED]@com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/5/2010 6:49:53 AM  
FromDate: 2/4/2010 8:28:14 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
[REDACTED] (b) (6)  
ClosedDateTime: 2/5/2010 4:32:11 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/5/2010 4:31:50 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: Body Scan machine  
MsgBody: This is ridiculous and undoubtedly the most disgusting idea yet. How many individuals have actually been caught by the TSA before they got on planes in attempts to either hi-jack or blow them up? Zero, I believe. In any event, this is a broad, direct and unconscionable act of invasion of privacy. In addition to all this, there really has never, ever been a clear finding as to the cause of 9/11 and all the various anomalies relative to its occurrence. Thus, with an aftermath of knee-jerk reaction, the government is going to keep us safe from each and every one of us! That grandmother, over there... that soldier returning from theater... and that business person with a suspicious attache case. Lions, and Tigers and Bears, Oh MY!!!! This is not a service to the safety of this nation any more than information received from water-boarded prisoners is reliable. NO to the scanning machines. NO, NO, NO, NO, NO!

b6

TSA ADHOC Query Results

(b) (6)

ReplyToID: 6011-23

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Body Scan machine <<#437214-558159#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact

Center --- Original Message --- From: (b) (6)@com> Received: 2/5/10 6:49:53 AM EST To: "TSA Contact Center"

## TSA ADHOC Query Results

MsgID: 601334

CustAdd: (b) (6)

EmailAddress: (b) (6)

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/4/2010 7:56:34 PM

FromDate: 2/4/2010 2:07:18 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

Airline: (b) (6)

ClosedDateTime: 2/5/2010 4:31:25 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/5/2010 4:31:03 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: no full body scans

MsgBody: To whom it may concern, I find the idea of full body scans to be going too far in invading the privacy of American citizens. Flying on a plane is not a criminal act, and should not be treated as such. The only offense I have committed is failing to be a congressman or have diplomatic immunity, and failing to be rich enough to own a personal jet. These offenses do not make me worthy of being treated like a criminal, just to fly from one city to another. (b) (6)

(b) (6)

b6

TSA ADHOC Query Results

[REDACTED] (b) (6)

ReplyToID: 601334

ReplyTo: [REDACTED] (b) (6)

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: no full body scans <<#437049-557972#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact

Center --- Original Message --- From: [REDACTED] (b) (6) Received: 2/4/10 7:56:34 PM EST To: "TSA

## TSA ADHOC Query Results

thought of them leering at my image is so repulsive to me that it will effectively deter me from flying in or out of airports that have installed those machines. I assume you will be using my tax dollars and fees I pay for every flight to purchase the machines that perpetrate this violation? There is no doubt in my mind that some TSA employees will abuse this technology, because TSA does not screen its employees nearly as thoroughly as us passengers! (b) (6)

b6

TSA ADHOC Query Results

MsgID: 597364  
[Redacted] (b) (6)  
CustAdd:  
EmailAddress: [Redacted] (b) (6)  
Telephone:  
Fax:

b6

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/28/2010 4:15:16 PM  
FromDate: 1/6/2010 11:21:29 AM  
Flag: R  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
[Redacted] (b) (6)  
ClosedDateTime: 1/29/2010 4:02:09 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/29/2010 3:59:53 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

b6

AdditionalNotes:  
MsgSubject: FW: TSA Contact Us: Complaints  
MsgBody: Forwarded to TOC for appropriate handling. [Redacted] (b) (6) Technology and Business Integration Office of Civil Rights and Liberties DHS/TSA From: [Redacted] (b) (6) com [mailto:[Redacted] (b) (6) com] Sent: Thursday, December 31, 2009 12:18 AM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

----- Remote Client [Redacted] (b) (6) Date Time: 12/31/2009 12:18:17 AM -----  
Name [Redacted] (b) (6) Email:  
[Redacted] (b) (6) com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):  
Comments: I think the new imaging technology TSA is using at some airports and planning on using at many more airports is an outrageous violation of privacy. I have seen many TSA employees at airports who are disgusting, rude and unkempt males, and the

7c



TSA ADHOC Query Results

MsgID: 597366  
[REDACTED] (b) (6)  
CustAdd:  
EmailAddress: [REDACTED] (b) (6) com  
Telephone:  
Fax:

b6

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/28/2010 4:15:18 PM  
FromDateTime: 1/6/2010 1:09:57 PM  
Flag: R  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: Thank You Response  
ResolutionSummary\_Extended: Thank You Response,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General, Discourteous- Rude Employee,

Airport: PHX  
[REDACTED] (b) (6)  
ClosedDateTime: 1/29/2010 3:48:47 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: PHX Phoenix, AZ, USA - Sky Harbor International Airport, ORD Chicago, IL, USA - O'hare International Airport,  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/29/2010 3:32:29 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes: THIS EMAIL DOES NOT NEED TO BE SENT TO THE CSM

MsgSubject: FW: TSA Contact Us: Complaints  
MsgBody: Forwarded to TCC for appropriate handling. [REDACTED] (b) (6) Technology and Business Integration Office of Civil Rights and Liberties DHS/TSA From [REDACTED] (b) (6) com [n [REDACTED] (b) (6) com] Sent: Wednesday, January 06, 2010 12:40 PM To: Civillights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

----- Remote Client [REDACTED] (b) (6) Date Time: 1/6/2010 12:39:53 PM -----  
Name [REDACTED] (b) (6) Email:  
[REDACTED] (b) (6) com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): not applicable Comments: My family and I travel 4 times a year for lelsure reasons. It was almost unbearable the last time we went through ORD & PHX to take off our shoes (including our 7 months old) discard small amounts of liquids, remove belts, etc. All

## TSA ADHOC Query Results

the while being shouted at and ordered around like a piece of garbage. Now with the unveiling of "Body Scanners", I'm contacting you to let you know will never fly again! Enough is enough. WE ARE NOT YOUR SLAVES. In addition to the power trip more than 50% of your staff seems to be on the last thing I will do to myself and my children is expose them to a cancer causing device. Not to mention THE NAKED PICTURES your security team views. Have you all gone mad! We are not interested any longer in giving up our freedoms for security. Good day sirs!

TSA ADHOC Query Results

b6

(b) (6)

ReplyToID: 597366

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: FW: TSA Contact Us: Complaints <<#38072-554242#>>

ReplyBody: Thank you for your email message. Please accept our appreciation for taking the time to share your thoughts and concerns with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation system. We encourage you to check the latest information at [www.tsa.gov](http://www.tsa.gov). TSA Contact Center From: (b) (6)

[mailto:(b) (6)@com] Sent: Wednesday, January 06, 2010 12:40 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

-----Remote Client (b) (6) Date Time:-----

1/6/2010 12:39:53 PM-----

Name: (b) (6) Email: (b) (6)@com Complaints: Civil Rights

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): not applicable Comments:

My family and I travel 4 times a year for leisure reasons. It was almost unbearable the last time we went through ORD & PHX to take off our shoes (including our 7 months old) discard small amounts of liquids, remove belts, etc. All the while being shouted at and ordered around like a piece of garbage. Now with the unveiling of "Body Scanners", I'm contacting you to let you know will never fly again! Enough is enough. WE ARE NOT YOUR SLAVES. In addition to the power trip more than 50% of your staff seems to be on the last thing I will do to myself and my children is expose them to a cancer causing device. Not to mention THE NAKED PICTURES your security team views. Have you all gone mad! We are not interested any longer in giving up our freedoms for security. Good day slrs! ----- TCC Control Number: -----<<#38072-554242#>>

TSA ADHOC Query Results

MsgID: 595763

From: (b) (6)

CustAdd:

EmailAddress: (b) (6)@net

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/26/2010 12:50:58 PM

FromDateTime: 1/26/2010 2:16:16 AM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

(b) (6)

ClosedDateTime: 1/27/2010 5:25:43 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 1/27/2010 5:24:19 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: no to full-body imaging

MsgBody: Dear Sir/Madame: I am very disturbed to hear that full-body imaging may be instituted as an airport security feature. Surely there are other more humane methods of keeping air travel safe which don't require such an invasion of our civil liberties! Please say 'no' to full-body imaging. Sincerely, (b) (6)

TSA ADHOC Query Results

bd

[REDACTED] (b) (6)

ReplyToID: 565733

ReplyTo: [REDACTED] net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: no to full-body imaging <<#432635-552777#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: [REDACTED] (b) (6) net>Received: 1/26/10 12:51:03 PM ESTTo: "TSA Contact

TSA ADHOC Query Results

MsgID: 594710  
[REDACTED] (b) (6)  
CustAdd:  
EmailAddress: [REDACTED] (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TailnumDateTime: 1/25/2010 12:14:41 PM  
FromDate: 1/25/2010 11:04:47 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
[REDACTED] (b) (6)  
ClosedDateTime: 1/26/2010 4:17:46 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/26/2010 4:17:18 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: No Full-Body Scans  
MsgBody: Dear Sir or Madam, I am thoroughly disgusted with the latest plan to invade my privacy and that of other would-be airline passengers throughout the country. This plan to virtually strip-search law abiding citizens is despicable, degrading, and downright immoral. What is more, these full-body scans are unconstitutional and I hope that everyone involved in the use of these scans since 2007 are prosecuted to the full extent of the law. The failure of airport security to locate would-be terrorists should not be paid for by law-abiding citizens with their liberty. Sadly, even if this measure is instituted, we know that it will not keep us safe. It seems as though passengers and flight crew have done more to ensure security than the TSA itself. Instead of stripping individuals of their liberty the government should be returning it so that they are even more equipped to defend themselves when the TSA fails. I will gladly turn to other modes of transportation of such intrusions into my privacy continue. Sincerely, [REDACTED] (b) (6)

b6

## TSA ADHOC Query Results

(b) (6)  
ReplyToID: 594710  
ReplyTo: (b) (6)@tsa.com  
ReplyCC: TSAArchives@tsacc.sysintegration.com

**Attachments:**

ReplySubject: Re: No Full-Body Scans <<#431746-551778#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6)@tsa.com> Received: 1/25/10 12:14:40 PM EST To: "TSA

## TSA ADHOC Query Results

MsgID: 591809  
[REDACTED] (b) (6)  
CustAdd:  
EmailAddress: [REDACTED] (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 1/19/2010 7:48:30 PM  
FromDateTime: 1/19/2010 12:09:07 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
[REDACTED] (b) (6)  
ClosedDateTime: 1/22/2010 2:47:46 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/22/2010 2:47:33 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: Full body scans are outrageous

MsgBody: Hello, I understand you are considering or pushing for full body scans for everyone based on the recent Nigerian attempted attack. This attack was a faller of our intelligence groups, not scanning. If less intrusive scanning were available then great use it, but to make everyone basically undress in front of strangers is more than I think we can stand, or should stand. Intelligence is the real way to protect ourselves. To make this the reason for full body scans for all Americans is way out of bounds at least for me and in my opinion. I have already stopped travelling because of the current intrusive and over burdensome nature of TSA security rules and checks at the airports. But now if I have to undergo a full body scan, I am not sure what to do. I feel this is so intrusive to my personal privacy and dignity that it makes me sick to think about. If I cannot avoid travel for some reason I'm not sure what I will do. At this point, I would rather take the miniscule risk of physical harm and go back to our fre society, rather than to have to endure the ever increasing physicial, psychological and emotional



## TSA ADHOC Query Results

Intrusions and harm we are being subjected to almost dally by our own government. The terrorists are winning... Even if they don't blow us up, they have gotten us all cowering to them and to our government security personel. Sincerely, (b) (6)

b6

b6

TSA ADHOC Query Results

[REDACTED]  
ReplyTo: [REDACTED]  
ReplyTo: (b) (6) [REDACTED] com  
ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Full body scans are outrageous <<#429403-549099#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6) [REDACTED] com> Received: 1/19/10 7:48:30 PM EST To: "TSA Contact Center"

