

U.S. Department of Homeland Security
Freedom of Information Act Branch
601 South 12th Street
Arlington, VA 20598-6020



Transportation
Security
Administration

October 09, 2014

3600.1

Case Number: 2014-TSFO-00246

William Marshall
425 Third Street, SW Suite 800
Washington, DC 20024

Dear Mr. Marshall:

This letter responds to your Freedom of Information Act (FOIA) request dated September 15, 2014, addressed to the Transportation Security Administration, FOIA Branch, seeking "any and all passenger complaint forms (referred to as "yellow cards"), "To From" memoranda, and Incident Reports filed in 2013 at the following US airports: Dulles International Airport, Chicago O'Hare International Airport, Denver International Airport, Miami International Airport, and Los Angeles International Airport." On March 13, 2014, you emailed Yvonne Coates of the FOIA Branch to amend your request to, "seeking copies of Incident Reports relating to TSOs accused of assaults relating to sexual misconduct in 2013 at five airports: Dulles International Airport, Chicago O'Hare International Airport, Denver International Airport, Miami International Airport, and Los Angeles International Airport."

The processing of your request identified certain materials that will be released to you. Portions not released are being withheld pursuant to the Freedom of Information Act, 5 U.S.C. § 552. Please refer to the Applicable Exemptions list at the end of this letter that identifies the authority for withholding the exempt material, which is indicated by a mark appearing in the block next to the exemption. An additional enclosure with this letter explains these exemptions in more detail.

The rules and regulations of the Transportation Security Administration applicable to Freedom of Information Act requests are contained in the Code of Federal Regulations, Title 6, Part 5. They are published in the Federal Register and are available for inspection by the public.

Fees

There are no fees associated with processing this request because the fees incurred do not exceed the minimum threshold necessary for charge.

Administrative Appeal

In the event that you wish to appeal this determination, an administrative appeal may be made in writing to Kimberly Walton, Assistant Administrator, Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE), Transportation Security Administration, 601 South 12th Street, East Building, E7-121S, Arlington, VA 20598-6033. Your appeal **must be submitted within 60 days** from the date of this determination. It should contain your FOIA request number and, to the extent possible, the reasons why you believe the initial determination should be reversed. In addition, the envelope in

which the appeal is mailed should be prominently marked "FOIA Appeal." Please note that the Assistant Administrator's determination of the appeal will be administratively final.

If you have any questions pertaining to your request, please feel free to contact the FOIA Branch at 1-866-364-2872 or locally at 571-227-2300.

Sincerely,



Teri M. Miller or Amanda Deplitch
Acting FOIA Officer

Summary:

Number of Pages Released in Part or in Full: 54

Number of Pages Withheld in Full: 2

Number of Pages Referred:

**APPLICABLE EXEMPTIONS
FREEDOM OF INFORMATION ACT AND/OR PRIVACY ACT**

Freedom of Information Act (5 U.S.C. 552)

(b)(1) (b)(2) (b)(3) (b)(4) (b)(5) (b)(6)

(b)(7)(A) (b)(7)(B) (b)(7)(C) (b)(7)(D) (b)(7)(E) (b)(7)(F)

Enclosures

FREEDOM OF INFORMATION ACT
SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552

Transportation Security Administration (TSA) FOIA Branch applies FOIA exemptions to protect:

Exemptions

Exemption (b)(1): Records that contain information that is classified for national security purposes.

Exemption (b)(2): Records that are related solely to the internal personnel rules and practices of an agency.

Exemption (b)(3): Records specifically exempted from disclosure by Title 49 U.S.C. Section 114(r), which exempts from disclosure Sensitive Security Information (SSI) that “would be detrimental to the security of transportation” if disclosed.

Exemption (b)(4): Records that contain trade secrets and commercial or financial information obtained from a person that is privileged or confidential.

Exemption (b)(5): Inter- or intra-agency records that are normally privileged in the civil discovery context. The three most frequently invoked privileges are the deliberative process privilege, the attorney work-product privilege, and the attorney-client privilege:

- Deliberative process privilege – Under the deliberative process privilege, disclosure of these records would injure the quality of future agency decisions by discouraging the open and frank policy discussions between subordinates and superiors.
- Attorney work-product privilege – Records prepared by or at the direction of a TSA attorney.
- Attorney-client privilege – Records of communications between an attorney and his/her client relating to a matter for which the client has sought legal advice, as well as facts divulged by client to attorney and any opinions given by attorney based on these.

Exemption (b)(6): Records that contain identifying information that applies to a particular individual when the disclosure of such information “would constitute a clearly unwarranted invasion of personal privacy.” This requires the balancing of the public’s right to disclosure against the individual’s right to privacy.

Exemption (b)(7)(A): Records or information compiled for law enforcement purposes, but only to the extent that production of such law enforcement records or information...could reasonably be expected to interfere with law enforcement proceedings.

Exemption (b)(7)(C): Records containing law enforcement information when disclosure “could reasonably be expected to constitute an unwarranted invasion of personal privacy” based upon the traditional recognition of strong privacy interests ordinarily appropriated in law enforcement records.

Exemption (b)(7)(E): Records compiled for law enforcement purposes, the release of which would disclose techniques and/or procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law.

Exemption (b)(7)(F): Records containing law enforcement information about a person, in that disclosure of information about him or her could reasonably be expected to endanger his or her life or physical safety.

PRIVACY ACT
SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

Transportation Security Administration (TSA) FOIA Branch applies Privacy Act exemptions to protect:

Exemptions

Exemption (d)(5): Information compiled in reasonable anticipation of civil action or proceeding; self-executing exemption.

Exemption (j)(2): Principal function criminal law enforcement agency records compiled during course of criminal law enforcement proceeding.

Exemption (k)(1): classified information under an Executive Order in the interest of national defense or foreign policy.

Exemption (k)(2): Non-criminal law enforcement records; criminal law enforcement records compiled by non-principal function criminal law enforcement agency; coverage is less broad where individual has been denied a right, privilege, or benefit as result of information sought.

Exemption (k)(5): Investigatory material used only to determine suitability, eligibility, or qualifications for federal civilian employment or access to classified information when the material comes from confidential sources.

Exemption (k)(6): Testing or examination material used to determine appointment or promotion of federal employees when disclosure would compromise the objectivity or fairness of the process.

~~SENSITIVE SECURITY INFORMATION~~



Transportation Security Administration

Incident Report

Report Identifier:

2013-04-07T14:45:4(b)(6)

Section I: Type/Location of Incident

Region: Inappropriate Communications/Contact

Incident Tier Level:

Airport* <input type="text" value="DEN - Denver International"/>	Date and Time Occurred *(24 Hour Clock) <input type="text" value="4/7/2013"/> <input type="text" value="14:10"/>	Report, or SPOT Number: <input type="text" value="N/A"/>
		TSOC Report Number <input type="text" value="0000"/>

Terminal Evacuated? *If Evacuated, Ordered By Whom <input type="text" value="No"/>	Checkpoint (CP) Closure? * <input type="text" value="No"/>
Media Attention? * <input type="text" value="No"/>	Checkpoint Closed: <input type="text"/> <input type="text"/>
	Checkpoint Opened: <input type="text"/> <input type="text"/>

Terminal Designation: <input type="text" value="NA"/>	No. Air Carriers Affected: <input type="text" value="0"/>	No. Passengers Affected: <input type="text" value="0"/>	Sum Total of All Flight Delay Minutes: <input type="text" value="0"/>	Was There A Potential Violation of The TSA SOP? <input type="text"/>
Gate Designation: <input type="text" value="NA"/>	No. Flights Delayed: <input type="text" value="0"/>			

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.

