

Date Added \_Date Only Contact Details

1/2/2015

Callers son is an active duty military member and was in his Class A uniform. There is no metal in the Class A uniform. The TSA woman made him remove his shoes. She said they didn't give him the opportunity. She said she was rude and nasty towards him. She said she walked away to a baggage area. She was the only black female there. She's calling today to complain that the agent was very rude and rushed them. Airport: Orlando Sanford Airline: Allegiant Date and Time: Before 6AM January 2 2015 Flight: Not Available Gate or Terminal: Gate 8 or 9. Agent: Name not available but she was reportedly the only african american there Email: (b)(6) Caller Advised: I apologized for the inconvenience and told her I would forward the complaint to the Customer Support Manager for TSA at that location to let them know. I've included your email and phone number if they need to reach you.

1/4/2015

I traveled from Orlando-Sanford on 1/4/15 on Allegiant flight 700 to Roanoke VA. My luggage was selected for inspection as required by law however agents were careless in having bag and contents returned in an acceptable manner. The compartments were not secured and the TSA accessible lock was thrown away instead of locking the bag in its original state. There is no explainable reason for this mindless behavior of TSA staff at this airport. I'm a regular traveler both inland and international and always locks and contents returned intact. I recommend training staff at this location to be respectful and careful with the property of others after all is us citizens who enables and pays for the existence of the agency. Sincerely (b)(6)

1/4/2015

Caller needs to file a claim for damage done to his bag and damage done to his property. He advised that there was a bottle of liquor broken inside the bag. Advised. A claims form will be sent via email with an instructional cover sheet. This is also being sent to the CSM at the airport for review. I apologized for the inconvenience. Airport: Orlando Sanford Airline: Allegiant Flight: 610 Date: 1-04 Time: 12:37pm NOI: Yes Written Or Stamped: No Bag Tag: (b)(6) Bag Description: Medium Sized Grey Hard Shell London Fog Bag Email: (b)(6)

1/23/2015

REASON for the call: The caller stated he is missing a jack knife that he had placed in his checked luggage. The caller stated he has worked for his employer for 40 years and this was a gift they gave to him after his 5 year anniversary from (b)(6). The caller stated his knife could have fell out and maybe someone found the knife and turned it in. Date Time: 01:22:15 8:20 am Airport: SFB Airline: Allegiant Air Flight #: 714 Bag tag # 10digit: (b)(6) Bag Description: Suitcase red and black in color Missing Damaged item description: Jack Knife NOI present (writing on it): Y nothing handwritten or stamped Contact Information: (b)(6)

1/27/2015

Caller states his bag is inspected every time he flies and this time his manuals for equipment were removed and not placed back in. It will cost him hundreds of dollars to replace these manuals. The caller states TSO in Sanford FL are the most incompetent people he has ever had to deal with. He is also missing a portfolio with checks and credit card information. Normally the caller is only missing cell phones or something smaller but this flight has cost him a lot of money and he is very upset. Date Time: 01:23 flight departed at 12:45pm -- checked in around 10:30am Gate Terminal: Airport: Sanford Airline: Allegiant Flight #: 786 Baggage Tag: (b)(6) Bag Description: duffle bag black no brand or logo. 2 wheels Missing Damaged item description: missing equipment manuals and a portfolio with corporate checks and credit card information NOI: Yes Anything on NOI?: No

1/30/2015

Caller flew from Orlando Sanford to Youngstown on Allegiant yesterday and their bags were checked by TSA. She found a NOI in her bag and would like to thank TSA that they search bags but they did open up a container of spray gel and they did not put the lid back on properly. It leaked in her pills and vitamins. I got 2 cholesterol pills wet which she had to throw away. She said she thinks they do a good job but they need to be more careful. She did not want to give more information and did not want to file a claim.

2/3/2015

Caller returned back from FL Sanford and on her returned flight to NY Long Island McArthur she is missing her TSA lock. She has NOI in her bag and the lock was missing. The lock cost \$15.00 CSM RFI----- Mishandling RFI REASON for the call: She is missing her TSA lock Date Time: 02-03-15 at 4 pm Gate Terminal: 124 Airport: Sanford Airline: Southwest Flight #: 4529 Bag tag # (10digit: (b)(6) It was under her friends name (b)(6) Bag Description: Plum color Medium size she had bright yellow belt with her last name on it and a green and white ribbon around it Missing Damaged item description: She was missing her TSA lock NOI: YES

2/28/2015

Caller stated that they called in a week ago and set up PSS assistance to get through the checkpoint in Sanford. They were not contacted by any individual from that airport and now that they are there the ticket counter told them that TSA was not even at that airport and they do not provide that assistance. She is upset that they called over a week ago and set this up but now that they are there TSA isn't going to be providing the assistance.

