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Jamaica Plain, MA
02130

May 31, 2012

TSA HQ, TSA 2

ATTN: 49 CFR 1503.3 Reports
601 South 12th Street
Arlington, VA 20598-6002

To Whom it May Concern:

I understand that The Transportation Security Administration is testing a program at Logan Airport whereby passengers are screened by "Behavior Detection Officers" (BDO) prior to passing metal/backscatter detection and bag search at certain airports, and am writing to relay my frustration and humiliation with a recent experience during such a screening there. It is my hope that you will take this into consideration as you assess the effectiveness of this policy.

On Friday, May 18, 2012, I was traveling from Boston to Memphis to spend the weekend with my wife. Since I work a night schedule, morning flights are always a bit difficult for me. On this occasion, my flight left at 10:20 A.M., and a busy night at work had allowed only a few hours of sleep the night before. When I approached the BDO (whose name I don't recall) I was admittedly tired. I have only traveled through Logan once since this program began, and on that occasion, the screening was so casual it never occurred to me that any new procedures were in place. In fact, until this recent morning, I was unaware of the existence of this program and was taken somewhat by surprise by the inquisitive demeanor of the officer, which seemed immediately judgmental and patronizing. She asked me where I was going, for how long, why I was going there, and how I bought my ticket. Since my wife purchased my ticket using frequent flyer miles, I was unable to tell her with certainty when I purchased the ticket, at which point she became more confrontational. She asked me why I was nervous. I told her I was not nervous, just a bit frazzled and over-tired. She told me to follow her, pulled me out of the line and sent me through the metal detector system and onto a pat-down by a male agent. She then pulled my bag, and together with another agent, proceeded to remove every item from my bag and interrogate me about the nature of almost everything in the bag. I had nothing illegal, inappropriate or dangerous, and it is my honest belief that this frustrated the agent who had selected me for further screening. They proceeded to ask me numerous questions about my travel plans (often asking the same question two and three times). They asked me to explain why my wife purchased my tickets, asked me to elaborate on the nature of my relationship (my wife is a doctor who is completing a four-year fellowship at St. Jude while I work in Boston.) They asked me to explain things in my bag that have ostensibly nothing to do with travel security (a sticker on my laptop, my prescription medications, etc.) They removed everything from my wallet twice, pointed out that I had an American Express card in my name, and again asked me to explain why I had not purchased the ticket myself. They asked me why my wife's last name was different than mine. (Again, because she is a physician. It is not uncommon for physicians to retain their maiden name when married.) They leafed through my personal journal, and continued to ask questions which I can only say seem irrelevant to my air travel on that day. The tone

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was not, as your website states "non-intrusive behavior observation". At several points, it's took on the tone of a police interrogation. It was assuming, belittling, and invasive in every way. I am naturally somewhat high strung, and can be somewhat uncomfortable in the presence of uniformed police (though I have only had one very minor encounter with law enforcement several years ago). My tone was always respectful, and my responses were always honest, though I often wondered about the relevance to the situation at hand. After they were satisfied that my personal belongings contained no explosives or dangerous materials, they moved on without an apology for inconvenience nor acknowledgement that their false judgments and assumptions about me had cost me time, the chance at having something to eat before the flight, and caused a measure of public humiliation. I walked away stunned at their casual and somewhat arbitrary power to invade my privacy to this degree, and further at their entire demeanor during and following the "screening".

I acknowledge that we should be willing to endure some added inconvenience to assure our safety since the acts of 9/11 exploited a vulnerability in our transportation safety protocols, and I believe that this program is an earnest attempt to make the skies a safer place. However, after my experience, I can't help but see it as an example of how we allow ourselves as travelers and citizens to be bullied and humiliated by the powers that be. I will never be comfortable with a policy that allows our public servants to treat people in the way that I was treated. Consequently, I intend to make it a priority to research the effectiveness of this policy at apprehending travelers with malicious intent, and will do everything in my power to see that it is exposed as another frustrating invasion of the privacy of law-abiding citizens for little return if it finally proves to be as effective overall as it was in my recent case.

As I am well aware that it is not the nature of government-mandated agencies to limit their own given power, I have forwarded a copy of this letter to the offices of Senators John Kerry and Scott Brown, as well as the editorial offices of the Boston Globe and the Boston Herald. I am quite certain that I am not the only one who has been inconvenienced, humiliated, and intimidated by this new policy, and I hope that it will be subject to at least a fraction of scrutiny that I did as a casual passenger on this day.

In closing, I would ask that you consider the sentiment of Benjamin Franklin, who said, "Those who would give up essential liberty to purchase a little temporary safety, deserve neither liberty nor safety."

Thank you for your time.

Sincerely,

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Amesbury, MA
02130

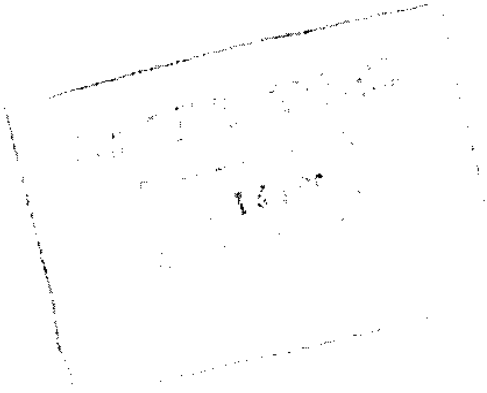
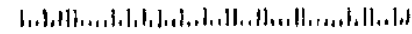


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JUN 27 11:20

Pinckney, Alicia

From: Douglas, Jacqueline <TSA OCC>
Sent: Wednesday, June 27, 2012 12:27 PM
To: Pinckney, Alicia
Cc: Kuntz, Daniel <TSA OCC>
Subject: Security Issues Letters for Exec Sec



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Jacqueline R. Douglas
Office of Chief Counsel - TSA
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