**TSA ADHOC Query Results**

MsgID: 591509  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/19/2010 12:14:12 PM  
FromDateTIme: 1/19/2010 11:18:26 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
ClosedDateTime: 1/21/2010 5:00:23 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/21/2010 4:59:50 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: Body Scans  
MsgBody: I detest having Body Scans to travel by plane. This invades our privacy and still lets the terrorist go by. It will not help. why don't the question tyhosr that fit the description of a terrorist

TSA ADHOC Query Results

b6

From: (b) (6)

ReplyToID: 591509

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Body Scans <<#429161-548802#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.com>Received: 1/19/10 12:14:10 PM ESTTo: "TSA Contact

## TSA ADHOC Query Results

MsgID: 591768

Sender: (b) (6)

CustAdd:

EmailAddress: (b) (6)@com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TallsmaDateTime: 1/19/2010 12:17:44 PM

FromDateTime: 1/18/2010 7:52:12 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

(b) (6)

ClosedDateTime: 1/22/2010 2:46:20 AM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 1/22/2010 2:46:10 AM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: To the CEO

MsgBody: Dear Sir/Madam: I'm a Mo. att'y. directly opposed to 'full body scans' at our airports. These are an invasion of privacy, and utterly unnecessary. Stop being politically correct and profile: You know, young Muslim men? By the way, that's NOT an invasion of privacy and quite constitutional. We do it every day when there's a bank robbery and we broadcast the description of the perp... you know. 'White, Red Hair, 5'8"-5'-10", slight build, moustache'? Sincerely, (b) (6)

(b) (6) Information from (b) (6)

version of virus signature database 4784 (20100118)

The message was checked by (b) (6)@com

b6

TSA ADHOC Query Results

b6

(b) (6)

ReplyToID: 591768

ReplyTo: (b) (6) com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: To the CEO <<#429377-549059#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6) com>Received: 1/19/10 12:17:44 PM ESTTo: "TSA Contact

b6

TSA ADHOC Query Results

MsgID: 591681  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 1/19/2010 12:16:30 PM  
FromDateTime: 1/18/2010 10:54:14 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)  
NTUser: (b) (6)  
ClosedDateTime: 1/22/2010 2:45:02 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/22/2010 2:44:48 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: Please End Full Body Scans And Invasion Of Privacy  
MsgBody: I really don't appreciate your snooping at the undergarments of children, grandmothers and grandfathers. If the federal government had not stripped us of our natural rights to keep ourselves safe by keeping and bearing arms- 9/11 would never have happened If you want to diminish the threat of terrorism and increase flight safety , then restore thw Second Amendment, hand airline safety to the private sector and end the governments foreign intervention policy. Thank You (b) (6)  
(b) (6)

b6

TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 591681

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Please End Full Body Scans And Invasion Of Privacy <<#428421-548973#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.com>Received: 1/19/10 12:16:30 PM ESTTo: "TSA



b6

## TSA ADHOC Query Results

MsgID: 593139  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 1/21/2010 11:47:38 AM  
FromDateTime: 1/21/2010 10:22:28 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)  
NTUser:  
ClosedDateTime: 1/21/2010 5:40:44 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Inccdent\_Date:  
Contact\_Date: 1/21/2010 5:39:30 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

**AdditionalNotes:**

MsgSubject: millimeter wave body scanners

MsgBody: To Whom It May Concern: I am opposed to millimeter wave body scanners. It is a gross invasion of privacy. Subjecting Americans to this type of search is humiliating and unnecessary. (b) (6)

by TSA ADHOC Query Results

AgentName: (b) (6)  
ReplyToID: 593139  
ReplyTo: (b) (6)  
ReplyCC:  
ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: millimeter wave body scanners <<#430532-550385#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@net>Received: 1/21/10 11:47:21 AM ESTTo: "TSA Contact Center"

*b6*  
TSA ADHOC Query Results

MsgID: 593136  
CustName: (b) (6)  
CustAdd: [REDACTED]  
EmailAddress: (b) (6)@[REDACTED].com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/21/2010 11:47:36 AM  
FromDateTIme: 1/21/2010 10:15:59 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/21/2010 5:38:43 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/21/2010 5:37:48 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: Full body scans  
MsgBody: These full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. Hand airline security back to the private sector, and end our government's policy of foreign interventionism

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TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 593136

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Full body scans <<#430529-550382#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@com>Received: 1/21/10 11:47:19 AM ESTTo: "TSA Contact

26  
TSA ADHOC Query Results

MsgID: 592770  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/20/2010 8:02:22 PM  
FromDateTime: 1/20/2010 5:03:41 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/21/2010 5:23:50 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

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Airline:  
Incident\_Date:  
Contact\_Date: 1/21/2010 5:22:44 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject:

MsgBody: I dont think it is nessassary to look at everyones undergarments to keep flying safelll American people taking away American Rights what is wrong with you??

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TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 592770

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: <<#430218-550033#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6)@com> Received: 1/20/10 8:02:06 PM EST To: "TSA Contact

## TSA ADHOC Query Results

MsgID: 592994  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

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HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/21/2010 11:45:30 AM  
FromDateTime: 1/20/2010 11:04:07 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/21/2010 5:29:06 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

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Airline:  
Incident\_Date:  
Contact\_Date: 1/21/2010 5:27:50 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: Whole Body Scanningq

MsgBody: I have seen the images from whole body scanning and am deeply disturbed that you would want to impose this on all flight passengers. This is, in effect, a strip search - with large numbers of TSA employees having the authorization to view these photos. What will keep deviants from repeatedly scanning individuals they find "interesting" or from copying or keeping the images of their "naked" bodies! This is an outrage and rest assured my RV will be tacking on more miles so that my family and I can avoid these intrusive searches in order to board an airplane! (b) (6) .com  
(b) (6) .com They came for the Communists, and I didn't object - For I wasn't a Communist; They came for the Socialists, and I didn't object - For I wasn't a Socialist; They came for the labor leaders, and I didn't object - For I wasn't a labor leader; They came for the Jews, and I didn't object - For I wasn't a Jew; Then they came for me - And there was no one left to object. - Martin Niemoller, German Protestant Pastor, 1892-1984

TSA ADHOC Query Results

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AgentName: (b) (6)

ReplyToID: 592994

ReplyTo: (b) (6) com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Whole Body Scanningq <<#430402-550245#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) com>Received: 1/21/10 11:45:13 AM ESTTo: "TSA



4 b 6  
TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 592594

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Whole Body Scanningq <<#430402-550245#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@com>Received: 1/21/10 11:45:13 AM ESTTo: "TSA

## TSA ADHOC Query Results

60  
MsgID: 593078  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .org  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 1/21/2010 11:46:48 AM  
FromDateTime: 1/21/2010 8:45:26 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateime: 1/21/2010 5:32:09 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/21/2010 5:31:13 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject:  
MsgBody: To Whom It May Concern: I have recently read about your office's attempt to implement full body scans on all airline passengers. Please consider the constitutional violation that this would impose on all of the citizens of this "free" country, not to mention the huge cost on an already troubled economy. I urge you to please reconsider this as you will only play into the terrorists hands by continuing to cripple the economy and destroy the freedoms which we allegedly are hated for. Thank you for your time, (b) (6)

**TSA ADHOC Query Results**

bb

AgentName: (b) (6)

ReplyToID: 593078

ReplyTo: (b) (6).org

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: <<#430474-550325#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).org>Received: 1/21/10 11:46:32 AM ESTTo: "TSA Contact Center"

TSA ADHOC Query Results

MsgID: 594928  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

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HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/25/2010 12:17:53 PM  
FromDate: 1/24/2010 11:19:22 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE, ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE, Gate Screening,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: SFO  
NTUser: (b) (6)  
ClosedDateTime: 1/27/2010 11:02:50 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport, FLL Ft Lauderdale, FL, USA - Ft Lauderdale/Hollywood Intl Apt,  
Airline\_Extended: Virgin America ,

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Airline: Virgin America  
Incident\_Date:  
Contact\_Date: 1/27/2010 11:01:10 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes: Merged 2 responses.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

Remote Client: (b) (6) Date

Time: 1/24/2010 11:19:22 PM -----

Name: (b) (6) Email: (b) (6).com Complaints: Inconsistent Screening (Different Practices between Airports) Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Virgin America Airlines/San Francisco Airport (SFO) Comments: My husband and I were returning home from visiting family in California, and were flying out of SFO to FLL. When we got to the security check point all passengers were being directed into a single file line in order to go through the millimeter wave machine. After viewing the signage, the images shown felt quite violating to me and I did not feel comfortable with having my body viewed in this way. Also, given the limited amount of research provided by outside

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## TSA ADHOC Query Results

sources (those not connected to the TSA or other government agencies and organizations), and some research showing potential health risks, we did not feel comfortable with me going through the MMW machine given that I am pregnant. We expressed that to the TSA officers, one whom said I didn't have to go through that machine and could go through the metal detector. We of course chose this option for me, feeling more comfortable with the traditional method. I was however completely surprised when after being okayed by the metal detector I was asked to wait in a roped off area for a female TSO to come and do a physical pat down. I was NOT told I would have to have that done. I was under the impression that pat downs were still considered a secondary security check option should the first provide a reason for concern. I found the entire process very violating, having this person place their hands on me. Neither option given to me (if you can call what I chose an option since I wasn't informed of what would happen should I choose not to go through the machines being tested at the airport) made me feel more secure flying, rather it made me feel that my privacy had been violated. I understand the desire of the TSA to provide the best possible security for passengers and airport personnel, however these new machines and the alternative security checks are a violation of my privacy. As a result of my experience I will choose airports who are not using these machines when traveling to visit out family in the future. My negative experience has caused me to reconsider the means of transportation I use when traveling. I hope the input from my experience is helpful as you "test" these machines in airports, and receive feedback from travelers. Also, when our boarding group was called to board the plane, once we had our ticket scanned we entered the jetway where my husband who was pulling out carryon (and had already gone through the MMW machine along with our bag going through the scanner) was required to have our carryon roller bag opened and searched right there in the jet way and had to present his ID again. This seemed ridiculous given that the bag had already been checked at the security check point and he had already shown his ID when being checked at the security check point as well. This of course delayed our boarding of the flight and was additionally frustrating since it was repetitive and unnecessary given the fact we had already gone through the security measures at the security check point and were cleared. Our entire security check experience was completely upsetting.