3/4/2015

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ----- Remote Client IP: (b)(6)

(b)(6) Date Time: 3/4/2015 11:07:53 AM Name: (b)(6) Email: (b)(6) Complaints: Damaged or Missing Items in Checked or Carry-on Baggage Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight: 784 Allegiant Airlines Orlando/Sanford Airport. Departed at 7:05AM on 15 FEB 2015. Comments: Damaged luggage due to incompetent repacking of opened suitcase for inspection. I have called the Trinity Technology Group at 1-888-431 (b)(6) and left several messages during the week of February 16 - 20 with no call backs. On February 25 at 11:14am I did get a call back from someone from the Trinity Group who then took my information and said he had to talk to a supervisor and call me back and he never did. The number he called from was 386-804 (b)(6) have about \$110 worth of items that were damaged not by the airlines but by the inadequate repacking of items that were haphazardly put back in the suitcase which caused sunscreen to get on several items to include the suitcase. The items at this point are permanently stained and cannot be cleaned. We were never offered a way to file a claim or a way to make this right. Not sure if I would want this company representing me but it is what it is. The Screener I D from the slip is JA49 Date 2/15/15 Time 0514.

3/7/2015

Caller had his lock cut and a NOI in his bag. That did not bother him as much as his items were a total mess when he arrived home. They did not put his items back the way they were found and to top it off they put the jagged cut lock back in the bag where he cut himself on it. REASON for the call: Lock was cut and his items were not put back the way he had packed them. Plus the sharp end of the lock was placed back in the bag and he cut himself on it. Date Time: March 7 10:50 AM Gate Terminal: Airport: Orlando Sanford Airline: Southwest Flight #: 1179 Bag tag # (10digit: (b)(6) Bag Description: color of bag was dark red soft side auburn college tag medium rollers Missing Damaged item description: Contact Information: (b)(6) NOI: RESOLUTION to the caller's issue: Special Notes: I apologized for the incident and advised the caller that TSO's are trained to ensure each item is placed back into the bag the way it was when discovered and I could forward their complaint to the CSM for review.

3/23/2015

Caller flew from Orlando Sanford to Owensville KY with Allegiant her flight # was 714. she got a NOI. Caller said that there is a lens that goes to a pair of glasses that are in checked luggage and they are not hers. Date Time: 03:22:15 @ 8:08 am Gate Terminal: 2 Airport: SFB Airline: Allegiant Flight #: 714 Bag tag # (10digit: (b)(6) Bag Description: Pink and Polka Dotted with Rollers Missing Damaged item description: Glasses Lens in suitcase that is not hers NOI: N A

4/6/2015

I am corresponding in reference to a TSA agent in the Sanford Orlando Airport. I was traveling with a two month old baby. I advised the agent that I wanted to declare baby formula and water because I did not want it to go through the X-ray scanner. She told me that EVERYTHING had to go through the scanner. I told the agent that per the TSA website that this was not true and it could be hand checked. I also told her that on my flight going they correctly adhered to TSA guidelines. All agents need to be trained properly and aware of the policies and procedures when it comes to travels with special needs accommodations and children. This was extremely upsetting to me because I did not want my child's food exposed to what ever radiation that is admitted from the machine regardless of how little it is! Please do a better job training agents when it comes to children and the accommodations that are made for them. Unfortunately the other agents around her backed her up in her incorrect execution of the policy CLEARLY spelled out on the website. Perhaps my email will save another parent from having to deal with policy ignorant agents! Upset Mother (b)(6)

4/18/2015

CSM RFI----- Mishandling RFI REASON for the call: The caller flew from SFB and was transporting a liquid medication (in a ziplock bag) in carry-on luggage. However upon arrival to his destination he realized that his medication had been opened and poured out. There was no liquid in the bag so he believes that the screener poured out the medication on purpose. The screener did not inform the caller of any issues with the medication. Date Time: April 17 2015; Not Provided. Gate Terminal: Not Provided. Airline: Not Provided. Flight #: Not Provided. Bag tag # (10digit): Not Provided. Bag Description: Not Provided. Missing Damaged item description: A small container of liquid medication.