~~SENSITIVE SECURITY INFORMATION~~

Section II: Notifications and Personnel Involvement

7/2/2013

TSOC Notification Required? <i>No</i>		Date and Time Notified [] []		Notified By (TSA Position): Name of TSOC Rep:	
Was Event Announced on the TEN? <i>No</i>		Date and Time Announced on the TEN [] []		Announced on TEN By:	
Bridge Stood Up? <i>No</i>		Date and Time Bridge Stood Up [] []		Bridge Stood Up By:	
Notified Via Bridge <input type="checkbox"/>	Was TSM Notified? <i>Yes</i>	Date and Time Notified 4/7/2013 14:15		Notified By: STSO (b)(6)	
				TSM Name: TSM (b)(6)	
Notified Via Bridge <input type="checkbox"/>	Was AFSD-S Notified? <i>Yes</i>	Date and Time Notified 4/7/2013 14:45		Notified By: TSM (b)(6)	
				AFSD-S Name: TSM (b)(6)	
Notified Via Bridge <input type="checkbox"/>	Was AFSD-LE Notified? <i>No</i>	Date and Time Notified [] []		Notified By:	
				AFSD-LE Name:	
Notified Via Bridge <input type="checkbox"/>	Was FSD Notified? <i>Yes</i>	Date and Time Notified 4/7/2013 14:50		Notified By: TSM (b)(6)	
				FSD Name: TSM (b)(6)	
Notified Via Bridge <input type="checkbox"/>	Was BDO Notified? <i>No</i>	Date and Time Notified [] []		Notified By:	
				BDO Name:	
Notified Via Bridge <input type="checkbox"/>	Was TSS-E Notified? <i>No</i>	Date and Time Notified [] []		Notified By:	
				TSS-E Name and Title:	
Notified Via Bridge <input type="checkbox"/>	Was TSI Notified? <i>No</i>	Date and Time Notified [] []		Notified By:	
				TSI Name:	
Notified Via Bridge <input type="checkbox"/>	Was Canine Team Notified? <i>No</i>	Date and Time Notified [] []		Notified By:	
				Canine Tm Lead Name:	
Other Airport Involved - For Referral		Date and Time Notified [] []		Notified By:	
Other Notified Name and Title		Date and Time Notified [] []		Notified By:	

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

Section II: Notification and Personnel Involvement

Part A: LEO Notification

LEO Notified? Date and Time Notified		LEO Notified By: STSO (b)(6)	LEO Responded: No	LEO Responded Date/Time:	LEO Name/Badge #:
Yes	4/7/2013 14:20				(b)(6), (b)(7)(C)
Agency:	Date and Time Notified	Agency Notified By:		LEO Agency:	
				Denver Police Department	
Agency:	Date and Time Notified	Agency Notified By:			
Agency:	Date and Time Notified	Agency Notified By:			

Part B: Personnel Involved

TSA Position	TSA Position, if Other	Last Name	First Name	Assigned Terminal	Assigned Shift
TSO/TSO	Dynamic Officer	(b)(6)	(b)(6)	South Checkpoint	2
SISO	Supervisor	(b)(6)	(b)(6)	South Checkpoint	2

Part C: Other Third Parties (Involvement - How?)

Name:	Address:	Phone: (Cell or Home)	Email:
Name:	Address:	Phone: (Cell or Home)	Email:
Name:	Address:	Phone: (Cell or Home)	Email:

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1620. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1620, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1620.~~

~~SENSITIVE SECURITY INFORMATION~~

Section III: Individuals Involved. If More Than 1 Individual, Use Additional Pages or Add To BDO Description

Last Name: (b)(6)		First Name: (b)(6)		Middle Name: (b)(6)		Alias or Nickname: NA	
Street Address: (b)(6)		Apartment Number: (b)(6)		City: (b)(6)		State or Province: NY	Zip Code: 10022
Country: USA		Primary Tel: (b)(6)		Alt Telephone: NA			

BDO Description if applicable

Gender: Male	Drivers License Number: (b)(6)	Issuing State: (b)(6)	Passport Number: (b)(6)	Passport Country of Issue: (b)(6)	Date Passport Issued: (b)(6)	Date of Birth: (b)(6)
-----------------	-----------------------------------	--------------------------	----------------------------	--------------------------------------	---------------------------------	--------------------------

Other ID (Type):	Other ID Number:	IVCC Number:	(b)(3) 49 U.S.C. § 114(r)	Passenger?: <input type="checkbox"/>
------------------	------------------	--------------	---------------------------	---

Detained By LEO? <input type="checkbox"/>	If Yes, Name and Badge of Officer:	Summons Issued by LEO? <input type="checkbox"/>	If Yes, Name and Badge of Officer:
--	------------------------------------	--	------------------------------------

Arrested by LEO? <input type="checkbox"/>	If Yes, Name and Badge of Officer:
--	------------------------------------

Charges Filed Local: <input type="checkbox"/>	Charges Filed State: <input type="checkbox"/>	Charges Filed Federal: <input type="checkbox"/>
--	--	--

List Charge(s), if known:

Active Military? <input type="checkbox"/>	If Yes, What Branch? Select...	Traveling on Orders? <input type="checkbox"/>	Cleared to Fly? <input checked="" type="checkbox"/>	If Cleared, By Whom? STSO (b)(6)	If Cleared, Time: 14:15
--	-----------------------------------	--	--	-------------------------------------	----------------------------

Boarding Pass and ID Returned to Passenger? If No Describe in Narrative: <input type="checkbox"/>	If Yes, By Whom? STSO (b)(6)	EIR Status: Select...	EIR is Against:
--	---------------------------------	--------------------------	-----------------

Air Carrier(s): Delta	Flight Number(s): DL 1794	Connecting Flight(s) and/or Destination: NYC-Laguardia (LGA)	Gate: C-42
--------------------------	------------------------------	---	---------------

Flight Delayed? <input type="checkbox"/>	Flight Delay Minute:	If Delayed, No of PAX:	If Delayed No of Crew:	Passenger Missed Flight? <input type="checkbox"/>	Scheduled Departure Time: 15:20	Actual Departure Time:	Checked Baggage Removed From Flight? <input type="checkbox"/>
---	----------------------	------------------------	------------------------	--	------------------------------------	------------------------	--

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1620. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1620, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1620.

~~SENSITIVE SECURITY INFORMATION~~

Section IV: Items Discovered

<i>Type of Items Discovered</i>				
<i>Artfully Concealed?</i>	<i>If So, How Concealed</i>	<i>Photo Taken?</i>	<i>Detection Method</i>	<i>Other Detection Method</i>
<input type="checkbox"/>		<input type="checkbox"/>	Select...	
<i>Item Description</i>				

<i>Firearm Involved?</i>	<i>Firearm Loaded?</i>	<i>Make</i>	<i>Model</i>	<i>Caliber</i>	<i>Serial Number</i>
<input type="checkbox"/>	<input type="checkbox"/>				
<i>Chambered Round?</i>	<i>Location Discovered?</i>	<i>Firearm Discharged?</i>	<i>Firearm Discharged By:</i>	<i>No. Rounds Expended?</i>	<i>Injuries?</i>
<input type="checkbox"/>		<input type="checkbox"/>			<input type="checkbox"/>
<i>Checked Carry-On</i>					
<input type="checkbox"/>					
<i>Passenger Has Firearm Permit?</i>	<i>Additional Information:</i>				
<input type="checkbox"/>					

Section V: Motor Vehicle Information

<i>Motor Vehicle Type</i>	<i>Make</i>	<i>Model</i>	<i>Color</i>	<i>Year</i>
<i>License State (2 digit Initials)</i>	<i>License Number</i>	<i>Photo Taken?</i>		
		<input type="checkbox"/>		

Section VI: Passenger Complaint/Injury or Serious Injury/Loss of or Damage To Personal Property