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## TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 594928

ReplyTo: (b) (6) com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#431920-551984#>>

ReplyBody: Thank you for your email message. To date, TSA has used the Millimeter Wave on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with Millimeter Wave may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the Millimeter Wave technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. In addition, The Transportation Security Administration (TSA) has expanded security screening beyond the security checkpoint to other secured areas of the airport, including at the boarding gates. TSA is constantly exploring initiatives to add unpredictability and expand security and threat mitigation activities. These additional screenings are part of TSA's Aviation Direct Access Screening Program (ADASP). In addition to screening passengers at the gate, ADASP includes checking passenger identification and boarding pass and searching carry-on baggage either visually or with a hand-held explosives detection unit. These checks are not announced in advance and can occur at any boarding gate at any time. We regret any inconvenience you may have caused during your recent travels. However, we are confident that these additional inspections can only serve to improve security at our Nation's airports. TSA Contact Center --- Original Message ---From: (b) (6) com>Received: 1/25/10 12:17:52 PM ESTTo: "TSA Contact Center"

## TSA ADHOC Query Results

MsgID: 595087  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

bl

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/25/2010 12:20:01 PM  
FromDateTime: 1/24/2010 4:33:52 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/27/2010 11:32:49 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

bl

Airline:  
Incident\_Date:  
Contact\_Date: 1/27/2010 11:31:40 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: Full Body Scanning

MsgBody: To Whom It May Concern: Full body scanning is an invasion of my Constitutional right to privacy. The idea that I may be forced to subject myself to such an abhorrent eventuality if I want to fly off to visit grandchildren is infuriating. HOW DARE YOU even contemplate such a thing. Strike that consideration from your list immediately. Sincerely, (b) (6)

Do You Yahoo!? Tired of spam? Yahoo! Mail has the best spam protection aro

<http://mail.yahoo.com>

TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 595087

ReplyTo: (b) (6) .com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: Full Body Scanning <<#432049-552138#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) .com> Received: 1/25/10 12:20:07 PM ESTTo: \*TSA



66  
TSA ADHOC Query Results

MsgID: 596354  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 1/27/2010 12:50:13 PM  
FromDateTime: 1/26/2010 5:14:47 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/28/2010 3:27:49 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/28/2010 3:27:28 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: Freedom and Safety  
MsgBody: TSA, I am writing to discourage the use of full body scanners in airports. These full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. If we want to diminish the threat of terrorism and fly more safely, we can restore the Second Amendment, hand airline security back to the private sector, and end our government's policy of foreign interventionism. We want liberty AND safety! (b) (6) Your E-mail and More On-the-Go. Get Windows Live Hotmail Free. Sign up now. <http://(b) (6)>

66

TSA ADHOC Query Results

AgentName: (b) (6)  
ReplyToID: 595354  
ReplyTo: (b) (6).com  
ReplyCC:

b6

ReplyBCC: TSAArchives@tsacc.sysintegration.com  
Attachments:

ReplySubject: Re: Freedom and Safety <<#433114-553325#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 1/27/10 12:50:12 PM ESTTo: "TSA Contact

TSA ADHOC Query Results

MsgID: 597371  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/28/2010 4:15:22 PM  
FromDateTime: 1/7/2010 10:34:06 AM  
Flag: R  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/28/2010 6:38:00 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/28/2010 6:36:18 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: FW: TSA Contact Us: Complaints  
MsgBody: Forwarded to TCC for appropriate handling. (b) (6) Technology and Business Integration Office of Civil Rights and Liberties DHS/TSA From: (b) (6) gmail.com [mailto:(b) (6) gmail.com] Sent: Thursday, January 07, 2010 10:08 AM To: CivilRights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm  
----- Remote Client (b) (6) Date Time: 1/7/2010 10:08:09 AM -----  
Name: (b) (6) Email: (b) (6) gmail.com  
Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: The new body scanners being placed in all major airports are a violation of privacy and will not deter any real threats. The body scanners will only act as a new form of submission for the population. Please do not allow

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## TSA ADHOC Query Results

private corporations (with ties to our Government) to game the system to their advantage. The United States was founded on Freedom, not Tyranny

b6

TSA ADHOC Query Results

AgentName: (b) (6)  
ReplyToID: 597471  
ReplyTo: (b) (6)@gmail.com  
ReplyCC:  
ReplyBCC: TSAArchives@tsacc.sysintegration.com  
Attachments:

ReplySubject: Re: FW: TSA Contact Us: Complaints <<#38072-554247#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at www.tsa.gov to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center From: (b) (6)@gmail.com [mailto:(b) (6)@gmail.com] Sent: Thursday, January 07, 2010 10:08 AM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

-----Remote Client (b) (6) Date Time: 1/7/2010 10:08:09 AM-----

Name: (b) (6)  
Email: (b) (6)@gmail.com      Complaints:      Civil Rights      Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):      Comments:      The new body scanners being placed in all major airports are a violation of privacy and will not deter any real threats. The body scanners will only act as a new form of submission for the population. Please do not allow private corporations (with ties to our Government) to game the system to their advantage. The United States was founded on Freedom, not Tyranny.      ----- TCC Control Number: -----<<#38072-554247#>>

TSA ADHOC Query Results

b6

MsgID: 592682  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/20/2010 8:01:00 PM  
FromDateTime: 1/20/2010 3:27:24 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/21/2010 5:22:18 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/21/2010 5:20:57 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: Full Body Scanners  
MsgBody: As an American Citizen, I am appalled that the government would even consider implementing full body scanners in the name of "national security." Since 9/11, citizens and crew members have been the only body preventing terrorism on our soil, and our military troops abroad. I, as well as the American population, ask you do not equip airports with these privacy invaders

**TSA ADHOC Query Results**

b6

AgentName: (b) (6)

ReplyToID: 592582

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Full Body Scanners <<#430144-549945#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6).com> Received: 1/20/10 8:00:43 PM EST To: \*TSA Contact

TSA ADHOC Query Results

MsgID: 592861  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .net  
Telephone:  
Fax:

b6

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/20/2010 8:03:23 PM  
FromDateTIme: 1/20/2010 6:38:40 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: Consumer Complaint BCC/CSM Response  
ResolutionSummary\_Extended: Consumer Complaint BCC/CSM Response,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: ATL  
NTUser: (b) (6)  
ClosedDateTime: 1/23/2010 2:28:09 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: ATL Atlanta, GA, USA - Hartsfield International, CUN Cancun, Mexico,  
Airline\_Extended: Delta Air Lines ®,

Airline: Delta Air Lines ®  
Incident\_Date:  
Contact\_Date: 1/23/2010 2:24:58 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes: BCC ATL CSM (b) (6) at (b) (6) .gov.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----  
Remote Client (b) (6) Date Time:

b6

1/20/2010 6:38:40 PM -----  
Name (b) (6) Email: (b) (6) .net Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 534/Delta/Atlanta Comments: I was on Delta 534  
from Cancun to Atlanta. Upon arrival in Atlanta, I was selected for secondary screening. I was basically herded into the full  
body scanner and was not told I had the option of a pat down. I was being scanned before I knew what was happening. I feel my  
privacy was violated, and if I had been given the choice AS I WAS SUPPOSED TO BE according to TSA's guidelines, I would have  
chosen not to be scanned. It is even worse given that I had just arrived home and was not going anywhere else so it certainly



## TSA ADHOC Query Results

did not make anyone on any flight safer. TSA should have followed its guidelines and given me a choice. I object to how I was treated

TSA ADHOC Query Results

AgentName: (b) (6)  
ReplyToID: 59285  
ReplyTo: (b) (6).net  
ReplyCC:  
ReplyBCC: TSAArchives@tsacc.sysintegration.com; (b) (6).gov

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#430294-550119#>>

ReplyBody: Thank you for your email message. We are sorry you were unhappy with your recent travel experience. Because your complaint is regarding screening at ATL, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener 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, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Again, the TSA offers our sincere apologies and encourage you to check the latest information at [www.tsa.gov](http://www.tsa.gov). TSA Contact Center  
--- Original Message ---From: (b) (6).net>Received: 1/20/10 8:03:27 PM ESTTo: "TSA Contact Center"

TSA ADHOC Query Results

MsgID: 593843  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).edu  
Telephone:  
Fax:

b6

HoldDateTime: 1/25/2010 5:13:05 PM  
ProcessedDateTime:  
TellsmaDateTime: 1/22/2010 1:17:13 PM  
FromDateTime: 1/22/2010 9:47:34 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE, ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/26/2010 12:16:49 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/25/2010 5:10:42 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Passenger and Traveler Information

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> -----

----- Remote Client (b) (6) Date  
Time: 1/22/2010 9:47:34 AM -----

b6

Inquiry for: My Question Is Not Listed Here Name: (b) (6) Email: (b) (6).edu Message: While I am not a fan of the idea of whole body imaging, I recognize the fact that the majority of people seem okay with this technology and that it was implemented with our safety in mind. I think one of my main issues with the technology is the invasion of privacy and the potential for abuse. I know it is standard for pat-downs to be conducted by a member of the same sex, but I see no such assurance on your website for what TSA officer would be viewing the images. As a female, even with my face blurred, I would not be comfortable with a male (even one who is remotely located) who is not my husband seeing that much detail on my naked body. Is

## TSA ADHOC Query Results

there any kind of assurance that the officer seeing the images is of the same sex? If not, I see that to be a major violation of privacy. If it's already standard, thank you for taking added steps to assure passengers of the privacy and modesty

TSA ADHOC Query Results

56

AgentName: (b) (6)

ReplyToID: 593143

ReplyTo: (b) (6).edu

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Passenger and Traveler Information <<#431061-550991#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6) .edu> Received: 1/22/10 1:17:05 PM EST To: "TSA Contact Center"

## TSA ADHOC Query Results

MsgID: 594328  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .net  
Telephone:  
Fax:

b6

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 1/23/2010 11:44:42 PM  
FromDate: 1/23/2010 2:56:28 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/26/2010 12:31:10 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/26/2010 12:30:24 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: Re: electronic strip search

MsgBody: As an American citizen, I am outraged by this latest attempt to invade our privacy. When did this cease to be the USA I was born in and become a bad copy of NAZI Germany or the USSR? Rest assured I WILL NOT fly again with your government perverts examining my body, and will be making my feelings known to the local airports and all airlines, as well as our "leaders" in Washington. (b) (6) .net

b6  
TSA ADHOC Query Results

AgentName: (b) (6)  
ReplyTo: (b) (6)  
ReplyTo: (b) (6).net

ReplyCC:  
ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: electronic strip search <<#431438-551427#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6) net> Received: 1/23/10 11:44:41 PM EST To: "TSA Contact Center"

bb

## TSA ADHOC Query Results

MsgID: 603868  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallmaDateTime: 2/12/2010 1:07:00 PM  
FromDateTime: 2/9/2010 5:25:35 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:  
User: (b) (6)  
ClosedDateTime: 2/15/2010 2:53:15 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 2:52:17 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----

Remote Client (b) (6) Date Time:

2/9/2010 5:25:35 PM -----

Subject: Suggestions Name (b) (6) Email: (b) (6)@com Comments: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our



## TSA ADHOC Query Results

population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely (b) (6)

bb

b6

TSA ADHOC Query Results

Agencies: (b) (6)

ReplyToID: 603868

ReplyTo: (b) (6) .com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439175-560379#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) .com>Received: 2/12/10 1:06:59 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 603935  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/12/2010 1:07:51 PM  
FromDateTime: 2/9/2010 7:20:08 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:  
User: (b) (6)  
ClosedDateTime: 2/15/2010 3:20:29 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 3:18:38 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> -----

----- Remote Client (b) (6) Date  
Time: 2/9/2010 7:20:08 PM -----

----- Subject: Suggestions Name (b) (6) Email: (b) (6) net Comments: To Whom It May Concern: I  
am writing to express by concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These  
machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security  
personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there  
is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals,  
as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The

## TSA ADHOC Query Results

health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

de

b6

TSA ADHOC Query Results

Agent Name: (b) (6)

ReplyToID: 603935

ReplyTo: (b) (6)@net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439230-560440#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@net>Received: 2/12/10 1:07:50 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 604583  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/13/2010 1:57:25 PM  
FromDateTime: 2/10/2010 7:17:41 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: (b) (6)  
User: (b) (6)  
ClosedDateTime: 2/15/2010 4:56:19 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 4:53:17 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> -----  
----- Remote Client (b) (6) Date Time:  
2/10/2010 7:17:41 PM -----

----- Subject: Suggestions Name (b) (6) Email: (b) (6)@com Comments: To Whom It May Concern: I  
am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These  
machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security  
personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there  
is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals,  
as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The