4/28/2015

To whom it may concern: My husband and I flew on a plane yesterday that left Sanford Florida to Peoria IL. We noticed a young lady with a plant in her carry on bag. Hanging out in plain view. Plant material should not cross state lines with out being examined by a department of agriculture inspector. That is how bugs and diseases are spread. Illinois has had almost every Ash tree killed because a bug was allowed in to our country. We don't need to be transferring bug and diseases through the country either! And what if someone had an allergic reaction to the plant? Sent from my iPad

5/10/2015

Today my family and I were at the Sanford International Airport Sanford FL. We were already under the gun with getting on our flight. We got to security and a nice man was polite enough to let us through in front of others. Keep in mind we were told our flight could leave at any time (20 mins atleast). While we are already panicked one of your employees decides to play a joke on other. The joke was that the one TSA rep had to search our bag for something that wasn't really there! Compromising our flight the entire time! When I go to the airport I consider the TSA as my protector. I felt today that I was the butt of their joke. I hope that this kind of stress isn't happening to others. Thanks (b)(6) Sent from my iPhone

5/12/2015

The caller flew from SFB to HTS on 4-12-15 departing at 10:00am. She misplaced her license and because she did not have photo ID she had to be checked out by TSA. The callers son asked if he can go with her to wheel her to the gate. The caller states that when they had her over to the side wandling her the caller son was going through screening and her carry-on was being screened. The caller son asked to use her phone but she did not have it with her after she went through screening. The caller spoke with Allegiant and an agent told her TSA probably had her phone and did not put it back in her carry-on. The caller wants to know where her phone is. Date and Time: 4-12-15 10:00am Gate Terminal: Does not know Airport: SFB Airline: Allegiant Flight #: Does not have Bag Description: Maroon box shaped suitcase without wheels. Missing Damaged item Cell Phone and Charger description AT T flip phone black in color. Special Notes:

5/19/2015

Reason for the call - Caller has \$70 package of seeds missing from her luggage. She did not have an NOI. Airport - Orlando Sanford Airline - Allegiant Air Flight Numbers - 798 Departure Times - 8:20 am Arrival Times - She arrived at Orlando Sanford at approximately 6:15 am. Date And Time of Incident - 4/17/2015 Baggage Tag Numbers - Does not have Description Of Luggage - Color - Black and white polka dot Style - Soft-sided roller bag Size - Medium Brand - Does not know Was There An NOI - No Was Anything On The NOI - NA Missing Damaged Item description - She had a variety of seeds in one package. The package cost \$70. All of the seeds are missing. She is certain that the seeds were in the luggage. Location Of Incident Gate - Does not know Terminal - Does not know Phone Number (b)(6) Email (b)(6) Name Of Actual Person Involved (b)(6) Special Notes - Caller flew from Orlando Sanford to Plattsburgh.

6/2/2015

Reason for the call - She has two pairs of pants missing. Airport - SFB Airline - Allegiant Air Flight Numbers - 638 Departure Times - 6:04 pm Arrival Times - She checked her luggage at approximately 4 pm. Date And Time of Incident - 5/27/2015 Baggage Tag Numbers - Does not have Description Of Luggage Color - Black Style - Soft-sided roller bag. It is made like a garment bag that folds up. Size - Large Brand - Samsonite Was There An NOI - No Was Anything On The NOI - NA Missing Damaged item description - She has two pairs of black pants missing. One pair was a Levis brand. The Levis are a pull on pant and not a jean. The other was a cargo pant with lots of pockets. They were on the same blue felt hanger. She paid \$40 for the pants. Location Of Incident Gate - 6 Terminal - Does not know Phone Number (b)(6) Email (b)(6) Name Of Actual Person Involved (b)(6) Special Notes - She has a sticker on her boarding pass that says 13:03:32 and the number (b)(6) She wants to be contacted the CSM. She called the airline and was told to call TSA. She wanted to know who she should file a claim with.

6/15/2015

Submitted on Sunday June 14 2015 - 23:32 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Florida Airport: FLORIDA - SFB - Orlando Sanford Date of Travel: 06/12/2015 Time of Travel: 11:25 am Airline & Flight Number: ua1560 Checkpoint / Area of Airport: TSA Employee: ==Complaints== Complaint Feedback: Missing or Damaged Items Complaint: I checked in my group 3 camping chair and each of them had inside a large umbrella...for an event we were going to in Cleveland. When we arrived we had a TSA form in each of the chair's bags...but one of my umbrellas was missing. The one missing is a large black umbrella with a wood handle. I believe you need to know this so you can have information of where it is that things are DISAPPEARING! Would you like a response? Yes I would like a response. ==Passenger Info== Passenger Name (b)(6) Phone Number (b)(6) Email Address (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/2289/submission/24245