<i>Lost or Damaged Personal Property</i>	<i>Physical Injury</i>	<i>Complaint About Screening Process</i>	<i>Death</i>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<i>Other Comments</i>			
<p>At approximately 14:10 hours on the South Checkpoint, near lane 4 a passenger complained that he sustained an injury resulting from the aggressive actions of the TSO conducting a pat down search. TSO (b)(6) had started the pat-down search of this passenger. STSO (b)(6) was called over to this location and made contact with TSO (b)(6) and the passenger. The passenger stated that during the pat-down search he was struck very hard in the groin area which caused him pain to his left testical. TSO (b)(6) deferred from conducting the pat-down search and STSO (b)(6) conducted the pat-down search on this passenger and cleared him to travel.</p>			
<i>CCTV Copied?</i>	<i>EMS Notified?</i>	<i>EMS Responded?</i>	<i>Treatment Refused?</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Checkpoint Condition Normal? (wet floor, etc.) (If so, Describe in Narrative)</i>		<i>Immediate Configuration Charges Required? (If so, Describe in Narrative)</i>	
<input type="checkbox"/>		<input type="checkbox"/>	

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1620. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1620, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 16 AND 1620.~~

~~SENSITIVE SECURITY INFORMATION~~

(b)(3) 49 U.S.C. § 114(f)

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1526. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1526, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1526.~~

~~SENSITIVE SECURITY INFORMATION~~

Section VIII: Reporting Officer's Summary/Narrative

In addition to this Summary/Narrative attach separate Witness Statement from each TSA Employee who witnessed the Incident. Reporting Officer must review all Statements.

Your Physical Position at Time of Incident:

Location of Incident:

Name of Individual and any other identifying information:

Who else witnessed the Incident?

What happened? Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know first-hand. Write clearly or type.

At approximately 14:10 hours on the South Checkpoint, near lane 4 a passenger complained that he sustained an injury resulting from the aggressive actions of the the TSO conducting a pat down search. TSO (b)(6) had started the pat-down search of this passenger. STSO (b)(6) was called over to this location and made contact with TSO (b)(6) and the passenger. The passenger stated that during the pat-down search he was struck very hard in the groin area which caused him pain to his left testical. TSO (b)(6) deferred from conducting the pat-down search and STSO (b)(6) conducted the pat-down search on this passenger and cleared him to travel. The passenger was offered medical treatment and he said that it was not required. The passenger insisted on filing a complaint and he was asked if he wanted to make a police report of this incident and, the passenger said he didn't think this would be necessary. The passenger was identified to be (b)(6) DOB - (b)(6) and was scheduled to fly to LaGuardia Airport, NYC, on Delta Airlines flight # DL1794, from gate C-42 with a departure time of 15:20 hours. (b)(6) wrote a statement and continued on to his flight. No police action was requested or taken. CCTV was reviewed and no video was available for confirmation or retrieval on this incident.

Additional Details:

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

Section IX: Reporting Officer

Position: Position - Other (please specify) SISO Supervisor		Duty Assignment South Checkpoint	Duty Telephone (b)(6)
Last Name (b)(6)		First Name (b)(6)	Terminal South
User Name: (b)(6)			Shift 2
Printed Name (If Not Shown Above)		Signature and Date	

Section X: Reviewing Officer

Position: Select...	Duty Telephone
Last Name:	First Name
Printed Name (If Not Shown Above)	Signature and Date

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

Section XI: TSA Employee Statement (completed by those who witnessed or participated in reportable incident and reviewed by reporting officer - provide attachment(s))

Your Name:	Title:	Position at Time of Incident:
Location of Incident:	Date of Incident:	Date/Time of Statement:

Name of Individual and any other identifying information:

Who else witnessed the incident?

Boarding Pass and ID returned? Yes/No. If Yes, By Whom? If No, Explain. Specify in Attached Statement.

Artfully Concealed? If yes, explain. Yes No

Timing and description of LEO response, if applicable:

(b)(3):49 U.S.C. § 114(r) (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

Specify in Alleged Statement/Narrative

Narrative: Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know first-hand. Write clearly or type. If additional room is required attach additional sheets.

Provided Separately And Uploaded To SIRT As Attachment(s) - Not Included In This Printout

Printed Name Signature and Date

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

~~SENSITIVE SECURITY INFORMATION~~



Transportation Security Administration

Incident Report

Report Identifier:

2013-01-24T19:33 (b)(6)

Section I: Type/Location of Incident

Region : Unruly Passenger

Incident Tier Level :

Airport*

Date and Time Occurred *(24 Hour Clock)

Report, or SPOT Number:

TSOC Report Number

Terminal Evacuated? *If Evacuated, Ordered By Whom

Checkpoint (CP) Closure? *

Checkpoint Closed:

Media Attention?*

Checkpoint Opened:

Terminal Designation:

No. Air Carriers Affected:

No. Passengers Affected:

Sum Total of All Flight Delay Minutes:

Gate Designation:

No. Flights Delayed:

Was There A Potential Violation of The TSA SOP?

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

Section II: Notifications and Personnel Involvement

TSOC Notification Required? <i>No</i>		Date and Time Notified	Notified By (TSA Position): Name of TSOC Rep:
Was Event Announced on the TEN? <i>No</i>		Date and Time Announced on the TEN	Announced on TEN By:
Bridge Stood Up? <i>No</i>		Date and Time Bridge Stood Up	Bridge Stood Up By:
Notified Via Bridge <input type="checkbox"/>	Was TSM Notified? <i>Yes</i>	Date and Time Notified 1/24/2013 18:10	Notified By: (b)(6) TSM Name:
Notified Via Bridge <input type="checkbox"/>	Was AFSD-S Notified? <i>No</i>	Date and Time Notified	Notified By: AFSD-S Name:
Notified Via Bridge <input type="checkbox"/>	Was AFSD-LE Notified? <i>No</i>	Date and Time Notified	Notified By: AFSD-LE Name:
Notified Via Bridge <input type="checkbox"/>	Was FSD Notified? <i>No</i>	Date and Time Notified	Notified By: FSD Name:
Notified Via Bridge <input type="checkbox"/>	Was BDO Notified? <i>No</i>	Date and Time Notified	Notified By: BDO Name:
Notified Via Bridge <input type="checkbox"/>	Was TSS-E Notified? <i>No</i>	Date and Time Notified	Notified By: TSS-E Name and Title:
Notified Via Bridge <input type="checkbox"/>	Was TSI Notified? <i>No</i>	Date and Time Notified	Notified By: TSI Name:
Notified Via Bridge <input type="checkbox"/>	Was Canine Team Notified? <i>No</i>	Date and Time Notified	Notified By: Canine Tm Lead Name:
Other Airport Involved - For Referral		Date and Time Notified	Notified By:
Other Notified Name and Title		Date and Time Notified	Notified By:

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION, FOR U.S. GOVERNMENT AGENCIES, - PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

Section II: Notification and Personnel Involvement

Part 1: LEO Notification

LEO Notified? Date and Time Notified Yes 1/24/2013 18:00	LEO Notified By: TSO (b)(6) LEO Responded: Yes	LEO Responded Date/Time: 1/24/2013 6:00 18:00	LEO Name/Badge It: (b)(6) (b)(7)(C) LEO Agency: Denver Police Department
Agency: Denver Police Department/ Officer Shultz/badge #8...	Date and Time Notified 1/24/2013 18:25	Agency Notified By	TSM (b)(6)
Agency:	Date and Time Notified	Agency Notified By	
Agency:	Date and Time Notified	Agency Notified By	

Part 2: LEO Assignment

TSA Position	TSA Position, if Other	Last Name	First Name	Assigned Terminal	Assigned Shift
TSO/LTSO		(b)(6)	(b)(6)	South	2
SISO		(b)(6)	(b)(6)	South	2
STSO		(b)(6)	(b)(6)	North	2

Part 3: Notify LEOs/Other Personnel of the same as above

Name:	Address:	Phone: (Cell or Home)	Email:
Name:	Address:	Phone: (Cell or Home)	Email:
Name:	Address:	Phone: (Cell or Home)	Email:

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 16 AND 1520.