## TSA ADHOC Query Results

health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

b6

b6

TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 604583

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439773-561068#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.com>Received: 2/13/10 1:57:24 PM ESTTo: "TSA Contact Center"



bb

TSA ADHOC Query Results

MsgID: 604622  
CustAdd: (b) (6)  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/13/2010 1:58:18 PM  
FromDateTime: 2/10/2010 8:36:31 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
Name: (b) (6)  
ClosedDateTime: 2/16/2010 1:09:20 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 1:09:03 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: TSA Contact Us: Complaints  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----  
Remote Client (b) (6) Date  
Time: 2/10/2010 8:36:31 PM

Name (b) (6) Email: (b) (6).com Complaints: My Complaint is Not Listed Here Flight  
Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: To Whom It May Concern: I am writing to express  
by concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of  
personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these  
machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have  
the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security

## TSA ADHOC Query Results

cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely (b) (6)

b6

b6 TSA ADHOC Query Results

From: (b) (6)

ReplyTo: 604522

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439808-561107#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@com>Received: 2/13/10 1:58:17 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 604821  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/15/2010 11:32:16 AM  
FromDate: 2/11/2010 10:42:04 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
Airline:  
ClosedDateTime: 2/16/2010 3:12:00 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 3:09:45 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: TSA Contact Us: Compliments or Suggestions  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> -----  
Remote Client (b) (6) Date  
Time: 2/11/2010 10:42:04 AM -----

Subject: Suggestions Name: (b) (6) Email: (b) (6)@com Comments: To Whom  
It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly

## TSA ADHOC Query Results

voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

bc

b6

TSA ADHOC Query Results

From: (b) (6)  
ReplyToID: 604821  
ReplyTo: (b) (6),com  
ReplyCC:  
ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439976-561303#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) com>Received: 2/15/10 11:32:20 AM ESTTo: "TSA Contact Center"

b6

## TSA ADHOC Query Results

MsgID: 604277  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/13/2010 1:53:13 PM  
FromDateTime: 2/10/2010 12:34:05 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
User: (b) (6)  
ClosedDateTime: 2/14/2010 7:11:51 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/14/2010 7:11:18 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes: Edited the WBIR response.

MsgSubject: TSA Contact Us: All Other Inquiries

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----  
Remote Client (b) (6) Date

Time: 2/10/2010 12:34:05 PM -----  
Name (b) (6) Email: (b) (6)@com Brief Description of Inquiry: Safety of  
Back-Scatter X-Ray Machines Comments: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter  
X-ray machines for passenger surveillance at airports. These machines are a serious health risk. They expose the passenger to  
ionized radiation, of which extensive research has proven that there is no safe dosage. Passengers must have the right to  
request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip  
search. I would much rather be strip searched than be dosed with ionized radiation. I urge that the TSA's back-scatter X-ray

## TSA ADHOC Query Results

scans be strictly voluntary. The health of our population and future generations should not be jeopardized in the name of ensuring our security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

b6



b6

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 604277

ReplyTo: (b) (6);com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: All Other Inquiries <<#439505-560770#>>

ReplyBody: Thank you for your email message. The TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original

bb

### TSA ADHOC Query Results

MsgID: 603741  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/12/2010 1:05:15 PM  
FromDate: 2/9/2010 3:09:13 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:  
NTS: (b) (6)  
ClosedDateTime: 2/15/2010 1:16:39 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 1:13:59 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

**AdditionalNotes:**

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

----- Remote Client (b) (6) Date Time:  
2/9/2010 3:09:13 PM -----  
Subject: Suggestions Name: (b) (6) Email: (b) (6) .net Comments: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personnel to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our

## TSA ADHOC Query Results

population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely (b) (6)

bp

b6

TSA ADHOC Query Results

ReplyTo: (b) (6)

ReplyToID: 603741

ReplyTo: (b) (6) net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Compliments or Suggestions <<#439074-560267#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) net>Received: 2/12/10 1:05:14 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 604901  
CustAdd: (b) (6)  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/15/2010 11:33:21 AM  
FromDateTime: 2/11/2010 12:41:00 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRJTE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
ClosedDateTime: 2/16/2010 2:51:25 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 2:50:55 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> -----  
Remote Client (b) (6) Date Time:  
2/11/2010 12:41:00 PM

Name (b) (6) Email (b) (6) .com Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are not only an invasion of personal privacy but more importantly a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals,

## TSA ADHOC Query Results

as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

b6

b1b

## TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 604901

ReplyTo: (b) (6) com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#440051-561381#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) com>Received: 2/15/10 11:33:19 AM ESTTo: "TSA Contact Center"

bb

## TSA ADHOC Query Results

MsgID: 603882  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/12/2010 1:07:10 PM  
FromDate: 2/9/2010 5:42:19 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
User: (b) (6)  
ClosedDateTime: 2/16/2010 11:35:30 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 11:35:11 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----

Remote Client (b) (6) Date Time:

2/9/2010 5:42:19 PM -----

Name (b) (6) Email (b) (6).net Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable.  
Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip



## TSA ADHOC Query Results

search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe

bl

## TSA ADHOC Query Results

ReplyTo: (b) (6)

ReplyToID: 603882

ReplyTo: (b) (6) net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439189-560393#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) net>Received: 2/12/10 1:07:14 PM ESTTo: "TSA Contact Center"

ble

TSA ADHOC Query Results

MsgID: 604250  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/13/2010 1:52:52 PM  
FromDateTime: 2/10/2010 12:01:20 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
Flight#: (b) (6)  
ClosedDateTime: 2/16/2010 12:15:57 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 12:15:36 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> ----- Remote Client (b) (6) Date

Time: 2/10/2010 12:01:20 PM -----  
Name: (b) (6) Email: (b) (6) .com Complaints: My Complaint is Not Listed Here Flight Info  
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security

## TSA ADHOC Query Results

cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely (b) (6)

bc

bl

TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 604250

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439482-560745#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 2/13/10 1:52:50 PM ESTTo: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 604793  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/15/2010 11:31:54 AM  
FromDateTime: 2/11/2010 9:50:24 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
User: (b) (6)  
ClosedDateTime: 2/16/2010 2:10:49 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 2:10:30 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

----- Remote Client (b) (6) Date

Time: 2/11/2010 9:50:24 AM

----- Name: (b) (6) Email: (b) (6) .com  
Complaints: My Complaint is Not Listed Here Flight Info  
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):  
Comments: To Whom It May Concern: I am writing to express by  
concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of  
personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these  
machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have  
the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security

## TSA ADHOC Query Results

cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

bl

b6

TSA ADHOC Query Results

ReplyName: (b) (6)

ReplyToID: 604793

ReplyTo: (b) (6) com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439952-561276#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) com>Received: 2/15/10 11:31:57 AM ESTTo: "TSA Contact Center"



bb

TSA ADHOC Query Results

MsgID: 606475  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/17/2010 1:07:41 PM  
FromDate: 2/15/2010 7:16:53 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUUse: (b) (6)  
ClosedDateTime: 2/18/2010 12:20:54 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/18/2010 12:20:38 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client (b) (6) Date

Time: 2/15/2010 7:16:53 AM

Name (b) (6) Email (b) (6)

com Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:To Whom It May Concern: I am writing to express by concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as,

## TSA ADHOC Query Results

In high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

bc

bb

TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 605475

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#441310-562798#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6) com > Received: 2/17/10 1:07:39 PM EST To: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 605231  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/15/2010 6:38:21 PM  
FromDateTime: 2/12/2010 1:21:55 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)  
Airline: (b) (6)  
ClosedDateTime: 2/16/2010 4:32:47 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 4:32:18 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: TSA Contact Us: Complaints  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> -----  
Remote Client (b) (6) Date  
Time: 2/12/2010 1:21:55 AM -----

Name: (b) (6) Email: (b) (6) .com  
Complaints: My Complaint Is Not Listed Here Flight  
Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):  
Comments: To Whom It May Concern: I am writing to express  
by concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of  
personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these  
machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have  
the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security

## TSA ADHOC Query Results

cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6)

56

bole

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 605231

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#440339-561707#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.com>Received: 2/15/10 6:38:24 PM ESTTo: "TSA Contact Center"

b6

## TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 605193

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#440304-561669#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6) com>Received: 2/15/10 11:37:32 AM ESTTo: "TSA Contact Center"

## TSA ADHOC Query Results

cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6) Comments: Thank you

bl



## TSA ADHOC Query Results

MsgID: 605611

CustName: (b) (6)

CustAdd:

EmailAddress: (b) (6) .com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/15/2010 6:43:29 PM

FromDateTime: 2/12/2010 5:01:34 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

City: (b) (6)

ClosedDateTime: 2/17/2010 12:29:10 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/17/2010 12:27:22 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: RE: back-scatter X-ray machines

MsgBody: Is this a Joke? Please reread my e-mail. \_\_\_\_\_ From: TSA-ContactCenter@dhs.gov To: (b) (6) .com Subject: Re: back-scatter X-ray machines <<#438984-560164#>> Date: Fri, 12 Feb 2010 16:32:12 -0500 Thank you for your e-mail about traveling with food. Passengers are allowed to travel with food through the security checkpoint. The only security restrictions on bringing food in carry-on baggage apply to foods that are composed of liquids, gels, or aerosols. These foods are subject to the 3-1-1 rule. Transportation Security Officers (TSOs) work hard to maintain the expensive equipment used to screen passengers and their carry-on bags. Because spilled food can damage security equipment and other passengers' belongings, there are necessary restrictions on what you can and cannot bring with you through the checkpoint. All food must go through the x-ray machine. To save yourself time, do not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container. Unpeeled natural foods like fruit are okay, but half-eaten fruits must be properly wrapped. When traveling with food, the

## TSA ADHOC Query Results

following tips may be helpful: -Single serving packages of condiments are allowed, but must fit inside your single, clear, resealable, quart-size plastic bag. -Spreadable items that are the consistency of peanut butter (including dips and cheese spreads) would need to fit inside your quart-size plastic bag. Hard cheese and other solid foods do not need to be in your quart-size bag, -Solid foods that have been frozen must be securely wrapped. -Gel packs are not allowed to refrigerate food, only medication. -Beverages brought from home or purchased before reaching the security checkpoint must be discarded unless they are in a 3-ounce or smaller container and fit comfortably in your one quart, resealable plastic bag. -After clearing security, travelers may bring beverages and other items purchased in the secured area on-board aircraft. -Passengers are allowed to travel with pies, cakes, and other bakery products through security checkpoints. However, doing so may require random additional screening prior to boarding. Please visit our website at [www.tsa.gov](http://www.tsa.gov) <<http://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. We hope this information is helpful. TSA Contact Center --- Original Message --- From: (b) (6) (b) (6) .com> Received: 2/12/10 1:03:43 PM EST To: "TSA Contact Center" <[TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)> Subject: back-scatter X-ray machines To Whom It May Concern: I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose the passenger to ionized radiation, of which extensive research has proven, there is no safe dosage. People have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. The health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely, (b) (6) Your E-mail and More On-the-Go. Get Windows Live Hotmail Free. Sign up now. <<http://clk.atdmt.com/GBL/go/201469229/direct/01/>> ----- TCC Control Number: ----- <<#438984-560164#>> Hotmail: Trusted email with powerful SPAM protection. Sign up now. <<http://clk.atdmt.com/GBL/go/201469227/direct/01/>>

b6

## TSA ADHOC Query Results

10/6

Agent Name: (b) (6)

ReplyToID: 605611

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: RE: back-scatter X-ray machines <<#438984-560164#>>

ReplyBody: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message ---From: (b) (6).com>Re

b4  
TSA ADHOC Query Results

Agent Name: (b) (6)  
ReplyToID: 603765  
ReplyTo: (b) (6)@tsa.com  
ReplyCC:  
ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439094-560288#>>

ReplyBody: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: (b) (6)@tsa.com Received: 2/12/10

b6

## TSA ADHOC Query Results

MsgID: 100113627720100122  
CustName: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: 1571227  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/22/2010 4:54:49 PM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller has comments about Whole Body Imaging, Millimeter wave or Backscatter technology and feels as though it a violation of her civil rights.