6/18/2015

REASON for the call: This morning the caller boarded a flight from Sanford Florida to Hagerstown Maryland and when he went through security one of his prescriptions was lifted from his shaving kit and it is a 500 dollar item. The caller was wearing blue shirts and orange shirt. He is 6 feet tall with brown hair with gray in it. Date Time: June 18 2015 5:15 am Gate Terminal: Unknown Airport: Sanford Orlando Airport Airline: Allegiant Flight #: 630 Bag tag # 10 digit: NA Bag Description: It was in a small green shaving kit he took out at the checkpoint. Missing Damaged item description: Missing Androlog pump from his carry on. NOI: NA Special Notes: NA

6/25/2015

Caller said he had a TSA approved lock on his baggage and noticed that his lock was gone. He said there was a NOI. Date Time: 06 25 15 4:00pm Gate Terminal: Gate 6; Airport: SFB Airline: Allegiant air Flight #: 772 Bag tag # (10digit): NA Bag Description: Black Samsonite Missing Damaged item description: TSA approved Lock. NOI: YES

7/17/2015

Caller said that TSA cut her lock off her suitcase and there was a NOI in her bag. Date Time: 7-17-15 at 12:20pm Airport: Orlando Sanford Airline: delta Flight #: 2069 Bag tag # (10digit): (b)(6) Bag Description: bright pink hard shell Missing Damaged item description: Cut TSA approved lock NOI: Yes

8/21/2015

Submitted on Friday August 21 2015 - 17:36 Submitted by anonymous user: (b)(6) Submitted values are: Select Categories: Missing or Damaged Items Where did this happen? FLORIDA - SFB - Orlando Sanford Date: 2015-07-12 Approximate Time: 7:10 am Airline & Flight Number: Allegiant Air 669 Checkpoint/Area of Airport: Stolen out of suitcase Name of TSA employee (if known): Please provide a description of your inquiry/comment.: My daughter had her TRINGL bathing suit stolen from her black and white zebra suitcase early Saturday morning on July 12. The bathing suit cost \$89 \$109 w tax and was new. I have the receipt It was placed in her suitcase last on top of her clothes. When we returned home it was not in her suitcase. We spent the week at my father-in-laws house in Sarasota FL. It was NOT left there. Please check the security cameras. I want reimbursed ASAP. We initially contacted Allegiant Air and once someone returned our call we were advised of your website. ==Passenger Information== Name (b)(6) Email: (b)(6) Phone (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/2257/submission/2221

8/25/2015

REASON for the call: She would like to report that her baggage was damaged by Trinity Technology Group. Her lock was cut and the zipper is broken on her luggage. The bag cannot be used. Date Time: 8 24 15 Gate Terminal: Gate 2 Airport: SFB Airline: Allegiant Flight #: FLT 700 Bag tag # (10digit): (b)(6) Bag Description: Her suitcase is a red roller luggage with a wide outside zipper pocket. It zips on the top. NOI: NOI was not present however documentation from the contractor was present indicating that her bag was inspected. The document indicated that a non recognizable lock was used and the broken lock was attached to the document.

8/30/2015

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml ----- Remote Client IP: (b)(6) Date Time: 8/30/2015 8:37:38 AM Name: (b)(6) Email: (b)(6) Complaints: Discourteous/Rude Employee Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sanford Florida airport Comments: appreciate the work you do but the agent that searched my backpack just left it all on the table and walked away. Not one word was said to me. I could not see her name because she walked away. At least put it back in the bag.

9/6/2015

Submitted on Sunday September 6 2015 - 16:15 Submitted by anonymous user: (b)(6) Submitted values are: Categories: Professionalism/Customer Service Where did this happen? FLORIDA - SFB - Orlando Sanford Date: 2015-09-06 Approximate Time: 4:55 pm Airline & Flight Number: United fly UA1756 Checkpoint/Area of Airport: Check point Name of TSA employee (if known): Check point supervisor Please provide a description of your inquiry/comment.: I notified one of the agents on the unsecured side by the bins that there was gum on the floor that several customers had stepped in. His response was very sarcastic ""oh I'll tell my supervisor hey there's gum on the floor."" Supervisor responded just as sarcastically "" No problem it's not mine"" . I apologized to the supervisor. ""Sorry I thought maybe there was some professional employees working today. He just glared at me and said. ""Get moving"". I thought TSA was training the agents to have better manors apparently Orlando missed this training or it was given by your totally unprofessional managers!!! This is the worst airport security staff I've seen in my 32 years of travel.. ==Passenger Information== Name (b)(6) Email: (b)(6) Phone: The results of this submission may be viewed at: https://www.tsa.gov/node/2257/submission/7310

9/8/2015

REASON for the call: She indicated that the TSO (African American male glasses scruffy beard) at the checkpoint failed to give her ID from the bin when he handed her belongings to her. Date Time: 9 8 15 6am Gate Terminal: Gate 10 Airport: SFB Airline: Allegiant Flight #: 624

