

TSA CONTACT CENTER RECORD

EID: 1157765
Contact Date: 10/19/2013 3:17:25 PM
Incident Date: 10/18/2013 6:30:00 AM
Medium: Email

Contact Type: Normal/General
Contact Status: Pending CSM
Linked Event IDs:

Passenger Contact Information:

Contact Prefix:	Contact Address 1:
Contact First Name: (b)(6)	Contact Address2:
Contact Middle Initial:	Contact City:
Contact Last Name: (b)(6)	Contact State:
Contact Suffix:	Contact Zip:
Contact Phone: (b)(6)	Contact Country:
Contact Email: (b)(6)	Contact Fax:

Passenger Inquiry:

Subject: Got Feedback : LAX - Los Angeles International

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/19/2013 3:17:22 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/18/2013 6:30 AM Airline & Flight Number : American 2581 Checkpoint/Area of Airport : not main front security ckpoint - one that is down the hall TSA Employee: (If Known) : (b)(6)

Comment : Body scan machine indicated orange square mid-breast bone area. I help up both arms and faced agent (b)(6) announced she would check. she took side of her hands (fingers towards ceiling) and went top to bottom between my breasts and then down on each side. She then placed full palms squarely on my breasts and then moved around my breasts again. She then placed both palms against my breasts and I was shocked, humiliated, alarmed and assaulted and said "Stop! What are you doing? That's not ok." She argued with me a moment and asked if I wanted a personal screening. I told her, "what I want is to go to my plane, are you finished?" She did not answer. She took me to the side and said something about she would like to see the video. I told her, "absolutely I would like to see the video. If it shows you did not inappropriately touch my private parts I will apologize to you but you were out of line." The supervisor was next to the area she took me. I did not get his name. He was a young, Asian male. I asked him to pull the video. I asked him to take my name and number. He never said anything. I asked a 2nd time. He then asked agent (b)(6) whether or not she swiped my hands. I extended my hands and while she swiped them I told him she touched me inappropriately and I wanted him to view the video and take my name. he did not answer. They both stood there and said nothing. I left for my plane. Another passenger on the other side of screening asked me if I was ok and said what had happened was awful. I reported this to TSA Supervisor (b)(6) at the same checkpoint when I returned to LAX that evening at approximately 7pm. She got the manager (b)(6) and he said he would look at the video and TSA would send me a letter but it would not tell me the resolution and that I did not have a right to view the video. He had me stand in front of the camera 3 times saying it was so they could identify me easily when viewing the videos. He instructed me to write to this email address outlining the situation. I am pursuing this in all means possible. I will not be sexually assaulted at the airport. As a taxpayer, I pay for the TSA.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TCC Response:

From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process.

TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables 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.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

We hope this information is helpful.

TSA Contact Center

Notes/Follow Up:

Agent Notes:

Sending to CSM at LAX on 19 October 2013 by Greg Henline.

Follow Up:

ODPO Follow Up:

Record Data:

Response 1

Template Name: Patdown Complaint--CC: CSM

Airline: American Airlines

Interaction Type: Complaint

Airport: Los Angeles International Airport[LAX]

Subject Category: Patdown - Flyer

Referral:

To TSOC Date:

Last Updated By: gregory.henline

Opening Agent: brandon.creech

Fulfillment Sent:

From TSOC Date:

Last Update Date: 10/19/2013 6:57:50 PM

Opened Date: 10/19/2013 6:04:52 PM

Mail Return Date:

End Record