ResolutionSummary: Advised caller her concern has been notated.

ResolutionSummary\_Extended: Advised caller her concern has been notated.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTU#: (b) (6)  
ClosedDate Time: 1/22/2010 4:54:56 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/22/2010 4:54:49 PM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: (b) (6)

W b2

AdditionalNotes: Caller declined to provide a call back number.

MsgSubject:  
MsgBody:

TSA ADHOC Query Results

b6.

MsgID: 300125688320100215  
CustomerID: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: 1571227  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/15/2010 1:59:25 PM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller wants to lodge a complaint about the body scanning machines at the airports and he thinks that they are a personal violation.

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

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

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTL: (b) (6)  
ClosedDateTime: 2/15/2010 1:59:36 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/15/2010 1:59:25 PM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: 1571227

b6.

AdditionalNotes:  
MsgSubject:  
MsgBody:

## TSA ADHOC Query Results

MsgID: 100113909420100123  
Customer: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/23/2010 4:05:53 PM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller stated he is not keen on having a low paid goveremnt employee looking at naked pictures of his body,  
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.  
ResolutionSummary\_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NIP#: (b) (6)  
ClosedDateTime: 1/23/2010 4:08:16 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date: 1/23/2010 4:07:00 PM  
Contact\_Date: 1/23/2010 4:05:53 PM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: (b) (6)

AdditionalNotes: only first name provided, no contact info provided. feedback - caller states that he may opt to fly less Caller also Inquired about the previous progame tha pre-cleared passengers for travel.  
MsgSubject:  
MsgBody:

66  
TSA ADHOC Query Results

MsgID: 593621

(b) (6)

CustAdd:

EmailAddress (b) (6) net

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 7:43:46 PM

FromDateDateTime: 1/21/2010 7:07:05 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

(b) (6)

ClosedDateTime: 1/25/2010 1:32:15 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 1/25/2010 1:30:43 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Re: full body imaging

66  
MsgBody: Your reply mention nothing about full-body imaging which is what my letter was about. WE feel this is an intrusion on our privacy, and also unnecessary exposure which the AMA has mentioned in reports as a possible cancer-causing risk. Please read the short letter I wrote! (b) (6) > > Thank you for your email message concerning your questions about > traveling with medications. > > > TSA encourages passengers to ensure medications are in their original > packaging, with professionally printed labels or pharmaceutical > labels. This is a recommendation to assist travelers with the > screening process; however, this is not a requirement. > > > You should always notify your air carrier of any special needs before > you arrive at the airport and request their assistance with these > needs. This should include any assistance you will need with > connecting flights. You can report problems encountered while > traveling by calling the TSA Contact Center, toll free at > 1-866-289-9673. > > > For your convenience we are including information from our website > about traveling with medications. We hope this



## TSA ADHOC Query Results

Information is helpful. > > · The limit of one carry-on and one personal item (purse > briefcase or computer case) does not apply to medical supplies, > equipment, mobility aids, and/or assistive devices carried by and/or > used by a person with a disability. > > · If you have medical documentation regarding your medical > condition or disability, you can present this information to the > screener to help inform him of your situation. This documentation is > not required and will not exempt you from the security screening process. > > · Pack your medications in a separate pouch/bag to facilitate > the inspection process. Ensure that containers holding medications > are not too densely filled, and that all medication is clearly > identified. Large amounts of medications that are not for immediate > use should be put in checked baggage. > > · Medications in daily dosage containers are allowed through > the checkpoint once they have been screened. > > · Any medication and/or associated supplies that cannot be > cleared visually must be submitted for x-ray screening. If you > refuse, you will not be permitted to carry your medications and > related supplies into the sterile area. > > · Medication and related supplies that are carried through a > checkpoint are normally x-rayed. However, as a customer service, TSA > now allows you the option of requesting a visual inspection of your > medication and associated supplies. > > · You must request a visual inspection before the screening > process begins; otherwise your medications and supplies will undergo > x-ray inspection. > > · If you would like to take advantage of this option, please > have your medication and associated supplies separated from your other > property and in a separate pouch/bag when you approach the screener at > the walk-through metal detector. Request the visual inspection and > hand your medication bag to the screener. > > · In order to prevent contamination or damage to medication and > associated supplies and/or fragile medical materials, you will be > asked at the security checkpoint to display, handle, and repack your > own medication and associated supplies during the visual inspection. > > > Please visit our website at [www.tsa.gov](http://www.tsa.gov) <<http://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 > > > > Thank you for your e-mail. > > > On August 10, 2006, British authorities arrested a number of > extremists engaged in a plot to destroy multiple passenger aircraft > flying from the United Kingdom to the United States. Currently, there > is no indication of plotting within the United States. We believe that > these arrests have significantly disrupted the threat, but we cannot > be sure that the threat has been entirely eliminated or the plot > completely thwarted. For that reason, the United States Government > has raised the Nation's threat level to High, or Orange, for all > commercial aviation operating in or destined for the United States. > > > TSA continues to allow laptop computers, cell phones, and other > electronic items as carry-on items. > > In addition to already prohibited items, due to the nature of the > threat revealed by the U.K. investigation, on August 10, 2006, TSA > banned all liquids, gels and aerosols at airport screening checkpoints > and carried onboard aircraft. This ban has now been modified. > > > There are two major changes: > > 1. Travelers may now carry through security checkpoints travel-size > toiletries (3 ounces or less) that fit comfortably in ONE, QUART-SIZE, > clear plastic, zip-top bag. > > 2. After clearing security, travelers can now bring beverages and > other items purchased in the secure boarding area on-board aircraft. > > > At the checkpoint, travelers will be asked to remove the zip-top bag > of liquids and place it on the conveyor belt. X-raying separately > will allow TSA security officers to more easily examine the declared > items. > > > In addition, amounts larger than 3 oz. of prescription liquid > medications, baby formula, breast milk, and diabetic glucose > treatments must be declared at the checkpoint for additional > screening. If the passenger fails to make this declaration, the item > will likely be removed barring extenuating circumstances. > > > Passengers should only carry-on medications that are required to be > available during their itinerary. This includes items like gel filled > freezer packs or non-prescription liquid or gel medications, such as > saline solution or KY-Jelly, required for medical necessity. > > > It is unlikely that additional changes in the liquid, aerosol and gel > policy will be made in the near future. > > This security regime will apply to all domestic and international > flights departing U.S. airports. Travelers should, however, check > with transportation security authorities in their country-of-origin > for information about security regimes at non-U.S. airports. > > > Travel tips to make TSA screening

## TSA ADHOC Query Results

hassle-free: > > \* De-clutter your carry-on bag. This lets our transportation > security officers get a clear, uncomplicated X-ray image of your > carry-on. > \* When possible, keep packing liquids in checked baggage. You will > get through security faster. > \* Limit quantities to what is needed for the duration of the flight. > \* Items purchased in the secure boarding area are for use on the > immediate flight. If you must leave the secure boarding area > and re-enter through the screening checkpoint, items exceeding 3 > ounces that are not in the zip-top bag will again be prohibited. > > The ban on liquids, aerosols and gels was implemented on August 10 > after a terrorist plot was foiled. Since then, experts from around > the government, including the FBI and our national labs, analyzed the > information we now have and conducted extensive explosives testing to > get a better understanding of this specific threat. These changes are > intended to enhance security and balance human needs because we have a > better understanding of the threat and security risks associated with > liquids, aerosols, and gels. > > > TSA will also be enhancing security measures throughout the airport > environment - more random screening of employees, additional canine > patrols, stronger air cargo security measures, more rigorous identity > verification, deploying more trained security officers in bomb > appraisal, and screening by observation technique. > > > With that said, every flying passenger has the responsibility to be > alert and report suspicious activity to authorities. TSA employees at > airports across the Nation are dedicated to the mission of protecting > aviation security - one of the fundamental freedoms in our Nation. > The American public should have confidence in, and patience with, our > highly trained security staff during this time of elevated threat. > > > Please visit our website at [www.tsa.gov](http://www.tsa.gov) <<http://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. > > > Sincerely, > > > TSA Contact Center > > > --- Original Message --- > From: (b) (6) > net > Received: 1/18/10 2:25:26 PM EST > To: "TSA Contact Center" <[TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)> > Subject: full body imaging > > It is deplorable that TSA is pushing for full body scanning. 1--there > are medical reports surfacing through the AMA of the dangers of cancer > resulting from too much exposure to these x-rays, this might also > include security personnel. 2 -- There is the matter of privacy and > respect for the American people. We are being treating like criminals > and it must stop. (b) (6) > > > ----- TCC Control Number: ----- > <<#428655-548236#>>

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TSA ADHOC Query Results

b6

(b) (6)

ReplyToID: 593621

ReplyTo: (b) (6).net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: full body imaging <<#428655-548236#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From:

## TSA ADHOC Query Results

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MsgID: 598120  
Sender: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/29/2010 7:26:47 PM  
FromDateTime: 1/29/2010 3:51:33 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)  
ClosedDateTime: 2/2/2010 11:33:53 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/2/2010 11:33:11 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: Re: need some feedback

MsgBody: I visited your site... nothing new to me. I followed all the rules yet was intimidated into a body scan. I do not appreciate same... and left a blog requesting a response. Still have no word on my formal complaint sent 10/23/09 other than a type of form letter dated 12/15/2009 giving me a control number and telling me my claim will be processed and it may take up to six months. I will hope to hear from you again. (b) (6) In a message dated 1/29/2010 2:10:42 P.M. Central Standard Time, TSA-ContactCenter@dhs.gov writes: Thank you for your email message. Please accept our appreciation for taking the time to share your thoughts and concerns with us. Your suggestions and support are important contributions to ensuring the safety and security of the Nation's aviation system. We encourage you to check the latest information at [www.tsa.gov](http://www.tsa.gov) <<http://www.tsa.gov/>> . TSA Contact Center --- Original Message --- From: (b) (6).com> Received: 1/28/10 1:09:40 PM EST To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: Re: need some feedback body imaging should still be an option... I was not provided with an

TSA ADHOC Query Results

b6

option. In my mind, as a senior citizen totally respectful to people in uniform... I was led to a body imaging without explanation as to who/what when or why. I still contest this invasion of my privacy. Take this email into account when you do follow ups to my letter/complaint.... on your files. (b) (6)

In a message dated 10/25/2009 2:46:28 P.M. Central Daylight Time, TSA-ContactCenter@dhs.gov writes: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) <<http://www.tsa.gov/>> for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: (b) (6) .com> Received: 10/22/09 8:39:46 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: need some feedback Yesterday, 10/21/09 I flew from Baltimore to Chicago, via United Airlines. I am 70 years old and travelled with my son and two other female companions. At security (BWI) we all did everything we were told, on United's website and TSA website.. I packed liquids appropriately for carry on, put electronics in check in, etc etc. etc. Also removed shoes and jewelry at security. After I (am 70 years old and often confused about things) went thru the metal detector...with apparently no problems, I proceeded to collect my belongings on the conveyor belt..but was stopped by a large black male ordering me to step into a cubicle... which I had no idea for what... my son and travelling companions had no idea either.... I did what I was told... and only this morning found out what I was subjected to!!!!!!!!!!!!!!!!!!!!!! I was never told why I had to do this,,, had no idea of what was being done... and no one else in my party did either..... I had on basically the same clothing I wore in Chicago from O'hare field to Baltimore.... nothing at all different... and no mention was ever made that I failed to pass the metal detector!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! What went on???? I think I should call a lawyer???? (b) (6) Ps... I consider this a definite invasion of privacy!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!1 ----- TCC Control Number: ----- <<#391570-505554#>> ----- TCC Control Number: ----- <<#391570-505554#>>

## TSA ADHOC Query Results

MsgID: 591530  
CustAdd: (b) (6)  
EmailAddress: (b) (6)@com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/19/2010 12:14:30 PM  
FromDate: 1/19/2010 10:24:08 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE, ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE, WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: IAH  
ClosedDateTime: 1/20/2010 6:33:14 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: IAH Houston, TX, USA - Houston Intercontinental,  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/20/2010 6:26:33 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes: Merged 2 or more responses and edited as needed  
MsgSubject: Full-body scans at nation's airports?