10/6/2015

Caller said she traveled on allegiant and laptop was damaged it was inside the checked luggage. The airline told her to call tsa however she do not believe that the luggage was inspected. Date Time: 10 03 15 at 2:16pm Gate Terminal: 8 Airport: SFB Airline: Allegiant Flight #: NA Bag tag # (10digit): (b)(6) Bag Description: carry on size teal color with a brown zipper hard case. Missing Damaged item description: Chrome book Laptop was damaged. NOI: No

10/13/2015

Caller and his wife flew from SFB and his wife left her laptop when going through screening. They have made several attempts to get in contact with the lost and found at the location without success. They have left several voicemails and nobody will return their calls. His wife is really frustrated and scared that she is not going to get her computer back.

10/13/2015

Submitted on Tuesday October 13 2015 - 10:32 Submitted by anonymous user: (b)(6) Submitted values are: Categories: Missing or Damaged Items Where did this happen? FLORIDA - SFB - Orlando Sanford Date: 2015-10-12 Approximate Time: 07:00 Airline & Flight Number: 246 Checkpoint/Area of Airport: Name of TSA employee (if known): Please provide a description of your inquiry/comment.: I received notice in my bag of inspection. I am not sure how you train your people but I believe they need a little better training skills. If an item such as body wash or laundry detergent is wrapped in plastic or Ziploc and securely closed I would expect for it to be returned that way. Not the case here!!! I bought laundry detergent and softener to wash my clothes while on vacation in Florida and the towels washed etc. I wrapped the detergent and fabric softener in a clear plastic bag meant for a wet suit. Tied a knot in it. My luggage was all a mess overturned and the bag with the laundry detergent/softener was left open and it was all over my clean clothes blow dryer and other items. Your people need to be taught to re-close these types of items so they do not ruin everything and all contents. What a mess!! Not happy. ==Passenger Information== Name (b)(6) Email: (b)(6) Phone: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/2257/submission/17347

11/9/2015

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml ----- Remote Client IP: (b)(6) Date Time: 11/9/2015 3:43:44 PM Name: (b)(6) Email: (b)(6) Complaints: Discourteous/Rude Employee Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Allegiant 620 to CVG Monday November 9 terminal b Comments: I am entering a complaint for the Sanford TSA group due to rude and aggressive behavior during my screening process. I had several breakable items in my personal item backpack which I was trying to keep saved; however when I placed my bag on the belt to go through the screener the TSA associate flagrantly threw my bag to the ground and seemed disinterested of its contents of picking it up from behind the belt when I advised him the items were within the bag. That same officer forced me to hold my sun glasses instead of having them in the bin I had originally placed them in causing problems with my scanning and resulting in being taken aside and patted with fingerprints being swiped with no explanation all the same time treating me like I had done something wrong or was suspected of something. I had never been treated that way ever in an airport and do not appreciate feeling or being treated like a criminal when I had done nothing wrong. In the start of my screening their were comments from one officer in reference to my last name and I felt there could have been treatment based on profiling and it made me feel extremely uncomfortable. I bring this to attention because I never want others to feel this way when they are trying to have a vacation with their family.

11/9/2015

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml ----- Remote Client IP: (b)(6) Date Time: 11/9/2015 3:26:23 PM Name: (b)(6) Email: (b)(6) Complaints: Discourteous/Rude Employee Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Allegiance flight 620 from Sanford Orlando international airport terminal B gate 10 Comments: The TSA officer was rude and threw my girlfriends bag off the conveyor belt. Her bag had several fragile ornaments that we got from our vacation and could have been broken. The officer did not seem concerned at all and ignored our concerns about how he handled our bags. This is completely unacceptable and should be addressed immediately before this officer breaks someone's personal items. Additionally the officer told us both to hold our sunglasses as we were being scanned instead of leaving them in the tray where we had placed them. This seemed to cause issues with scanner and we were both treated as though we were trying to smuggle items through. I am a veteran and feel that this is completely disrespectful to myself and my girlfriend as we complied with every demand by the officers and we're still treated as though we were attempting to cause harm. At no time did either of us argue or disagree with what the officer stated and yet his behavior made us both feel as though we were some kind of criminals. I am appalled by the behavior of these government officers and will not fly out of Sanford Orlando international airport for any reason in the future. This has been the worst experience that we have ever had and the officers at this airport need to be reprimanded for their lack of concern for the public. (b)(6)

11/10/2015

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> ----- Remote Client IP: (b)(6)