~~SENSITIVE SECURITY INFORMATION~~

Section III: Individuals Involved. If More Than 1 individual, Use Additional Pages or Add To BDO Description

Last Name: (b)(6)	First Name: (b)(6)	Middle Name: (b)(6)	Alias or Nickname:	
Street Address: (b)(6)	Apartment Number:	City: (b)(6)	State or Province: MO	Zip Code: 64011
Country: USA	Primary Tel: (b)(6)	Alt Telephone:		

BDO Description if applicable

Gender: Male	Drivers License Number:	Issuing State:	Passport Number:	Passport Country of Issue:	Date Passport Issued:	Date of Birth: (b)(6)
Other ID (Type): Global Entry	Other ID Number: (b)(6)	IVCC Number:	(b)(3); 49 U.S.C. § 114(r)			Passenger?: <input checked="" type="checkbox"/>

Detained By LEO? <input type="checkbox"/>	If Yes, Name and Badge of Officer:	Summons Issued by LEO? <input type="checkbox"/>	If Yes, Name and Badge of Officer:
--	------------------------------------	--	------------------------------------

Arrested by LEO? <input type="checkbox"/>	If Yes, Name and Badge of Officer:
--	------------------------------------

Charges Filed Local: <input type="checkbox"/>	Charges Filed State: <input type="checkbox"/>	Charges Filed Federal: <input type="checkbox"/>
List Charge(s), if known:		

Active Military? <input type="checkbox"/>	If Yes, What Branch? Select...	Traveling on Orders? <input type="checkbox"/>	Cleared to Fly? <input checked="" type="checkbox"/>	If Cleared, By Whom? TSM (b)(6)	If Cleared, Time: 19 15
--	-----------------------------------	--	--	------------------------------------	----------------------------

Boarding Pass and ID Returned to Passenger? If No Describe in Narrative: <input type="checkbox"/>	If Yes, By Whom? TSM (b)(6)	EBR Status: Select...	FIR Is Against:
--	--------------------------------	--------------------------	-----------------

Air Carrier(s): United Airlines	Flight Number(s): UA 3463Y	Connecting Flight(s) and/or Destination: Kansas City	Gate: B50
------------------------------------	-------------------------------	---	--------------

Flight Delayed? <input type="checkbox"/>	Flight Delay Minute:	If Delayed, No of PAX:	If Delayed No of Crew:	Passenger Missed Flight? <input type="checkbox"/>	Scheduled Departure Time: 19:30	Actual Departure Time:	Checked Baggage Removed From Flight? <input type="checkbox"/>
---	----------------------	------------------------	------------------------	--	------------------------------------	------------------------	--

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.

~~SENSITIVE SECURITY INFORMATION~~

Section IV: Items Discovered

<i>Type of Items Discovered</i>				
<i>Artfully Concealed?</i>	<i>If So, How Concealed</i>	<i>Photo Taken?</i>	<i>Detection Method</i>	<i>Other Detection Method</i>
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	Select	<input type="text"/>
<i>Item Description</i>				
<input type="text"/>				

Section IV: Firearm Information

<i>Firearm Involved?</i>	<i>Firearm Loaded?</i>	<i>Make</i>	<i>Model</i>	<i>Caliber</i>	<i>Serial Number</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Chambered Round?</i>	<i>Location Discovered?</i>	<i>Firearm Discharged?</i>	<i>Firearm Discharged By:</i>	<i>No. Rounds Expended?</i>	<i>Injuries?</i>
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<i>Passenger Has Firearm Permit?</i>	<i>Additional Information:</i>				
<input type="checkbox"/>	<input type="text"/>				

Section V: Motor Vehicle Information

<i>Motor Vehicle Type</i>	<i>Make</i>	<i>Model</i>	<i>Color</i>	<i>Year</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>License State (2 digit initials)</i>	<i>License Number</i>	<i>Photo Taken?</i>		
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>		

Section VI: Passenger Complaint/Injury or Serious Injury/Loss of or Damage To Personal Property

<i>Lost or Damaged Personal Property</i>	<i>Physical Injury</i>	<i>Complaint About Screening Process</i>	<i>Death</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other Comments</i>			
<input type="text"/>			
<i>CCTV Copied?</i>	<i>EMS Notified?</i>	<i>EMS Responded?</i>	<i>Treatment Refused?</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Checkpoint Condition Normal? (wet Floor, etc.) (If so, Describe in Narrative)</i>			<i>Immediate Configuration Changes Required? (If so, Describe in Narrative)</i>
<input type="checkbox"/>			<input type="checkbox"/>

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.

~~SENSITIVE SECURITY INFORMATION~~

(b)(3) 49 U.S.C. § 114(f)

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1620. NO PART
OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1620, EXCEPT WITH
THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF
TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES,
PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1620.~~

~~SENSITIVE SECURITY INFORMATION~~

Section VIII: Reporting Officer's Summary/Narrative

In addition to this Summary/Narrative attach separate Witness Statement from each TSA Employee who witnessed the Incident. Reporting Officer must review all Statements.

Your Physical Position at Time of Incident:

Mid-floor, South Checkpoint, DEN

Location of Incident:

Lane 7, South checkpoint and lane 4, North Checkpoint

Name of Individual and any other identifying information:

(b)(6)

Who else witnessed the incident?

What happened? Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know first-hand. Write clearly or type.

At 1800 hours on Jan. 24, 2013 on South security checkpoint, DEN - Denver International a passenger on lane 7 opted out of AIT screening. Transportation Security Officer (TSO) (b)(6) collected the passenger's bags from the x-ray belt and escorted him to the end of the lane for a Standard Pat Down (SPD). When TSO (b)(6) gave the passenger, (b)(6) his advisements and asked him if he had any implants or sensitive areas the passenger stated that asking him this was a violation of his HIPPA rights. TSO (b)(6) called for Supervisory Transportation Security Officer (STSO) and (b)(6) responded. STSO (b)(6) explained to the passenger that TSA had no interest in his medical information but needed to know enough so that he would not be hurt or injured during the SPD. The passenger stated that we could conduct the SPD without that information. STSO (b)(6) directed TSO (b)(6) to conduct the SPD as if there were no implants or sensitive areas. The passenger stated to the STSO that "all of this" was illegal and against State law. STSO (b)(6) replied that Officer (b)(6) was conducting the SPD as he was required to do so, in accordance with Federal law and court decisions. Passenger (b)(6) repeatedly argued the officers were "violating" his rights but did not stop the screening process at this point. When TSO (b)(6) patted down the thigh area the passenger leaned down and said "If you touch my genitals again we're going to have a problem." STSO (b)(6) directed TSO (b)(6) to stop the screening and again told (b)(6) that TSA required officers to perform the SPD a certain way. (b)(6) stated that we had no legal authority to touch him and that if the SPD came anywhere near his "balls" again he would file charges for sexual assault. Again, STSO (b)(6) explained the process and asked if (b)(6) would comply with instructions and stop threatening the TSO. When he would not stop declaring that TSO (b)(6) was sexually assaulting him STSO (b)(6) called for a Law Enforcement Officer (LEO) and Denver Police Department officer (b)(6),(b)(7)(C) responded and stood by. STSO (b)(6) asked (b)(6) for his ID and boarding pass but (b)(6) refused to provide them. When STSO (b)(6) informed him that he would not be able to proceed to his gate without complying or providing his ID and boarding pass he again refused to comply. At this point, STSO (b)(6) informed him that since he would not cease his interference with the screening process he would not be able to proceed past the checkpoint. DPD officer (b)(6),(b)(7)(C) and STSO (b)(6) escorted (b)(6) off of South Screening Checkpoint at approximately 1815 hrs.