MsgBody: TSA Officials, You have no right according to the Constitution of the United States to invade my personal privacy (especially my body) by the use of enhanced scanning to the point of removing my clothes so you can look at my genitals! It is ridiculous that you refuse to body SEARCH Middle-Eastern Men & Women when they come through security check points at the Airports yet have no problem searching AMERICANS! Who is it that CRASHED Commercial Airliners into the World Trade Center on 9/11 2001? Have you forgotten? Was it Americans or Middle Eastern Men between the ages of 18 to 45? You and the ACLU need to rethink your position when it comes to PROFILING period!!! When I went to Iraq in November 2004 (Serving my country - two tours - a total of 26 months in that Hell-Hole) as I prepared to go through Security (TSA) at IAH (George Bush International Airport) in my BDU's (Battle Dress Uniform) with the rest of my company, one of your TSA employees told me that I had to be hand searched...yet, in front of me were three men in Middle-Eastern full-length attire were wisked right through security without being searched. I AM

bl

## TSA ADHOC Query Results

MsgID: 591750  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/19/2010 12:17:29 PM  
FromDateTime: 1/18/2010 8:33:49 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/22/2010 2:45:30 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/22/2010 2:45:12 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

**AdditionalNotes:**

MsgSubject: Comment....

MsgBody: If you think Americans will use airplanes for travel after you implement this full bodied x-ray BS, you all are a bunch of idiots and you got another thing comin'. DON'T DO IT!!! \_\_\_\_\_ Hotmail: Free, trusted and rich email service. Get it now.  
<<http://clk.atdmt.com/GBL/go/196390708/direct/01/>>

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## TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 591750

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Comment... <<#429360-549041#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 1/19/10 12:17:28 PM ESTTo: \*TSA Contact



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TSA ADHOC Query Results

MsgID: 592401  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 1/20/2010 12:36:51 PM  
FromDateTime: 1/20/2010 10:59:19 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/21/2010 5:19:46 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Inccident\_Date:  
Contact\_Date: 1/21/2010 5:18:46 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: AIRPORT SECURITY  
MsgBody: DEAR SIR/ MADAM BODY SCANNERS ARE DISGUSTING POLICY FOR THE DECENT PEOPLE OF USA AND ABOARD, DO YOUR JOB WHEN GIVING BOARDING CARD AND ISSUEING TICKETS, NOT THROUGH BODY SCANNERS. ITS ALSO INEFFECTIVE. (b) (6)

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## TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 592401

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: AIRPORT SECURITY <<#429917-549675#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 1/20/10 12:36:34 PM ESTTo: "TSA Contact Center"

TSA ADHOC Query Results

MsgID: 592344  
CustName: Unknown Unknown  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

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

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/20/2010 5:12:39 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/20/2010 5:12:16 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

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

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TSA ADHOC Query Results

AgentName: (b) (6)  
ReplyToID: 592344  
ReplyTo: (b) (6) com  
ReplyCC:  
ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:  
ReplySubject: Re: no body scans /bad Idea/ to costly for reward <<#429864-549619#>>  
ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at www.tsa.gov to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) com>Received: 1/20/10 12:36:08 PM ESTTo: "TSA Contact Center"

bb  
TSA ADHOC Query Results

MsgID: 593373  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 1/21/2010 7:40:45 PM  
FromDateTIme: 1/15/2010 3:18:05 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/25/2010 6:44:16 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/25/2010 6:43:51 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: re: full body scanners

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

## TSA ADHOC Query Results

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

## TSA ADHOC Query Results

MsgID: 591894  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6).com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/19/2010 7:49:36 PM  
FromDateTime: 1/19/2010 1:45:57 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/22/2010 2:50:45 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/22/2010 2:50:24 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: Big Brother Body Body Scans

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

bt

## TSA ADHOC Query Results

airport. (b) (6)



TSA ADHOC Query Results

bo

AgentName: (b) (6)

ReplyToID: 591894

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Big Brother Body Body Scans <<#429475-549180#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6).com>Received: 1/19/10 7:49:36 PM ESTTo: "TSA Contact

TSA ADHOC Query Results

36  
MsgID: 591858  
(b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallismaDateTime: 1/19/2010 7:49:07 PM  
FromDateTime: 1/19/2010 12:36:12 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)  
ClosedDateTime: 1/22/2010 2:49:11 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/22/2010 2:48:54 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: body scanners

MsgBody: Folks, As an US citizen, husband of 35 years, 6 children, 9 grandchildren, prior US Naval officer, educated and God-fearing, law abiding citizen, I must express my outrage, disgust and disdain for your agencies insistence on body scanners. These are neither necessary for "our safety" nor "security", those wonderful catch words to give our "government" further liberty to take from us our liberties. It is an insidious infringement upon on our privacy and liberties and you and your administration know this. We as citizens understand SO WELL what you and the "government" are really up to and it is not the welfare of US citizens. Furthermore, where does this all stop? Why do we not use the watch lists which already exist and profile more carefully those individuals whom are more likely to actually pose a threat to our country? Why criminalize our citizens while you and our administration are "citizenizing" the criminals. What about the radiation exposure, "low level that it may be"? What is the next step, body cavity searching or higher level xrays and CT's? What about the security of the scans and

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## TSA ADHOC Query Results

privacy issues. I realize there are individuals within TSA who truly want to do what is right but as a citizen, along with millions of fellow citizens, we do not trust the overarching motives or goals of the TSA administration. We are not sheep. We are not unaware of your intents. We are not afraid to take a stand when the price of "safety" borders on totalitarianism and tyranny. These measures don't engender trust or a sense of well being or safety. Quite the opposite, our real threat and insecurity lie in the tyrannical usurpation of our rights, liberties and freedoms by federal agencies and their policies which have gone way beyond the bounds ever intended by the constitution. Please don't just dismiss this letter as our "representatives" in Congress do with either no reply or simply a form letter. I look forward to your reply to my concerns.  
Respectfully, (b) (6)

TSA ADHOC Query Results

b6

(b) (6)

ReplyToID: 591858

ReplyTo: (b) (6)@com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: body scanners <<#429445-549144#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@com>Received: 1/19/10 7:49:07 PM ESTTo: "TSA Contact Center"

## TSA ADHOC Query Results

an AMERICAN with Military ID, in UNIFORM, going to IRAQ, and your IGNORANT employee wants to SEARCH me Instead of Searching THREE Middle-Eastern Men in Full-Length attire because he isn't allowed to PROFILE? That's exactly what your TSA employee told me....he wasn't allowed to PROFILE. You people NEED to have your HEADS EXAMINED!!! Just like your boss: Janet Napolitano, calling us VETERANS who have DEFENDED and SACRIFICED for our Country, a THREAT to our Country! You people DISGUST me along with the MAJORITY of TRUE AMERICANS who are NOT AFRAID to tell you so....May God have Mercy on your PATHETIC souls for your UN-AMERICAN behavior and POLITICAL-Correctness! Don't ask a VETERAN or ACTIVE Military Service member to PROTECT your CHICKEN - SHIT ass.....when the TERROISTS strike this country again because of your inability to do the RIGHT THING! Signed: (b) (6)

(b) (6)

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## TSA ADHOC Query Results

(b) (6)

ReplyToID: 591530

ReplyTo: (b) (6) .com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Full-body scans at nation's airports? <<#429180-548823#>>

ReplyBody: 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 reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. Additionally, TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) .com>Received: 1/19/10

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TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 593373

ReplyTo: (b) (6)@tsa.com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysIntegration.com

Attachments:

ReplySubject: Re: re: full body scanners <<#430717-550596#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.com>Received: 1/21/10 7:40:11 PM ESTTo: "TSA Contact

TSA ADHOC Query Results

(b) (6)

ReplyToID: 598120

ReplyTo: (b) (6).com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: need some feedback <<#391570-505554#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From:



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TSA ADHOC Query Results

MsgID: 596764  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 1/27/2010 7:16:09 PM  
FromDateTime: 1/27/2010 2:21:17 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE, ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE, SCREENER RUDENESS RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: LAX  
ClosedDateTime: 1/29/2010 12:32:19 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: LAX Los Angeles, CA, USA - Los Angeles Intl Airport, BKK Bangkok, Thailand - Bangkok International Airport,  
Airline\_Extended: EVA Air,

Airline: EVA Air  
Incident\_Date:  
Contact\_Date: 1/29/2010 12:26:25 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes: Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client (b) (6) Date Time:

1/27/2010 2:21:17 PM

Name: (b) (6) Email: (b) (6)@net Complaints: My Complaint is Not Listed Here Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EVA, LAX to Bangkok flight sometime in 2008. Comments: Flying often to Thailand, out of Los Angeles International Airport, I recently found that LAX initiated the use of Millimeter Wave scanners there sometime in 2008. On one of my trips, I was told to walk into what looked like a clear glass or hard plastic cubicle. Once inside, I was told to turn around and stand in place for a few seconds. When I had exited the cubicle at the security persons command, I asked her "what was that, and why did you have me do that"? She said "never mind, you can go". Now a

## TSA ADHOC Query Results

year or so later, I realize that was my first encounter with a body scanner. There were no signs at all on the device to advise passengers of what it was. And, the security person did not tell me what I had just been subjected to when I asked her about it. The TSA, (Transportation Security Administration), in the U.S. claims that there are now "clearly visible" signs on the scanners, so that people may opt for a more traditional security screening, if they desire. Dying in a terrorist attack is something I would like to avoid, but I would much prefer to have a traditional security screening, even one that involves a 'pat down' or partial removal of my clothes. I was not given that opportunity at the Los Angeles International Airport in 2008. I was not even told of being subjected to the RF that Millimeter Wave scanners use to produce their images. I have read much information claiming these scanners are harmless, but I would rather not be exposed to them. Also, I find the scanner screening to be more invasive than even a very thorough traditional search, as I described above. I feel as though I have been violated. I feel that the security people at Los Angeles International Airport, and by association the TSA, were dishonest and misinforming

b6

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 595754

ReplyTo: (b) (6)@net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#433444-553707#>>

ReplyBody: Thank you for your email message expressing your concern regarding your dissatisfaction with the Transportation Security Administration's (TSA) deployment of whole body imaging technology. The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced at the security checkpoint. TSA seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. Moreover, please be advised that a passenger can always request to speak with the Assistant Director for Screening to address any complaint regarding screening procedures. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message ---From: (b) (6)@net>Received: 1/27/10 7:15:25 PM ESTTo: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>Subject: TSA Contact Us: ComplaintsTHIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

(b) (6) Date Time: 1/27/2010 2:21:17 PM

Name: (b) (6) Email: (b) (6)

net Complaints: My Complaint Is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EVA, LAX to Bangkok flight sometime in 2008. Comments: Flying often to Thailand, out of Los Angeles International Airport, I recently found that LAX initiated the use of Millimeter Wave scanners there sometime in 2008. On one of my trips, I was told to walk into what looked like a clear glass or hard plastic cubicle. Once inside, I was told to turn around and stand in place for a few seconds. When I had exited the cubicle at the security persons command, I asked her "what was that, and why did you have me do that?" She said "never mind, you can go". Now a year or so later, I realize that was my first encounter with a body scanner. There were no signs at all on the device to advise passengers of what it was. And, the security person did not tell me what I had just been subjected to when I asked her about it. The TSA, (Transportation Security Administration), in the U.S. claims that there are now "clearly visible" signs on the scanners, so that people may opt for a more traditional security screening, if they desire.