(b)(6) Date Time: 11/10/2015 11:56:19 AM ----- Name: (b)(6) Email: (b)(6) Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight number 696 Allegiant Airlines Terminal B SFB Orlando/Sanford FL Gate 6 Comments: I am not a big person 5'3" and 135 lbs. I try to be cautious about what I wear so I can go easily through the body scanner. In spite of this I am often patted down at my waist on my left side where there is always nothing but a bone. I went through the scanner at SFB yesterday and was waved on through. I headed to the conveyor to pick up my bag when someone holed over to get me. I was directed back over to the area to be physically screened. In the past the screener always asks if she can touch me. I cooperate. Yesterday the woman immediately put her hands firmly on my shoulders then proceeded to run the back of her hands above between and below my breasts. She then patted down my sides as usual. She did this properly but so abruptly that I didn't even know it was coming. No warning that I was going to be patted down no choice to have it in private. I did not feel violated as it was done properly but I should at least have been told as soon as I exited the scanner that I was being screened and then have been notified it would be done. I then headed back to conveyor only to be stopped again and directed to another agent to have my hands swiped. The woman who examined me had been in a conversation with another agent and wasn't paying attention to the scanner agent. I guess that's why they had to order me back. She then immediately began the pat down with no notice. May I also say that I am white (as opposed to any other ethnicity) 65 not large do not wear baggy clothing and get rescreened on a regular basis. I say nothing but it is disconcerting that I see women who look like me getting rescreened and their luggage reexamined all the time. Is my profile on the dangerous list??? Amazing. On a previous trip to LGA on Oct 22 from TYS my purse was gone through several times and nothing found. I had no keys and nothing other than an ink pen that was metal. No odd objects at all. The agent was very polite but I didn't get it. I had my carry-on gone through for 20 minutes another time at TYS looking for a knife. Turned out it was a 3' hair barrette. But he took it all apart and ran it through the scanner 3 more times. What a waste of time for them and me. I cooperate because I want to go through and get on my flight but I do feel I am over profiled. I didn't ask why I was being patted down yesterday because I was afraid it would be perceived wrongly and I would be detained. Thank you for the chance to complain. I have not previously but I will from now on. It is getting old. Like me!

11/15/2015

Reason for the call - She said that TSA took the soles out of her son's shoes and kept them. Airport - SFB Airline - Allegiant Air Flight Numbers - 752 Departure Times - 2:58 pm Arrival Times - He went through the checkpoint at approximately 1:45 pm Date And Time of Incident - 11/15/2015 Location Of Incident Gate - 10 Terminal - B Phone Number (b)(6) Email - (b)(6) Name Of Actual Person Involved - Her son's name is (b)(6) Special Notes - She said that TSA took the soles out of his Nike shoes. They cost \$175. Several different people were called to look at his shoes. He flew in on the same airline wearing the same shoes. She is positive that the soles did not contain any gel. She said that he spent a good ten minutes waiting to get his shoes back. The TSO did not tell him that the soles were removed and he did not ask what happened to the soles. She said that the shoes are ruined. She wanted to file a claim.

11/16/2015

Sir I am a Captain with Thomas Cook Airlines and had an item removed from my luggage at Orlando November 14. It was from Thomas Cook TCX 473 Orlando International Airport around 4pm. As I build airplanes sometimes I have parts in my luggage. I therefore normally check my luggage at the out of gauge line so that your operative can question me about any items in my luggage. On this day I had nothing out of the ordinary so it went through the normal channels. The item concerned was a 5qt bottle of Mobil 1 motor oil. This is a product I have transported before has been inspected by your operatives and is not regulated for transport via land sea or air. It is not hazmat and I enclose a copy of the MSDS related to this good. In my job I am required to be trained and tested in dangerous goods so I am fully conversant with items which can and cannot be transported. I may also point out that we carry 6 bottles of similar oil in the cockpit for down route servicing. What has concerned me about this is that at no point during the time from checkin to despatch did anyone contact me despite it being clearly labelled as crew luggage. As such I consider that you have failed to uphold your standards of duty as published around the airport. The standards shown and demonstrated by TSA both at Sanford and Orlando International have consistently been very high this event has disappointed me. I am therefore requesting you either return my good to our Engineers situated below gate 84 at MCO or compensate me to the value of the removed good - \$30. Regards (b)(6) (b)(6) (b)(6) Tel (b)(6)

11/17/2015

The caller said she had damaged baggage. Arrived in Louisville Sunday night and her bag has a tear on it. Date Time: 10/24/2015 4:00pm Gate Terminal: Not Provided Airport: SFB Airline: Delta Flight #: 2184 Baggage Tag #: Not Provided Bag Description: Burgundy shiny red rolling suitcase with an animal like print Samantha Brown brand. Missing Damaged Item Description: it has a tear on the right hand side and small nicks on it NOI: yes nothing written. Email Address: (b)(6) (b)(6)

12/3/2015

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> ----- Remote Client IP: (b)(6)

(b)(6) Date Time: 12/3/2015 7:43:49 AM ----- Name: (b)(6) Email: (b)(6) Complaints: Airline Complaints Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #606 Allegiant Air Orlando Sanford Airport Orlando FL gate 10 Comments: While checking in my weapons they had me unlock and open the case at the counter and then took it into the back out of my sight and asked for my keys and inspected my weapons without my presence. This is unacceptable! I want somebody reprimanded immediately and I will not let this go. It is my Constitutional right to be present when going through my personal belongings!