STSO (b)(6) then informed TSM (b)(6) of the incident and TSM (b)(6) directed STSO (b)(6) to look for (b)(6) in the main terminal to see if he would attempt to gain access to the sterile area through another security checkpoint. At approximately 1820 hours, STSO (b)(6) and TSM (b)(6) spotted the passenger entering the queue on North Security Checkpoint and TSM (b)(6) followed him into the checkpoint. As he had done on South checkpoint, (b)(6) opted out of AIT and was sent for an SPD. At TSM (b)(6) direction STSO (b)(6) took possession of the passenger's bags and led him to the SPD area. As STSO (b)(6) began the SPD (b)(6) began making comments again and TSM (b)(6) stepped in and stopped the screening process. DPD officer (b)(6),(b)(7)(C) responded and conducted an NCIC which cleared. Passenger initially refused to provide ID or boarding pass to TSM (b)(6) but eventually did provide his Global Entry card and boarding pass. A United Airlines Ground Security Coordinator (GSC) was called for and (b)(6) responded. After talking with the passenger for a while, GSC (b)(6) asked TSM (b)(6) if (b)(6) would be allowed to proceed to his gate if he promised to cooperate and allow the screening process to be completed. TSM (b)(6) agreed and STSO (b)(6) conducted a complete SPD on the passenger after which TSM (b)(6) cleared the passenger to fly at approximately 1915 hrs. There was no impact to airport operations. At the time of this report, there was no media attention. END OF NARRATIVE.

Additional Details:

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1620. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1620, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1620.~~

~~SENSITIVE SECURITY INFORMATION~~

Section IX: Reporting Officer			
Position: Position - Other (please specify) STSO	Duty Assignment South P.M.	Duty Telephone (b)(6)	
Last Name	First Name	Terminal South	Shift 2
User Name: (b)(6)			
Printed Name (If Not Shown Above)		Signature and Date	
Section X: Reviewing Officer			
Position: Select...	Duty Telephone		
Last Name:	First Name		
Printed Name (If Not Shown Above)	Signature and Date		

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

Section XII: TSA Employee Statement (completed by those who witnessed or participated in reportable incident and reviewed by reporting officer - provide attachment(s))

Your Name:	Title:	Position at Time of Incident:
Location of Incident:	Date of Incident:	Date/Time of Statement:

Name of Individual and any other identifying information:

Who else witnessed the incident?

Boarding Pass and ID returned? Yes/No. If Yes, By Whom? If No, Explain. Specify in Attached Statement.

Artfully Concealed? If yes, explain. Yes No

Timing and description of LEO response, if applicable:

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

Specify in Attached Statement/Narrative

Narrative: Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the Individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know first-hand. Write clearly or type. If additional room is required attach additional sheets.

Provided Separately And Uploaded To SIRT As Attachment(s) - Not Included In This Printout

Printed Name Signature and Date

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.

U.S. Department of Homeland Security



Transportation
Security
Administration

MEMO to FILE

Date: May 18, 2013

To: Karen Hennington
Customer Service Quality Improvement Manager
Los Angeles Airport

From: Tung Huynh
Transportation Security Manager
Terminal 6

CC: Christine Pope
Deputy Assistant Federal Security Director
South Complex

Subject: Update on Incident at Terminal 6: Passenger claimed of Sexual Assault

This memo to file is an update to add additional information to the previous memo to file for clarification.

After the female pax completed the screening by TSO (b)(6) a bag check was request on LGA's in her bag.

TSO (b)(6) was the officer who screened the 2 sealed bottles of Ensure the passenger claimed she needed for medication.

TSO (b)(6) was called over to conduct a patdown of the passenger per SOP. During the advisements by TSO (b)(6) that passenger explained what happened.

No further information.

U.S. DEPARTMENT OF HOMELAND SECURITY
TRANSPORTATION SECURITY ADMINISTRATION
LAX STATEMENT FORM

^{5/12}
At T6 checkpoint, I responded to a L6A bagcheck. I took positive control of the bag. I located the passenger. I advised the female passenger regard TSA L6A policy. I proceeded to recommend the female passenger to either drink her liquid outside the checkpoint sterile area or have her L6A check-in. The female advised me that she needed the liquid for medication. I said I understand. I located the L6A in the female's bag.

(b)(3)49 U.S.C. § 114(r)

I proceeded to advised the passenger she will undergo a standard pat-down. In addition, I advised her that her bags will be check. I called for a female assisted. The female officer responded. She took control of the female officer. I proceeded to check her bag with a ETP sample. The bag cleared. I advise the female officer that the female passenger's bag was clear.

(b)(6)

05/12/2013

TSA CONTACT CENTER RECORD

EID: 1028010
Contact Date: 7/6/2013 3:04:10 PM
Incident Date: 7/5/2013 7:45:00 PM
Medium: Email

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

Passenger Contact Information:

Contact Prefix:	Contact Address 1: (b)(6)
Contact First Name: (b)(6)	Contact Address2:
Contact Middle Initial:	Contact City: (b)(6)
Contact Last Name: (b)(6)	Contact State:
Contact Suffix:	Contact Zip: (b)
Contact Phone: Not Provided	Contact Country: (b)(6)
Contact Email: (b)(6)	Contact Fax:

Passenger Inquiry:

Subject: (b)(6) FW: Complaint about tsa security inspector

From: (b)(6)
Sent: Saturday, July 06, 2013 1:59 PM
To: TSAExternalCompliance
Subject: Complaint about tsa security Inspector

--
(b)(6)

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)
Mailing Address: (b)(6)
Email: (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport. ?

DATE, TIME, LOCATION & PURPOSE:

On July 5, 2013, at the LAX International Airport, first (and only) inspection point before gaining access to Virgin America flight arrivals at Gates 33-35, top-floor of that building. I was not travelling. Instead, I went to welcome at the gate my spouse and minor children at Gate 33A at or near 7:45 pm.

WHAT HAPPENED:

(b)(6) was at one of the two (2) lines designated for inspection of identification of persons wishing to gain access to the gate areas (b)(6) was flirting with four (4) very young ladies that were in front of me. The other officer inspecting the adjoining designated line of travelers next to (b)(6) stand was acting professionally, moving travelers at an expected normal speed.

What made it apparent that (b)(6) was engaging these young ladies in extra curriculum activity was that he stopped looking at the passports and other documents in front of him, and his comments were obviously unrelated to the job of inspecting their identification documents. At one point, I made known to him without words that I thought he was not performing his job as designed or expected and I even considered moving to the line of the more professional inspector, but at that point (b)(6) cleared the ladies in front of me and then looked at me and immediately his previous flirting smile disappeared.

He then demanded I show him my passport. I asked him why he asked me for my passport if I am showing him a temporary visitor's pass and I was neither carrying any luggage nor travelling. I said words to the effect that I had only my State of California driver's license. (b)(6) responded with a bad attitude that he wanted to see "either" a passport or other photo identification. After handing over to him my driver's license and my visitor's pass, he was still visually disturbed by my presence because he had observed my disapproval of his wasting other travelers' time by flirting with the young women in front of me and I told him so. In sum, this young man (b)(6) was embarrassed that he was caught not doing his job seriously, professionally and respectfully as he should. I warned him that unless he changed his attitude with me I would speak to his supervisors. Instead, he accused me of threatening him and called a supervisor.

Have you contacted the TSA Customer Service Manager at the airport, or any other DHS component or other federal, state, or local government agency or court about this complaint?

I spoke to (b)(6) a supervisor. (b)(6) performed his supervising duties as would be expected of any professional, and upon request, he wrote his name and pointed me to the tsa.gov website.

Is there any other information you want us to know about or consider?

Unless (b)(6) is retrained as a TSA security inspector, he is likely to pose a danger to travelers (by getting distracted from his serious duties as a TSA security inspector) with attractive young members of the opposite sex. In closing, I believe that (b)(6) did not have the common sense necessary to elevate this happenstance into a written complaint against him. Said differently, I am questioning the judgment of this young man in not

prudently allowing me to go through his desk without more incident, by compelling me to file the complaint against him.