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## TSA ADHOC Query Results

one that involves a 'pat down' or partial removal of my clothes. I was not given that opportunity at the Los Angeles International Airport in 2008. I was not even told of being subjected to the RF that Millimeter Wave scanners use to produce their images. I have read much information claiming these scanners are harmless, but I would rather not be exposed to them. Also, I find the scanner screening to be more invasive than even a very thorough traditional search, as I described above. I feel as though I have been violated. I feel that the security people at Los Angeles International Airport, and by association the TSA, were dishonest and misinforming. ----- TCC Control Number: -----<<#433444-553707#>>

b6

TSA ADHOC Query Results

MsgID: 597652  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6)@net  
Telephone:  
Fax:

HoldDateTime: 2/1/2010 12:25:41 PM  
ProcessedDateTime:  
TalismaDateTime: 1/28/2010 7:49:26 PM  
FromDate: 1/28/2010 6:44:05 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE, ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
City: (b) (6)  
ClosedDateTime: 2/1/2010 2:23:46 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/1/2010 12:17:08 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client: (b) (6) Date

Time: 1/28/2010 6:44:05 PM

Name: (b) (6) Email: (b) (6)@net

Complaints: My Complaint is Not Listed Here Flight

Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: My response to a post on Thalvisa.com, regarding body scanners: I clicked on the URL in the above quoted message and among the information and statistics on the TSA website, I found this: "Many passengers prefer advanced imaging technology. In fact, over 98 percent of passengers who encounter this technology during TSA pilots prefer it over other screening options." Really? So, the TSA claims that 98 people out of 100, or 980 people out of 1,000 prefer the body scanner screening. I very much doubt the validity of this 98 percent statistic. I

## TSA ADHOC Query Results

suspect that, as in my case, many people have been unaware that they have even been through a body scanner. I suspect that the TSA counted these people in their 98 percent figure, (you don't opt out or ask for an alternative screening method, so that means you approve of the body scanner). I can understand that a large percentage of people, and I mean people who are aware of the new technology and aware of this new situation in airport screening, will opt for a body scanner type security check. Some people will find this less invasive than a pat down search, perhaps even the majority of people would prefer a body scanner screening, but I very much doubt the number would be 98 percent. What is the percent breakdown here on this Thalvisa.com thread? 50% for, 50% against? I don't know as I haven't tried to analyze the posts here, but it certainly is not 98% for either method of screening. I do appreciate that the TSA is made up of people who are doing their best to try and keep us from being killed. And, I do not want to take unnecessary risks with my life. But I do hope that a way will be found to continue the traditional methods of screening in addition to offering these new technologies, (millimeter and backscatter). I can say honestly that I would prefer to remove all of my clothes in front of a male, (as I am male), security screener, just like I do for my medical physicals with the doctor, rather than be subjected to a body scanning machine. That is just how my brain works. Everyone is different

b6

TSA ADHOC Query Results

ReplyTo: (b) (6)

ReplyToID: 597652

ReplyTo: (b) (6)@net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#433444-554493#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@net>Received: 1/28/10 7:48:59 PM ESTTo: "TSA Contact Center"

b6

## TSA ADHOC Query Results

MsgID: 604330  
Customer: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) net  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/13/2010 1:53:59 PM  
FromDate: 2/10/2010 1:24:25 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
City: (b) (6)  
ClosedDateTime: 2/16/2010 12:48:17 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 12:47:30 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client (b) (6) Date

Time: 2/10/2010 1:24:25 PM

Security IssuesUrgent/Time Sensitive Name: (b) (6) Email: (b) (6) net Message: I am very concerned about the new security screening that is being tested. Exposure to radiation is a cause of much concern. With the amount of radiation to which each person is going to be exposed we are asking for many more cases of cancer, atherosclerosis, heart disease, and brain damage to our population. Basically it looks to be genocidal! We could take a lesson from Israel in the methods they use for security. Please consider the following. 1. Congress should mandate that TSA's radiation experiments be strictly voluntary. 2. We should have the right to request that TSA conduct a non-radiation search of our



## TSA ADHOC Query Results

persons. 3. We should have a right to abstain from security procedures that may harm us or our children. 4. Forcible assault by radiation makes the cost of an airline ticket impossibly prohibitive. 5. Using a priority system for classifying travelers and people has been executed in some countries very successfully. Thank you for your consideration

b6

TSA ADHOC Query Results

From: (b) (6)

ReplyToID: 602xk10

ReplyTo: (b) (6) net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Security Issues <<#439553-560822#>>

ReplyBody: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: (b) (6) net>Received: 2/13/10 1:54:02

b6

TSA ADHOC Query Results

MsgID: 604495  
ClientName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) .com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/13/2010 1:56:14 PM  
FromDateTIme: 2/10/2010 4:47:12 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: JFK  
ClosedDateTime: 2/16/2010 1:11:17 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: JFK New York, NY, USA - John F Kennedy Intl Airport,  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 1:10:06 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client: (b) (6) Date

Time: 2/10/2010 4:47:12 PM

Name: (b) (6) Email: (b) (6) .com Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK airport New york Comments: TSA letter To: Transportation Security Administration, Whom It May Concern CC: (b) (6)

I am writing to express my concern on TSA's use of back-scatter X-ray machines for passenger surveillance at airports. I understand that these machines are being used at some locations at JFK airport in New York. I will travel through that airport this Saturday. This letter is to notify you that, if necessary, I request other forms of examination and search other than the back-scatter

## TSA ADHOC Query Results

X-ray machine. I refuse to be subjected to that exposure. These machines are an invasion of personal privacy and a serious health risk. Beyond the reflection of a naked image for security personal to scrutinize, these machines expose me to ionized radiation, of which extensive research has proven, there is no safe dosage. I have the right to request a TSA non-radiation search, which may include dogs sniffing for chemicals, as well as, in high security cases, a strip search. I urge that the TSA's back-scatter X-ray scans be strictly voluntary. My health, the health of our population and future generations should not be jeopardized to ensure its own security. If safety measures must be taken, let's be certain that they are truly safe. Sincerely,

(b) (6)

.com

b6

TSA ADHOC Query Results

b6

From: (b) (6)

ReplyTo: (b) (6)

ReplyTo: (b) (6)@tsa.gov

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#439696-560983#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.gov>Received: 2/13/10 1:56:18 PM ESTTo: "TSA Contact Center"

b6

## TSA ADHOC Query Results

MsgID: 604869

Customer: (b) (6)

CustAdd:

EmailAddress: (b) (6)@com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TallmaDateTime: 2/15/2010 11:32:54 AM

FromDateTime: 2/11/2010 11:50:46 AM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)

Alrline:

ClosedDateTime: 2/16/2010 2:42:56 PM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Alrport\_Extended:

Airline\_Extended:

Alrline:

Incident\_Date:

Contact\_Date: 2/16/2010 2:42:37 PM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----

Remote Client (b) (6) Date

Time: 2/11/2010 11:50:46 AM -

(b) (6)

Name: (b) (6)

Email: (b) (6)

com

Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: I demand that Congress mandate TSA's radiation experiments be strictly voluntary. I demand the right to request that TSA conduct a non-radiation search of our persons. I demand our right to abstain from security procedures that may harm our children. Initiate an e-mail campaign to convince TSA and the airlines that forcible assault by radiation makes the cost of an airline ticket impossibly prohibitive

b6

TSA ADHOC Query Results

ReplyTo: (b) (6)

ReplyToID: 602359

ReplyTo: (b) (6) .com

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: TSA Contact Us: Complaints <<#440021-561350#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message --- From: (b) (6) .com> Received: 2/15/10 11:32:53 AM EST To: "TSA Contact Center"

b6

TSA ADHOC Query Results

MsgID: 603999  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TallsmaDateTime: 2/12/2010 1:08:41 PM  
FromDate: 2/9/2010 9:42:26 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
City: (b) (6)  
ClosedDateTime: 2/16/2010 11:41:38 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 11:41:21 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: TSA Contact Us: Complaints  
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> .....  
----- Remote Client (b) (6) Date  
Time: 2/9/2010 9:42:26 PM -----  
Name (b) (6) com Email: (b) (6) com Complaints: My Complaint is Not Listed  
Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: 1. I demand that Congress mandate  
TSA's radiation experiments be strictly voluntary. 2. I demand the right to request that TSA conduct a non-radiation search of  
our persons. 3. I demand our right to abstain from security procedures that may harm our children. Thank You (b) (6)



b6

TSA ADHOC Query Results

ReplyTo: (b) (6)  
ReplyToID: 603999  
ReplyTo: (b) (6)@tsa.gov  
ReplyCC: TSAArchives@tsacc.sysintegration.com

Attachments:  
ReplySubject: Re: TSA Contact Us: Complaints <<#439284-560502#>>

ReplyBody: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message ---From: (b) (6)@tsa.gov Received: 2/12/10 1:08:44 PM

66 TSA ADHOC Query Results

MsgID: 300143858420100318  
CustName: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: (b) (6)  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TellsmaDateTime: 3/18/2010 4:05:56 PM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller has concerns about Whole Body Imaging, Millimeter wave or Backscatter technology. Caller felt people should have a choice in going through the machine and our government should subject people to something that can be dangerous to your health.

