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Transportation  
Security  
Administration

U.S. Department of Homeland Security  
Chicago, Illinois 60666

Date: Sept. 21, 2013

To: Owen Winder  
Customer Service  
ORD

From: (b)(6)  
Supervisory Transportation Security Officer  
ORD

Subject: Likely Passenger Complaint – Discrimination because of Medical Condition

This morning at approximately 11:00 I was called to the AIT between lanes 3 and 4 on Checkpoint 3 by TSO (b)(6). A female passenger had come through the AIT and the avatar showed a groin anomaly which required an RPD. The passenger was objecting to having additional screening done when I arrived at the AIT stanchion area and TSO (b)(6) was assuring the passenger that after she was cleared she could have a yellow comment card to make known her displeasure with the screening process. As I was greeting the passenger TSO (b)(6) told me sotto voce that the passenger had a colostomy bag.

I asked the passenger where her belongings were and she responded that they were with her husband. TSO (b)(6) who was Divestment Officer at the time was tapped out so she could accompany me to the Discreet Room. I led the way and the passenger followed, stating all the while that she was no terrorist, she was a woman of (68? – I do not remember precisely but it was an age in the 60s which pinpointed for me that she was not eligible for a modified pat down) and a U.S. citizen. She continued in this vein of her constitutional rights being violated as I tried to explain the procedure. She insisted she didn't want to know, and just to begin. I persisted, asking her if there were any parts of her body that were sore or sensitive to which she replied her neck, her back, her legs. I assured her I would be as gentle as I could while clearing her. I then asked if there were any medical devices other than the bag – she interrupted me to say "It's only poop. I can't blow up a plane with poop!" I asked her to raise her arms and began the pat down, explaining what I was doing as I touched each body part. When I reached the buttock area and stated "back of my hands on the buttocks" the passenger began exclaiming in a loud voice "This is my body, this is a violation!" and further objections as I cleared her legs.

When I came to the front she was still agitated as I explained I was about to clear her breast area and raised her voice even more so it carried beyond the discreet room. When I patted down her front torso I carefully avoided the colostomy area which outline was visible under her tunic shirt. After clearing torso and waistband not directly under the bag, I explained I would be clearing the groin area. At that point she raised her voice to almost screaming repeating that she was being violated, that she could never fly if this

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were the way people with medical conditions were treated, that she was being discriminated against because of her medical condition. I managed to clear her legs and feet and then (b)(3);49 U.S.C. § 114(r) (b)(3);49 U.S.C. § 114(r) I needed her to touch her bag so I could then test her hands.

She now became very agitated, repeating at high volume that she was being discriminated against and traumatized, but she did reach under her tunic and touch her bag and hold out her hands to be swabbed. At this juncture I explained that the swabs had to be tested by machine and that she was welcome to accompany me out to the machine, (Note: The Itemiser in the Discreet Room had just been calibrated and was not yet clear for use.)

The passenger came with me to the Itemiser and watched me place one swab after the other, both coming up clear. She then asked for "the yellow card" and I went to fetch one. Meanwhile, she was irate that the cart which had been arranged for her had left. As I was checking her boarding pass to record the flight information for AIM Operations input, STSO (b)(6) went to arrange a wheelchair for her. As I was returning her boarding pass to her husband, she was sitting on the bench behind the AIT lane and two wheelchairs arrived from different directions. She and her husband left for their C gate.

Shortly thereafter TSMs (b)(6) arrived at the checkpoint and questioned me about the screening. I explained that I had encountered the passenger's tubing during the pat down but had not patted the bag directly. I explained that I had her touch the bag and then tested her hands which came up clear. I summarized for them the gist and tenor of her complaints, particularly her opinion that she was being discriminated against because of her medical condition. I also told them that I was having the TSOs involved - TSO (b)(6) who was SO and TSO (b)(6) who accompanied me to the RPD - write To/Froms since a serious compliant was likely forthcoming. TSM (b)(6) told me not to hold this information on file until you request it but to send up the packet.