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 the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

TSA Contact Center

Notes/Follow Up:

Agent Notes:

Sent to the CSM at LAX for review on July 5, 2013 by (b)(6)

Follow Up:

ODPO Follow Up:

Record Data:

Response 1

Template Name: Screener Rudeness
Airline: Virgin America
Interaction Type: Complaint

Airport: Los Angeles International Airport[LAX]
Subject Category: Customer Service - TSO
Referral:

To TSOC Date:
Last Updated By: jeff.shortridge
Opening Agent: richard.doughty
Fulfillment Sent:

From TSOC Date:
Last Update Date: 7/7/2013 9:51:17 AM
Opened Date: 7/7/2013 9:29:27 AM
Mail Return Date:

End Record

TSA CONTACT CENTER RECORD

EID: 1126213
Contact Date: 9/20/2013 9:08:02 AM
Incident Date: 9/19/2013 3:50:00 PM
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 Address 2:
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: FW: Complaint Sexual Discrimination

This is not a civil liberties issue and should be referred to the CSQIM at the airport.

Bryan

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

From: (b)(6)
Sent: Thursday, September 19, 2013 7:13 PM
To: TSAExternalCompliance@dhs.gov
Cc: (b)(6)
Subject: Complaint Sexual Discrimination

Location: LaX terminal 6, ID screening
Time: 3:50 pm
Date: 09/19/2013

Tsa agent would not accept my California drivers license as valid because the the printed ticket had my last name as (b)(6)

While my drivers license has my name as (b)(6) no hyphens.

I have been using this same license for many years without incident with the same (b)(6) on the reservation

Even though my picture on the license matched and the birthdate matched the supervisor sent me back to get the ticket to print as (b)(6)

Since it is common for women to change their last name and not men with marriage, I find this as sexual discrimination.

Further I find the agents to not use good judgement in ignoring my picture and birthdate

(b)(6)

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 recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive 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 hope this information is helpful.

TSA Contact Center

Notes/Follow Up:

Agent Notes:

Sent to the CSM at LAX for review on September 20, 2013 by Jeff Shortridge.

Follow Up:

ODPO Follow Up:

Record Data:

Response 1

Template Name: Complaint - Customer Service Manager

Airline:

Interaction Type: Complaint

Airport: Los Angeles International Airport[LAX]

Subject Category: Customer Service - TSO

Referral:

To TSOC Date:

Last Updated By: jeff.shortridge

Opening Agent: deborah.hayes

Fulfillment Sent:

From TSOC Date:

Last Update Date: 9/20/2013 10:31:16 PM

Opened Date: 9/20/2013 4:03:50 PM

Mail Return Date:

End Record

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

U.S. Department of Homeland Security



Transportation
Security
Administration

MEMO to FILE

Date: May 11, 2013

To: Karen Hennington
Customer Service Quality Improvement Manager
Los Angeles Airport

From: Tung Huynh
Transportation Security Manager
Terminal 6

CC: Christine Pope
Deputy Assistant Federal Security Director
South Complex

Subject: Incident at Terminal 6: Passenger claimed of Sexual Assault

On Saturday, May 11, 2013, at 0513hrs., a female passenger wearing a white sweater, purple blouse, dark pants, had exited the Advance Imaging Technology(AIT) located at Lanes 3/4 at Terminal 6. The two(2) Transportation Security Officers(TSO) assigned to the Search Officer(SO) position was (b)(6). Female passenger walked pass TSO (b)(6) and TSO (b)(6) screened her based on the anomalies displayed on the monitor. Passenger went to get her items off the rollers on Lane 3 X-ray machines. She had a bottle of Ensure in the bin and TSO (b)(6) (b)(6) conducted the screening of this item at the table located behind X-ray Lane 3.

Female passenger was extremely upset and began to cry. She stated to TSO (b)(6) that she was sexually assaulted by the male officer next to the AIT. Female passenger explained that he touched her in the chest area and demonstrated to TSO (b)(6) how the male TSO did this.

Once screening was completed, she left the terminal before anyone could get her personal information. TSO (b)(6) notified Supervisory Transportation Security Office (b)(6) of the incident and he called me immediately.

Video footage was pulled up on the incident and reviewed. At 0513hrs., on Camera: SSCP6-C63005-BELT 3 EXIT-403, the female passenger exited the AIT. Female Passenger walked pass TSO (b)(6) she was stopped by TSO (b)(6) who gave her advisements before she proceed to screen the anomalies. Once advisements were done, TSO (b)(6) screened the passenger and cleared her of all anomalies. Based on the video footage reviewed, TSO (b)(6) did not touch the female passenger. TSO (b)(6) screened the female passenger and followed procedure. No misconduct occurred.



No further information.

**U.S. DEPARTMENT OF HOMELAND SECURITY
TRANSPORTATION SECURITY ADMINISTRATION
LAX STATEMENT FORM**

On 5/11/13 at 5:15am I STSO (b)(6) was called over to the ETD table for an LGA

Call. When a Passenger informed me she was sexual touch by one of my male officers. I

Immediately call for TSM (b)(6) come review the video and received statements from all Parties involved.

(b)(6)

U.S. DEPARTMENT OF HOMELAND SECURITY
TRANSPORTATION SECURITY ADMINISTRATION
LAX STATEMENT FORM

Today on May 11, 2013, I was placed on the AIT with (b)(6) as my partner. The passenger came through and (b)(6) pushed the button to scan her, then he stepped to the side and let her through toward my direction. The passenger had an anomaly on her shoulder blade. I advised her that I was going to pat down that area so I told her to extend her arms to her sides. I patted down that area and it was her necklace that was bunched up in that corner. So after I asked her "what is this" she pulled out the item and showed it to me, and then I cleared that area again by patting her down where her shoulder blade and neck met which was inches away from her sensitive areas. Soon after I let her go she didn't look disturbed, she didn't comment on anything. All she said was "Thank you" and walked away.

(b)(6)

Name/Signature/Date

May 11, 2013

U.S. DEPARTMENT OF HOMELAND SECURITY
TRANSPORTATION SECURITY ADMINISTRATION
LAX STATEMENT FORM

A female passenger has claimed that a male TSO patted down her breasts? I have NEVER touched a female passenger in any way that could possibly be confused as sexual in nature. I could only offer that it was a different male TSO. I do not recall any interaction of that kind.

At the time of the incident, I was operating the AIT machine. When females come out, I step aside and ask them to wait by the female TSO. That would have been the extent of our interaction.

Clearly, I do not understand how or why it could be stated that had this kind of contact with ANY female

(b)(6)

Name/Signature/Date

05/11/2013

**U.S. DEPARTMENT OF HOMELAND SECURITY
TRANSPORTATION SECURITY ADMINISTRATION
LAX STATEMENT FORM**

On May 11th 2013, I was asked by a male officer to give a female passenger a patdown to clear her for ~~her~~ having two bottles of Ensure. As I proceeded to give the advisements, that I would be ~~using~~ using the front of my hands to clear all non-sensitive areas and the back of my hands to clear the sensitive areas (breast, buttox, and groin area). The female passenger went on to say "she already been touched on her breast, and now you're about to do it again?" "This is embarrassing, abusive, and I'm Catholic." I explained that we could go into a private screening area if that made her more comfortable she said no and started to cry. That's when supervisor ^{(b)(6)} was called over. She stated to him that a "male officer touched and grabbed her breast and patted her down all because of her necklace that was tucked in." "this was ridiculous and the only reason why were doing this is because I'm a diabetic". Supervisor ^{(b)(6)} said no mamm were not and asked was she ~~sure~~ sure it was a male she said yes. That's when she told me to take the liquids she grabbed her purse and left.

^{(b)(6)}

5/11/13

Name/Signature/Date

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 who 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 TSO at
AIT

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

10:27 TSO leaves AIT

2nd TSO (b)(6)

10:28 TSO (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...

