

Date Added Contact Details

Caller travelled from (DFW) Dallas to Cincinnati, and his luggage did not arrive with his flight. When it did arrive, his double gun case was missing the all 3 of the locks. The screening had been completed before he left, and he was presented with the confirmation it had been screened before he proceeded to the checkpoint and onto his flight. □

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REASON for the call: missing locks from gun case, this is a re-occurring issue.□

Date Time: 01 24 2015 4:30pm□

Gate Terminal: E21□

Airport: DFW□

Airline: Frontier Airlines□

Flight #: 129□

Bag tag # (b)(6) or (b)(6)□

Bag Description: Double Rifle case black in color with real tree symbol.□

Missing Damaged item description: TSA type locks that are missing from.□

NOI: stamped with date DFW January 24 2015□

RESOLUTION to the caller's issue: Suggested they use a non-TSA type lock□

01/26/2015 Special Notes:This is a re-occurring issue, this has happened each of the 5 times that they have travelled with a firearm or bow that they can state the locks were missing upon arrival.

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Profiling
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed: Firearm Ownership Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: (b)(6)

State: (b)(6)

Zip Code (Post Code): (b)(6)

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 05\15\2015

Where did this happen? TEXAS DFW Dallas\Fort Worth

International

What happened?

I regularly fly with a firearm or two. I m usually flying with a pistol or two, and try and make everything easy for everyone. So

I flew out of Phoenix on business to Dallas, did my time in DFW and then was scheduled to fly back on 5\15\2015. I arrived at DFW

two hours prior to my departure to have plenty of time to do everything, not be in a hurry, maybe get a bite to eat, etc. I go

to the US Airways counters with my ticket at approximately

05/18/2015 1:15pm, I check in, and declare my firearm. Everything went

Caller stated that she had a gun in her checked baggage, she said that she declared to them and TSA Agent said that you had to get someone to come and get it or not fly. Her son came and got the gun. When she got ready to fly, they asked her where was the gun. They asked her why TSA did not keep the gun. He never did look at it. It was not in a locked container.

1. Date and Time of Travel.....June 21, 2015 10:00 a.m.

2. Gate and Terminal....E 33

3. Airport....DFW

06/22/2015 4. Airline.....Spirit.

Reason for the call - She has a missing necklace.

Airport - DFW

Airline - American Airlines

Flight Numbers - 1582

Departure Times - 8:10 pm

Arrival Times - She went through the checkpoint at approximately 5:30 pm.

Date And Time of Incident - 7 13 2015

Baggage Tag Numbers - (b)(6)

Description Of Luggage

Color - Burnt Orange

Style - Soft-sided roller bag

Size - Medium

Brand - Pacific Coast

Was There An NOI - The TSO gave her a NOI. He did not put it in the luggage.

Was Anything On The NOI - 7 13 2015 was stamped on the NOI.

Missing Damaged item description - The necklace is a small chain with a key shaped pendant. The top of the pendant says return to Tiffany New York.

Location Of Incident

Gate - 37

Terminal - D

Phone Number - (b)(6)

Email - (b)(6)

Name Of Actual Person Involved - (b)(6)

Special Notes - The TSO was standing in her view inspecting her luggage. He took her make-up bag out of her luggage and was holding it. He then took the items out of her view to finish the inspection. She was transporting a firearm. The TSO did not ask for the key for the gun safe and he did not inspect the firearm that she knows of. She wanted a claim form emailed to her.

07/05/2015

Submitted on Wednesday, December 2, 2015 - 09:21 Submitted by anonymous user: (b)(6) Submitted values are:

Categories: Professionalism/Customer Service

Where did this happen? TEXAS DFW Dallas/Fort Worth International

Date: Wed, 2015-12-02

Approximate Time: 08:00

Airline & Flight Number: American Airlines 2091 Checkpoint/Area of Airport: C 30 Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Had locks on my gun case and TSA would not let me make extra steps to protect my case by putting tape over the locked areas to deter anyone from further tampering knowing it was a gun case.

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at:

(b)(6)

12/02/2015

Submitted on Saturday, January 30, 2016 - 14:12 Submitted by anonymous user: (b)(6) Submitted values are:

Categories: Screening

Where did this happen? TEXAS DFW Dallas/Fort Worth International

Date: Sat, 2016-01-30

Approximate Time: 12:00

Airline & Flight Number: American Airlines 1599 Checkpoint/Area of Airport: A10 Name of TSA employee (if known): Unknown Please provide a description of your inquiry/comment.: I am a law enforcement officer traveling with my firearm. I have done this frequently and carry a

special suitcase just for this purpose. I had to wait 20 minutes for TSA to

come to the ticket area to inspect the firearm after I declared it to my airline. The suitcase set off the alarm, most likely because I had just cleaned my gun prior to putting it in the suitcase and probably had residue on my hands when I closed and locked the case. I was told that I had to wait for a supervisor to come open the case and inspect it. Fifteen minutes later the supervisor shows up and asks me for the combination to my lock. I explained that the lock was a TSA approved lock and that she should use her key to open it. Neither she nor the original agent had a key. Another ten

minutes went by while the first agent went to retrieve a key. Now the

airline employees are mad because we have been blocking their walkway for so long and the supervisor tells me to stand outside. I told her that I did not want to be separated from my firearm until it was sent to baggage handling.