12/4/2015

Submitted on Friday December 4 2015 - 06:03 Submitted by anonymous user (b)(6) Submitted values are: Categories: Missing or Damaged Items Where did this happen? FLORIDA - OSFB - Orlando Sanford Date: Tue 2015-11-03 Approximate Time: 11:00 Airline & Flight Number: Jet Blue Checkpoint/Area of Airport: Name of TSA employee (if known): Please provide a description of your inquiry/comment.: I believe that a Mens gold chain with Anchor and a Men's 10k gold ring with 2 side diamonds and a red garnet stone may have been taken from my suitcase == Passenger Information == Name (b)(6) Email (b)(6) Phone (b)(6) The results of this submission may be viewed at: <https://www.tsa.gov/node/2257/submission/32453>

12/7/2015

Todd flew back yesterday out of SFB on Southwest he received a NOI and his locks were cut off. Date Time: 12-6-2015 1:10 PM Gate Terminal: A125 Airport: SFB Airline: Southwest Flight #: 3596 Bag tag # (10digit): (b)(6) (b)(6) Bag Description: Medium sized black roller pull out handle Pluto name tag. Missing Damaged item description: Lock were cut off. NOI: Yes but no time stamp.

12/10/2015

Submitted on Thursday December 10 2015 - 10:24 Submitted by anonymous user (b)(6) Submitted values are: Categories: Professionalism/Customer Service Where did this happen? FLORIDA - OSFB - Orlando Sanford Date: Sun 2015-12-06 Approximate Time: 17:30 Airline & Flight Number: Allegiant Flight #612 Checkpoint/Area of Airport: Security checkpoint Name of TSA employee (if known): Please provide a description of your inquiry/comment.: Sunday evening myself my wife and our one year old son were at the Sanford security checkpoint. I was holding my son while walking towards the X-ray screener. I was told by the TSA rep that my wife should carry our son through security with a comment along the lines of its better for the wife to carry the child in case there is an issue. Is that a TSA policy? Honestly if so that doesn't seem like an appropriate policy. It's pretty frustrating to hear that I'm not able to carry my son. == Passenger Information == Name (b)(6) Email (b)(6) Phone (b)(6) The results of this submission may be viewed at: <https://www.tsa.gov/node/2257/submission/34068>

12/19/2015

Submitted on Saturday December 19 2015 - 03:57 Submitted by anonymous user (b)(6) Submitted values are: Categories: Screening Where did this happen? FLORIDA - OSFB - Orlando Sanford Date: Approximate Time: 03:57 Airline & Flight Number: Allegiant flight #736 Checkpoint/Area of Airport: Security Name of TSA employee (if known): Please provide a description of your inquiry/comment.: I missed my flight due to a TSA security officers who stacked all of the car seats of passengers on put them in a pile to swab them down but then waited until the line had clear to start the process. Mine being the last one cause me to miss my flight as well as pay a \$120 fee to get a new flight in which I had to go 3 hrs away to another airport. When going thru security in St Pete I had a completely different experience they scanned my car seat and off I went to my gate. This is inexcusable and I feel that this should not have cost me any more money nor the time that I lost from my visit with my family because of the unprofessional TSA agent. == Passenger Information == Name (b)(6) Email (b)(6) Phone (b)(6) The results of this submission may be viewed at: <https://www.tsa.gov/node/2257/submission/36573>

12/21/2015

Call Reason: Caller has a suitcase that got a NOI. She says that it is missing a couple of shirts. Baggage Checked Date and Time: 12/20 1:08 pm Flight Date and Time: 12/20 1:57 pm Gate Terminal: 12 Airport: SFB to Concord NC Airline: Allegiant airlines Flight #: (does not have) Bag tag # (10 digit): (b)(6) Bag Description: It is a black bag. Missing Damaged item description: She is missing a black tee shirt and a burgundy shoe (one out of a pair) NOI: Yes - nothing extra on it.