TSA CONTACT CENTER RECORD

EID: 1027822
Contact Date: 7/6/2013 4:58:00 PM
Incident Date: 7/6/2013 7:00:00 AM
Medium: Inbound Call

Contact Type: ODPO
Contact Status: Closed
Linked Event IDs:

Passenger Contact Information:

Contact Prefix:	Contact Address 1:
Contact First Name: (b)(6)	Contact Address 2:
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: Discrimination Complaint

Disability Description: Callers mother flew this morning, the 06 July 2013 from ORD and went through screening at or around 0700 hours. Caller states that her mother is a breast cancer survivor who had an awful experience at the checkpoint. Caller states that her mother received additional screening that included a full patdown of the breast. Caller states that she understands patting down the underwire of the breast but a full patdown of the breast is excessive. Caller indicates that her mother feels as though she was singled out because she was a breast cancer survivor and the caller feels as though this is extremely discriminatory. Caller indicates that the breast is an extremely intimate place that should not be rubbed in the manner that it was. Caller expressed that her mother feels extremely violated and the caller feels that being violated in this manner is on the same level as rape. Caller has indicated that her mother will never travel again because of the patdown that she received.

Caller states that if she does not hear from the CSM by Monday or Tuesday, she will contact the media and possibly get some money from TSA.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (8 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Later advised the caller that the John S Pistole address was the improper address.

Incident Details: Callers mother flew this morning, the 06 July 2013 from ORD and went through screening at or around 0700 hours. Caller states that her mother is a breast cancer survivor who had an awful experience at the checkpoint. Caller states that her mother received additional screening that included a full patdown of the breast. Caller states that she understands patting down the underwire of the breast but a full patdown of the breast is excessive. Caller indicates that her mother feels as though she was singled out because she was a breast cancer survivor and the caller feels as though this is extremely discriminatory. Caller indicates that the breast is an extremely intimate place that should not be rubbed in the manner that it was. Caller expressed that her mother feels extremely violated and the caller feels that being violated in this manner is on the same level as rape. Caller has indicated that her mother will never travel

again because of the patdown that she received.

Caller states that if she does not hear from the CSM by Monday or Tuesday, she will contact the media and possibly get some money from TSA.

TCC Response:

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

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place "D-RFI" in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
801 South 12th Street
TSA-33
Arlington, VA 20998

Thank you.

TSA Cares

Notes/Follow Up:

Agent Notes:

I am referring to TSA Cares as a ORANGE due to an allegation concerning disparate treatment or failure to accommodate the passenger's needs at the checkpoint. Also sending to the CSM at ORD as an FYI.

(b)(6) TCC Supervisor. 7 8 13

Follow Up:

ODPO Follow Up:

Record Data:

Response 1

**Template Name: Filing a Disability-Related Civil Rights Complaint -- Airport: O'Hare International Airport[ORD]
D-RFI (PHONE)**

Airline: United Airlines

Subject Category: Persons w/ Disabilities (PWD) - Breast Cancer

Interaction Type: Complaint

Referral: ODPO

To TSOC Date:

From TSOC Date:

Last Updated By: john.p.smith

Last Update Date: 7/6/2013 6:13:26 PM

Opening Agent: shawn.boroviak

Opened Date: 7/6/2013 4:58:43 PM

Fulfillment Sent:

Mail Return Date:

End Record

TSA CONTACT CENTER RECORD

EID: 1047066
Contact Date: 7/21/2013 9:44:16 AM
Incident Date:
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:

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

Passenger Inquiry:

Subject: Harrasment at checkpoint

Caller works at O Hare International Airport, caller stated that he usually does not go through TSA checkpoint, he instead uses separate entrance, however he had to go through security after having an accident. Caller had several staples in his head and when he went through the metal detector on July 14th at Gate 6 TSO agent (b)(6) stopped him because of an alarm and patted him down and put his hands down his pants, all the way around and touched his genitals and butt. When he complained about it, the agent stated that he should have gone through AIT machine. Caller put in complaint at airport but has heard nothing back.

Advised Caller: 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.

TCC Response:

None Sent

9/22 attempted to call but no answer and voice mail not set up.

Notes/Follow Up:

Agent Notes:

Sending to the CSM at ORD for review and notification. (b)(6) TCC Supervisor. 7 21 13

JWEN

Follow Up:

ODPO Follow Up:

Record Data:

Response 1

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

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

To TSOC Date:
Last Updated By: john.p.smith
Opening Agent: john.bubiltz
Fulfillment Sent:

From TSOC Date:
Last Update Date: 7/21/2013 2:58:30 PM
Opened Date: 7/21/2013 9:44:04 AM
Mail Return Date:

End Record



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 7/29/2013

MEMORANDUM (TO/FROM)

TO: STS (b)(6)

FROM: (Print (b)(6)

CP 10 BAG

AM/PM/ON

SUBJECT: CUSTOMER COMPLAINT

ON JULY 29, 2013 AT 2015, I RESPONDED TO A CODE 3 AT CHECKPOINT 6A. THERE WAS A GENTLEMAN, WHO WANTED TO KNOW HAVE WE DONE ANYTHING ABOUT TSO (b)(6) I WAS UNSURE OF WHOM HE WAS SPEAKING ABOUT OR WHAT THE SITUATION WAS ABOUT. THE PERSON BEGAN TO TELL ME HOW TSO (b)(6) STUCK HIS HANDS DOWN HIS PANTS AND GRABBED THE TOP OF HIS PENIS AND PLACED HIS FINGERS IN HIS BUTT CRACK. HE THEN TRIED TO EXPLAIN TO THIS MAN THAT OFFICERS HAVE TO SEARCH THE BELTLINE AND IF THAT HE WAS POSSIBLY MISTAKEN. THE PERSON WAS SURE THAT HE WAS VIOLATED AND WANTED TO TALK TO A SUPERVISOR. I WALKED HIM DOWN TO CHECKPOINT 7A AND STS (b)(6) TRIED TO GIVE THE GUY THE DIRECT NUMBER TO CUSTOMER SERVICE. BUT HE REFUSED. HE STATED THAT HE HAD FILLED OUT A COMPLAINT CARD ON THE 13TH OF JULY AND NOTHING HAS BEEN DONE. HE SAID HE IS GOING TO FILE A POLICE REPORT WITH CHICAGO POLICE DEPARTMENT AND FILE A LAWSUIT AGAINST TSA AND OFFICER (b)(6) AND WALKED AWAY.

SIGNATURE (b)(6)

TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU Information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 07.29.2013

**MEMORANDUM
(TO/FROM)**

TO: Owen Winder

FROM: (Print) (b)(6) CP 7 BAG AM/EMTON

SUBJECT: WHILE WORKING AT VENDOR CHECK POINT IN T3 WITH
CO-WORKER (b)(6) A VENDOR WALKED THROUGH
THE WALK THROUGH METAL DETECTOR AND ALARMED.
I WAS POSITIONED AT THE X-RAY WHILE (b)(6) ASKED
THE VENDOR TO DIVEST ANY METAL THAT MAY BE
CAUSING THE ALARM. THE VENDOR THEN PROCEEDED
TO TELL (b)(6) THAT HE HAD STAPLES IN HIS HEAD
THAT WAS CAUSING THE ALARM. (b)(6) ASKED AGAIN
IF TO STEP BACK AND THAT IF HE WAS NOT ABLE
TO DIVEST (RESOLVE) THE ALARM THAT STANDARD
PROCEDURE WOULD BE FOR HIM TO GIVE THE
VENDOR A STANDARD PAT DOWN. I WITNESSED THE
PAT DOWN AND AT NO TIME DID I SEE ANYTHING
DIFFERENT THAN ~~FORWARD~~ FOLLOWING STANDARD
SOP PAT DOWN. AFTER THE PAT DOWN, THE VENDOR
DID NOT SAY ANYTHING THAT (b)(6) HAD DONE
ANYTHING WRONG.

