

TSA CONTACT CENTER RECORD

EID: 1025844
Contact Date: 7/5/2013 8:25:12 AM
Incident Date: 7/3/2013 10:20:00 AM
Medium: Inbound Call

Contact Type: Normal/General
Contact Status: Closed
Linked Event IDs:

Passenger Contact Information:

Contact Prefix:
Contact First Name: (b)(6)
Contact Middle (initial):
Contact Last Name: (b)(6)
Contact Suffix:
Contact Phone: (b)(6)
Contact Email: (b)(6)

Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Fax:

Passenger Inquiry:

Subject: Complaint

The caller and her husband flew from ORD to TPA on 7/3/13 on American Airlines Flight 1502 departing at 12:30pm from Gate K9. She indicated that they were at the checkpoint at Terminal 3 at about 10:20am. The caller indicated that she went through the AIT after her husband. He went through the AIT with two necklaces. She had on a clay necklace. A female TSO (caucasian, obese, very young, twenties or thirties, (b)(6) at the end of her last name) didn't say anything to the caller but put her hand up to stop the (b)(6) and lifted up the necklace. The female TSO then proceeded to roughly feel of her breast including her nipples. The TSO didn't go under her arms or along her sides. She indicated that she did not receive a proper pat down. The search was limited to her breast. She indicated that she has received four million patdowns and knows exactly what the procedure is to use the palm of the hand, to apply a certain amount of pressure, to be taken aside, and for the pat down to be conducted along her sides and not just the actual breast area.

The caller requested a supervisor. She indicated that the female TSO immediately left the checkpoint. The Supervisor ((tall, African American, forties, hair was in a bun) provided a customer comment card after the caller asked if there was anything that could be provided to them. The caller indicated that she submitted the card to the Supervisor. The supervisor picked up the phone, a gentleman came over to her and they began to input the information from her comment card into a computer (eye level screen, they were there for quite some time). Two other individuals came over to where the supervisor and gentleman were and they began laughing. The caller indicated that the incident was not the business of the other two officers and not a show for them. The caller indicated that even the Supervisor, along with the others, began to roar with laughter. The caller indicated that she was unsettled by the demeanor of the Supervisor.

The caller asked what would have caused the additional screening as she has never received a patdown after passing through AIT. She would like to know the status of her inquiry.

The caller indicated that her and her husband live near Tampa.

She asked if she would receive some type of contact and indicated that she would not be happy if she did not receive some type of contact, even if it was just confirmation that the CSM had received the information that she had sent.

I apologized in regard to the negative screening experience. I advised that I would refer the information to the CSM would have the means to look into the situation and address the issue. I advised that I would include an indication that the caller would like to be contacted in regard to this. I explained further that I had documented the information that she provided and that TSA monitors the number and nature of complaints received.

I indicated that I had no way of knowing what prompted the additional screening. I explained that alarms and anomalies are required to be cleared via additional screening.

TCC Response:

None Sent

Notes/Follow Up:

Agent Notes:

Sending to CSM at ORD on 7-5-13 by A Sizemore.

Follow Up:

ODPO Follow Up:

Record Data:

Response 1

Template Name: Patdown Complaint--CC: CSM
Airline: American Airlines
Interaction Type: Complaint

Airport: O'Hare International Airport(ORD)
Subject Category: Patdown - Flyer
Referral:

To TSOC Date:
Last Updated By: amber.sizemore
Opening Agent: danielle.hollifield
Fulfillment Sent:

From TSOC Date:
Last Update Date: 7/8/2013 10:21:10 AM
Opened Date: 7/5/2013 8:24:55 AM
Mail Return Date:

End Record

10:17:15 Pax has necklaces checked by TSD at
AIT

10:19:30 Pax talks to SDDO (b)(6)

10:27 TSD leaves AIT

2nd TSD (b)(6)

10:28 TSD (b)(6) talks to SDDO (b)(6) at
video

10:30:40 SDDO (b)(6) joins (b)(6) at video

10:31:45 TSM (b)(6) joins team at video

10:33 (b)(6) laughs once

10:43 Done with video...