The supervisor had extreme difficulty using the key to open my lock and then took over five minutes when she tried to lock it again after inspection. I fear that my lock may have been damaged. Since I'm still at the airport, I won't know until I reach my destination. I have never had trouble when traveling with a firearm before. Part of the problem is the way the Terminal

A-10 check-in area at DFW is set up. There are no personnel ready to inspect a firearm and no good area set up to do this. If I had arrived just one hour before my flight, I would have missed it. Thankfully, I arrived two hours before my flight and killed one just trying to get the firearm checked. The TSA employees that were working the passenger screening area were very nice and competent. I wish they were the ones who were checking firearms that day instead. As a law enforcement officer, I travel frequently with a firearm and should not have to waste an hour getting it screened. Thank you.

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at:

(b)(6)

01/30/2016

The caller would like to make a complaint about a TSA agent who inspected his bag. The TSA lock was broken off.

Date Time: 2:31 pm 8 21 2016

Gate Terminal: B13

Airport: DFW

Airline: American

Flight #: 3248

Bag tag # (10digit: N a

Bag Description: Large Black suite case

Missing Damaged item description: He checked firearms in his bag. The bag was locked and the airline told him to leave it unlocked. He told him it was good to go. He was told his gun was locked up.

NOI: Yes, Todays date and B18OS

08/21/2016

The caller wants to file a complaint on DFW because he was not allowed to carry-on firearm accessories. The cop at that airport said he did not think this should have been an issue. The TSO said he was just trying to cover his butt so he was not going to allow it on the plane. They did not offer him to put it in his checked bag. These items are expensive and he would like them back. Can the CSM please call him?

Date Time of Travel 12 05 16 @ 03:00

Gate Terminal C 31

Airport DFW

Airline AA

12/13/2016

Submitted on Sunday, December 25, 2016 - 07:32 Submitted by user:

Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? TEXAS DFW Dallas/Fort Worth

International

Date: Fri, 2016-11-25

Approximate Time: 03:00

Name of TSA employee (if known): (b)(6)

Airline & Flight Number: delta 5837

Checkpoint/Area of Airport: TSA FIREARM CHECK STATION

Please provide a description of your inquiry/comment.: I WITH A

DELTA EMPLOYEE ESCORTED ME TO TSA FIREARM CHECK POINT MY FIREARM

WAS CLEARED AT THAT TIME I WAS TOLD IT WAS OK TO LEAVE I WAS NOT

CONTACTED BY TSA AT DFW TO OPEN MY FIREARM CASE MY FIREARM WAS

DELAYED 24 HOURS TO FINAL DESTINATION WHEN I OPENED MY FIREARM

CASE IT HAD A TSA INSPECTION CARDI IN IT AND HAD BEEN OPENED I

WAS NOT CONTACTED BY TSA TO PROVIDE MY KEY AT DFW OR MSP

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

12/25/2016

Caller flew from DFW yesterday and checked in his box of guns.

They are now missing.

He has contacted United and no one has been able to find them.

Included in this box was an AR assault rifle, glock 30, and a 22 long rifle.

He does not remember if there is ammo in there or not.

M. Doughty took the call. The caller was upset that his entire case that contained firearms is missing. He flew from DFW with United and the last time he saw his firearm case, a TSO had it after he checked it in with the airline. He states that the airline gave him the container back and had a TSO take it for a firearm check. The airline has not been able to assist him and airport police at DFW said they were out of the office and would get to it next week. The caller was concerned because he said these guns could be used by someone to kill people. He has already called the lost and found as well.

01/11/2017

Caller states he DFW to GSP on Delta. Caller states there was a NOI. Caller states he has two firearms and TSA inspected and doing so, TSA had the wood stock placed on the metal barrel and this has damaged the firearm. Caller states he has a CPAP and it was very carless in handling this luggage?

Checked Baggage

Date Time of Travel :01\12\2017@ 9:45 PM

Gate\Terminal : G-14 T- E

Airport : DFW

Airline: Delta

Flight #: 2155

Baggage Tag # (Checked only – 10 digits): (b)(6)

Bag Description: Large Forest Green on 2 wheels with a handle. Firearms want in a hard side Tan container inside the Green duffle bag?

Missing\Damaged Item Description: One firearm was damaged on stock by rubbing against the metal on the second firearm.

Was an NOI Present? (Checked only): Y

Was there a timestamp or written notice on the NOI? (Checked only): Y DFW 01/12/2017 (This is the time on the Baggage tag Time: 7:49 PM)

Phone Number: (b)(6)

01/12/2017

Email Address: (b)(6)