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

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

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 3/18/2010 4:06:40 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 3/18/2010 4:05:56 PM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: (b) (6)

AdditionalNotes:  
MsgSubject:  
MsgBody:

66.

b6  
TSA ADHOC Query Results

MsgID: 300168174220100503  
CustName: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: (b) (6)  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 5/3/2010 4:21:36 PM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller asked why she was made to go through the full body scan.  
ResolutionSummary: Informed caller that if a passenger is uncomfortable she could have asked to walk through the x-ray machine and ask for a patdown. Informed caller that a complaint will be sent to the CSM @ SFO regarding her issue.  
ResolutionSummary\_Extended: Informed caller that if a passenger is uncomfortable she could have asked to walk through the x-ray machine and ask for a patdown. Informed caller that a complaint will be sent to the CSM @ SFO regarding her issue.  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SFO  
User: (b) (6)  
ClosedDateTime: 5/3/2010 4:22:17 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:

Airline:  
Incident\_Date: 5/3/2010 8:00:00 AM  
Contact\_Date: 5/3/2010 4:21:36 PM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: (b) (6) : 5060  
CSM\_Baggage\_Carryon\_Or\_Checked: NOT APPLICABLE  
CSM\_Baggage\_Tag\_Number: Not Applicable

CSM\_Flight: Not Applicable  
CSM\_Terminal\_Gate: Not Applicable  
CSM\_Check\_In\_Incident\_Date\_Time: 5/3/2010 8:00:00 AM  
CSM\_Description: (b) (6) stated that while proceeding through the security checkpoint, she and other passengers were made to go through the full body scanner. (b) (6) said that she believed it to be optional and not mandatory. I informed (b) (6) that she could have informed the screening that she was uncomfortable with the full body scanner. (b) (6) is asking that someone give her a call back to explain what her rights are as a passenger.  
Return\_Comment:  
Airport\_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport,  
Airline\_Extended:

AdditionalNotes: Caller did not provide phone number  
MsgSubject:  
MsgBody:

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## TSA ADHOC Query Results

MsgID: 300124709120100212  
CustName: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: (b) (6)  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/12/2010 3:19:00 PM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller states that she would like to make a complaint about the full body scanners.  
ResolutionSummary: Provided the caller with the phone number to the Office of Civil Rights.  
ResolutionSummary\_Extended: Provided the caller with the phone number to the Office of Civil Rights.  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
ATIS: (b) (6)  
ClosedDateTime: 2/12/2010 3:19:04 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/12/2010 3:19:00 PM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: (b) (6)

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AdditionalNotes:  
MsgSubject:  
MsgBody:

b6

### TSA ADHOC Query Results

MsgID: 300130223020100224  
CustName: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: (b) (6)  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/24/2010 8:56:05 AM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller has questions and concerns about Whole Body scanning,  
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or other way or checking the raveler before they board the plane.,  
ResolutionSummary\_Extended: Advised caller they have the option to choose a pat-down inspection, or other way or checking the raveler before they board the plane.,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)  
NTUSent: (b) (6)  
ClosedDateTime: 2/24/2010 9:08:41 AM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/24/2010 8:56:05 AM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: (b) (6)

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AdditionalNotes: Caller is upset because an Islamic refused to take a full body scan, and thinks they should not be allowed to fly without going thru the scanning process .  
MsgSubject:  
MsgBody:

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TSA ADHOC Query Results

MsgID: 7429106  
CustName: (b) (6)  
CustAdd:  
EmailAddress:  
Telephone: (b) (6)  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/21/2010 4:58:40 PM  
FromDateTime:  
Flag:  
Status: CLOSED

Consumer\_Issue: Caller concerns about Whole Body Imaging, Millimeter wave or Backscatter technology stated she and her family is against the body scan.

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

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

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SLC  
City: (b) (6)  
ClosedDateTime: 1/21/2010 4:58:47 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: SLC Salt Lake City, UT, USA - Salt Lake City International Arpt,  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/21/2010 4:58:40 PM  
Type: TELEPHONE  
Interaction\_Type: COMPLAINT  
CallID: (b) (6)

AdditionalNotes: Caller provided an alternate telephone number (b) (6)  
MsgSubject:  
MsgBody:

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TSA ADHOC Query Results

MsgID: 606068

DisplayName: (b) (6)

CustAdd:

EmailAddress: (b) (6)

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 2/16/2010 12:41:22 PM

FromDateTime: 2/13/2010 8:29:35 PM

Flag:

Status: CLOSED

Consumer\_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: (b) (6)

NTUser:

ClosedDateTime: 2/17/2010 11:43:18 AM

ReceivedDateTime:

To\_TSOC:

From\_TSOC:

Return\_Comment:

Airport\_Extended:

Airline\_Extended:

Airline:

Incident\_Date:

Contact\_Date: 2/17/2010 11:42:57 AM

Type: EMAIL

Interaction\_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: Are unconstitutional. Stop what you are planning. This is an outrage

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TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 606055

ReplyTo: (b) (6)

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Full body scans <<#440975-562430#>>

ReplyBody: Thank you for your email message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact

Center --- Original Message ---From: (b) (6) Received: 2/16/10 12:41:31 PM ESTTo: "TSA Contact Center"



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## TSA ADHOC Query Results

MsgID: 600468  
Consumer (b) (6)  
CustAdd:  
EmailAddress: (b) (6) edu  
Telephone:  
Fax:

HoldDateTime: 2/9/2010 11:31:15 AM  
ProcessedDateTime:  
TallismaDateTime: 2/3/2010 11:52:51 AM  
FromDateTime: 2/3/2010 11:20:38 AM  
Flag:  
Status: ONHOLD

Consumer\_Issue: ISSUE,  
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only  
ResolutionSummary\_Extended: Transfer to Responses Needed Mailbox-Email Only,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:  
Airline: (b) (6)  
ClosedDateTime:  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/9/2010 11:11:54 AM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

### AdditionalNotes:

MsgSubject: Re: TSA Contact Us: All Other Inquiries

MsgBody: We are disappointed to find that our very simple questions have not been answered by either of the responses. We do not wish to "submit future feedback" on the TSA blog. 1) Does the TSA employee who reads the images read the images of both male and female passengers? 2) Does the TSA employee who reads the images read the images of passengers under the age of 18? On Sun, Jan 17, 2010 at 11:05 AM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the travelling public. While

## TSA ADHOC Query Results

all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. Additionally, TSA and its employees take their responsibility of securing our Nation's transportation systems very seriously. We are constantly working hard to improve security. TSA continues to receive many suggestions and comments for improving all facets of security systems and they all are taken into consideration. We are committed to refining our screening processes, resulting in increased security and improved customer service. You may wish to submit future feedback to the TSA Blog, "Evolution of Security," which can be found at [www.tsa.gov/blog](http://www.tsa.gov/blog). The purpose of this blog is to facilitate an ongoing dialogue on innovations in security, technology, and the checkpoint screening process. We encourage you to visit our website at <http://www.tsa.gov> for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From:

**(b) (6)** Received: 1/13/10 7:21:20 PM EST To: "TSA Contact Center" <[TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)> Subject: Re: TSA Contact Us: All Other Inquiries Hi, The e-mail I received from you (TSA) does not even remotely answer my question. Who can I get in touch with to have an answer to my question? **(b) (6)** On Wed, Jan 13, 2010 at 11:22 AM, TSA-ContactCenter <[TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)> wrote: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including

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## TSA ADHOC Query Results

efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) <<http://www.tsa.gov>> for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: (b) (6) <(b) (6)>  
Received: 1/11/10 12:38:03 PM EST To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: All Other Inquiries THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

-----  
Time: 1/10/2010 9:12:23 PM -----

Name: (b) (6) Email: (b) (6) Remote Client: (b) (6) Date: (b) (6)  
-----  
Brief Description of Inquiry: Question about "Advanced Imaging Technology" Comments: Does the TSA employee who reads the images read the images of both male and female passengers as well as images of passengers under the age of 18? ----- TCC Control Number: ----- <<#423879-542876#>> ----- TCC Control Number: ----- <<#423879-542876#>>

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## TSA ADHOC Query Results

~~TSASystem~~

ReplyToID: 600468

ReplyTo: TSAArchives@tsacc.sysintegration.com

ReplyCC:

ReplyBCC:

Attachments:

ReplySubject: Re: TSA Contact Us: All Other Inquiries

ReplyBody: <\\ORIG000000000><\\ORIG000000000>

AM:JC

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TSA ADHOC Query Results

MsgID: 604696  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) com  
Telephone:  
Fax:

HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 2/15/2010 11:30:29 AM  
FromDateTime: 2/11/2010 12:06:04 AM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WHOLE BODY IMAGING RESPONSE  
ResolutionSummary\_Extended: WHOLE BODY IMAGING RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: MSP  
User: (b) (6)  
ClosedDateTime: 2/16/2010 1:18:34 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended: MSP Minneapolis, MN, USA - Minneapolis/St Paul Intl Airport,  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 2/16/2010 1:17:33 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

----- Remote Client: (b) (6) Date

Time: 2/11/2010 12:06:04 AM -----

Name: (b) (6) Email: (b) (6) com Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Will be attending a flight to London on march  
20th. Comments: Hi, Quick concern question about this new "enhanced screening".. This isn't the naked body scanner thing is it?  
I emailed here about a month ago asking if minneapolis was getting these and I was told no from the replyer. I refuse to go  
through these scanners, they are bad for your health and I most certainly do not want some pervereted persons whose job it is to  
look at you naked through a scanner.. I do not want to be dosed with radiation from it either.. I am going on a class trip on

## TSA ADHOC Query Results

march 20th and I am going to explode if I am profiled and have to do this, because I am randomly searched everytime and am VERY VERY sick of it. Not very random is it? There have already been protests against these scanners. I heard it was enforced because of the so-called christmas bomb attempt? Did you know that that event was staged by a u.s agent so the government could make up a reason to make new scanners widespread? I don't know about you guys but I kinda sorta like having freedom. Answer my questions please, thank you (b) (6)

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ble

## TSA ADHOC Query Results

From: (b) (6)  
ReplyToID: 604696  
ReplyTo: (b) (6)@tsa.com

ReplyCC:  
ReplyBCC: TSAArchives@tsacc.sysintegration.com

**Attachments:**

ReplySubject: Re: TSA Contact Us: Complaints <<#439873-561180#>>

ReplyBody: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: (b) (6)@tsa.com Received: 2/15/10 11:30:33

other

TSA ADHOC Query Results

MsgID: 592716  
CustName: (b) (6)  
CustAdd:  
EmailAddress: (b) (6) net  
Telephone:  
Fax:

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HoldDateTime:  
ProcessedDateTime:  
TalismaDateTime: 1/20/2010 8:01:24 PM  
FromDateTime: 1/20/2010 4:18:01 PM  
Flag:  
Status: CLOSED

Consumer\_Issue: ISSUE,  
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE  
ResolutionSummary\_Extended: WRITE-IN CAMPAIGN RESPONSE,  
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave  
SubjectCategory\_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:  
NTUser: (b) (6)  
ClosedDateTime: 1/21/2010 4:47:02 PM  
ReceivedDateTime:  
To\_TSOC:  
From\_TSOC:  
Return\_Comment:  
Airport\_Extended:  
Airline\_Extended:

Airline:  
Incident\_Date:  
Contact\_Date: 1/21/2010 4:44:01 PM  
Type: EMAIL  
Interaction\_Type: COMPLAINT  
CallID:

AdditionalNotes:  
MsgSubject: Airport body scans  
MsgBody: It is time the American people stand up for their rights as guaranteed to us by the Constitution. Enough of having our rights taken away in the name of security! The last terrorist to board a flight was known to those in security. His OWN FATHER reported him and his proposed terroristic actions to the authorities. His Visa had expired 3 months earlier and an alert went out for him 30 minutes AFTER his flight took off! If that wasn't enough warnings and heads ups, then our security is a farce, which, of course, it is! No more of this crap and over reach of government! It's bad enough you can't take your own beverages on a plane but are force to buy them at price gouging prices. What a racket! Now we have so called security people who will be able to see us naked AGAINST our will, all in the name of SECURITY, which actually means we will be more vulnerable than ever and less secure than ever. Stop the insanity! (b) (6)

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b6 TSA ADHOC Query Results

AgentName: (b) (6)

ReplyToID: 592716

ReplyTo: (b) (6) net

ReplyCC:

ReplyBCC: TSAArchives@tsacc.sysintegration.com

Attachments:

ReplySubject: Re: Airport body scans <<#430173-549979#>>

ReplyBody: Thank you for your e-mail message. TSA has received comments and suggestions on this issue from other travelers. We have identified this issue, and we are determining the appropriate action to address this concern. As changes and enhancements to aviation security are implemented, TSA publicizes updates in local and national media, as well as on its website at [www.tsa.gov](http://www.tsa.gov) to aid travelers. We appreciate that you took the time to share your thoughts and suggestions with us. TSA Contact Center --- Original Message ---From: (b) (6) net>Received: 1/20/10 8:01:23 PM ESTTo: "TSA Contact Center"