SIGNATURE (b)(6)

FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 7-29-2013

**MEMORANDUM
(TO/FROM)**

TO: OWEN WINDER

FROM: (Print) (b)(6) CP 7 BAG _____ AM/PM/ON

SUBJECT: STD PAT DOWN AT VENDOR CHECK POINT T-3.

I WAS WORKING AT VENDOR CHECK POINT T-3 ON SUNDAY. AN EMPLOYEE ALARM THRU METAL DETECTOR. HE DIVESTED HIS POCKET. THEN HE POINTED OUT THAT STAPLE PIN ON HIS HEAD CAUSING ALARM. I HAD EXPLAINED HIM THAT HE NEEDS TO BE PATTED DOWN HEAD THRU TOPS WITH MY HANDS. HE INSISTED TO CLEAR HIM BY VISUALLY INSPECT STAPLES. HE AGREED TO PAT DOWN. I EXPLAINED HIM PROCEDURES. BEFORE CHECKING WAIST LINE I HAD EXPLAINED HIM THAT I NEED TO PUT MY FINGERS INSIDE WAISTLINE. WHEN I STARTED CHECKING WAIST LINE HE FELT LITTLE UNCOMFORTABLE. I EXPLAINED HIM THIS PART OF THE PAT DOWN PROCEDURES. HE ALLOWED ME TO COMPLET PAT DOWN. AT THE I ~~BEAN~~ RECOMMEND HIM TO GO TO THE BODY SCANNER AT THE CHECK POINT TO AVOID ANY PAT DOWN.

SIGNATURE (b)(6)

FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 1-19-2013

**MEMORANDUM
(TO/FROM)**

TO:

FROM: (Print) (b)(6) CP 1 ^{0900 -} BAG 1500 TO/VE AM/PM/ON

SUBJECT: Angry Passenger / Female PATDOWN

On 1-18-2013 at approx 13:30 to 13:40 pm on
CPI, lanes 1-2, I noticed the WTMS operator
had a female with an alarm that could
not be resolved by divesting. I brought
the passenger in, gathered her belongings
on a table at lane one. I explained
the reason for the extra screening (unresolved
alarm) and explained the procedure.
I was careful to include the in-air
demonstrations of sensitive areas and ask
if she had any questions. When I performed
the patdown of the upper thigh on
the front of the body, the passenger jumped
away and became very upset. I called
for CSS and ceased the procedure.
TSA (b)(6) took over the procedure
with LTSA (b)(6) observing.

SIGNATURE (b)(6)

FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 1/30/13

MEMORANDUM
(TO/FROM)

TO: (b)(6)
FROM: (Print) (b)(6)

CP / BAG AM/PM/ON

SUBJECT: _____

On Jan 18th I was asked to slip in and do a
pat down on a passenger by LTSO
(b)(6)

The lady was extremely upset claiming the female
officer before me touched her inappropriately. I
gave her the advisements in full detail. I
also asked her did she want a private screening.
She said definitely not. I gave her the pat down
and with every touch I explained what I was
doing before I did it. When I got to the left
leg I explained I was going high on the inner
thigh. Right before reaching the actual inner
thigh she jumped from me. I explained to
her that if she moved that part of the procedure
would have to be repeated. I asked her to please
stand still so I could finish the entire pat down.
I asked was she pat down ok. and she said it was

SIGNATURE (b)(6)

FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 1/26/13

**MEMORANDUM
(TO/FROM)**

TO: (b)(6)

FROM: (Print) (b)(6)

P 1 BAG AM/PM/ON

SUBJECT: better than the last one. but yes it was
better. During the entire West Tower
was being watched by (b)(6)

SIGNATURE Danilo C. Walter
FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 1/26/13

MEMORANDUM (TO/FROM)

TO: (b)(6)
FROM: (Print) (b)(6) CP 1 BAG _____ AM/PM/ON

SUBJECT: INCIDENT WITH PASSENGER ON 1/18/13 ABOUT 1300

I RESPONDED TO A CSS CALL FROM (b)(6) INVOLVING A PASSENGER WHO DID NOT LIKE THE SPA TSO (b)(6) ADMINISTERED. THE FEMALE PASSENGER FELT THAT SHE WAS GROPED BETWEEN HER LEGS. TSO (b)(6) TRIED TO EXPLAIN THAT MINIMUM PRESSURE IS USED DURING THAT PART OF THE SPA. THE PASSENGER WOULD NOT LISTEN AND I CALLED OVER TSO (b)(6) (b)(6) TO GIVE THE PAT DOWN. I INFORMED THE PASSENGER THAT I WOULD OVERSEE THE PROCEDURE. AS TSO (b)(6) PLACED ONE HAND ON THE PASSENGER'S THIGH THE PASSENGER JUMPED AND CRIED OUT. MY OBSERVATION WAS THAT THE PASSENGER DID NOT WANT ANY ONE TOUCHING HER.

SIGNATURE (b)(6)

FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.

Nexting
13:39:50

video saved under

(b)(6)

viewpoints 5 min of video saved

1621

✓



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

Sept. 21, 2013

Likely Passenger Compliant/page 2 of 2

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.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 9/21/13

**MEMORANDUM
(TO/FROM)**

TO: CUSTOMER SERVICE

FROM: (Print) (b)(6) CP 3 BAG AM/PM/ON

SUBJECT: Irrate Passenger

About 10:45 a woman came through AIT and I scanned her, there was a grain anomaly and I began to explain to her that she may need to be re-scanned and she immediately got upset and said that she was not going back inside the machine and then I told her that she could just have a pat down. That made her even more angry and she began to get irate and say that no one is going to touch her. STSO Ali was standing by and began to try and calm her down. He began to explain the options that she had and she told him that she wanted to "get it over with". She has a medical condition in the grain area and said that we were "violating her civil rights and violating her privacy". She saw me patting down another lady that had an anomaly and asked if that's all that I

SIGNATURE [Signature]

FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 9/21/13

**MEMORANDUM
(TO/FROM)**

TO: CUSTOMER SERVICE

FROM: (Print) (b)(6)

CP 3 BAG _____ AM/PM/ON AM

SUBJECT: _____

Needed to do for her and I said no. I explained because her anomaly was in a sensitive area she would need a private screening and that STSO (b)(6) would be taking care of her and AS to like it she could take someone else in the room with her. At that point I released her. A couple minutes went by and I could hear her yelling from the private screening room that she was being touched inappropriately and her rights are being violated and she's never flying again!

Before I released her to STSO (b)(6) I explained to her that we would give her a yellow comment card so that she could address her concerns.

SIGN (b)(6)

FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.



TRANSPORTATION
SECURITY
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 9-21-13

**MEMORANDUM
(TO/FROM)**

TO: CUSTOMER SERVICE

FROM: (Print) (b)(6) CP 3 BAG _____ AM/PM/ON

SUBJECT: At around 10:45, I was tapped from the D.O position to assist STSO (b)(6) with a R.P.D. when I made it over to them the passenger was already going off about not being treated like a American Citizen. we went in the private room and she continued going off saying she had a medical device she's not going to harm anyone. STSO (b)(6) tried to calm the lady down but she continued to scream and say that is was bullshitt. As (b)(6) patted her down she screamed about being disrespected and violated. (b)(6) just let the lady vent and continued the Pat Down. when she was done I went back to my position and the lady was still going off.

SIGNATURE (b)(6)
FORM TSA-ORD 3700-2 (REV. 9-28-12)

Reminder: When using this template, remember that pursuant to TSA MD 1100.73-5, TSA employees are responsible for safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include but not limited to TSA MD 3700.4 Handling Sensitive Personally Identifiable Information; DHS MD 11056.1 Sensitive Security Information; DHS MD 11042.1 Safeguarding Sensitive by Unclassified (For Official Use Only) Information; and TSA SSI Policy and Procedure Manual.