12/22/2015

Caller flew from Orlando Sanford to ABE and his girlfriend was pulled aside for the second time for additional screening. Caller said that she had a NOI on the trip back from SFB and caller wanted to know why the NOI was in with her Bra and underwear. Caller said she is missing some earrings and 2 zippers are broken. Caller said that his girlfriend was pulled for additional screening at ABE on the trip out. Caller wants someone to contact him he wants to know why the NOI was in with her bra and underwear and why she was selected for additional screening at both airports. REASON for the call: Missing and Damaged items. Date Time: 12/21 15 @ 3:15 PM Gate Terminal: A Airport: SFB Airline: Allegiant Flight #: 624 Bag tag # (10digit): (b)(6) Bag Description: Brown Leather with Wheels Missing Damaged item description: Earrings and two of the zippers are broke. NOI: (b)(6)

12/28/2015

Call Reason: Caller flew from Sanford to Toledo. She states that her husband put two \$20 bills in the bin at the checkpoint before going through the AIT but they were gone when he picked up his things. Baggage Checked Date and Time: 12/28 2:15 pm Flight Date and Time: 12/28 3:16 pm Gate Terminal: (does not have) Airport: SFB to Toledo Airline: Allegiant Flight #: 794

12/29/2015

Submitted on Monday December 28 2015 - 21:54 Submitted by anonymous user (b)(6) Submitted values are: Categories: Screening Where did this happen? FLORIDA - OSFB - Orlando Sanford Date: Mon 2015-12-28 Approximate Time: 05:30 Airline & Flight Number: Allegiant Checkpoint/Area of Airport: TSA AGENCY SCREENING Name of TSA employee (if known): Please provide a description of your inquiry/comment.: I am a diabetic. I fly quite frequently and bring a large container of drink. At every TSA I have always been asked to open the container they test it and I am on my way. This time I was not told anything but they had a great time feeling and groping me in front of EVERYONE. When they were all done I was told it was because I refused to open the container.!!!!!! WTF? I was sexually assaulted with out reason. I will find a good lawyer for this crap. == Passenger Information == Name: (b)(6) Email: (b)(6) Phone: (b)(6) The results of this submission may be viewed at: <https://www.tsa.gov/node/2257/submission/38999>

12/29/2015

The caller said that she flew from SFB to LEX with Allegiant Airlines. She said that she was pulled out of line for a patdown. She said while that was going on one of her shoes was went missing and her toiletry bag was not returned to you. Date and Time: Sunday December 27 2015; 5:32 PM - The caller said that she did not take out of the airport until about 5:40 PM. Airline: Allegiant Airlines Flight #: 662 Gate and Terminal: Gate - 5 (was moved to Gate 6); Terminal - Not Provided E-mail: The caller does not have an e-mail address.

1/4/2016

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> ----- Remote Client IP (h)(6)  
 (h)(6) Date Time: 1/4/2016 12:18:38 PM Name (h)(6) Email (h)(6) Compl  
 aints: Items Not Permitted Through the Security Checkpoint Flight Info (if applicable): Enter Flight#/Airline/Terminal/Airport/Gate/Etc: Allegiant Air Flt 778 to Applenton (ATW) Sanford Florida (S  
 FB) Comments: I had purchased a rifle scope for a Christmas present for my son. I checked the TSA policy before arriving to SFB it clearly states rifle scopes are permitted in carry on and checked l  
 uggage. The TSA delayed me saying I had to go back and check it into checked baggage. I explained to them per there policy it was allowed. Rifle scopes are permitted in carry-on and checked bag  
 s per TSA policy. I was told to return to ticket counter to put in as checked bag. I told them if I had to do that I would miss my flight they responded that's the way it is. They did not care....and did no  
 t know TSA policy concerning scopes and would not listen as I told them it was allowed per the TSA policy concerning Firearms and ammunition. After 40 minutes of argument I had missed my flight  
 Allegiant did not fly that route until after Christmas so they wanted me to rebook for the December 26th departure. My family and grandchildren expected me for Christmas so I had to book another  
 flight out of Orlando (MCO) Delta airlines which new the TSA policy and allowed the scope in my carryon bag. I need to file a claim for the TSA to cover all my expenses due to their lack of knowledg  
 e of their own TSA written policy. Please let me know where and how to file my claim for the flight that I missed and the flight that I had to schedule the same day to get home for Christmas. Respec  
 tfully (h)(6) USAF disabled Veteran retired. (h)(6)

1/5/2016

Caller states he flew out of SFB on 11 26 15 and missing items. Caller states he received a NOI from Trinity Technology Group. Caller states he was advised to file a claim with airlines however  
 airlines advised him to file claim with TSA. Orlando Sanford International. Date Time of Travel: 11 26 15 11:26pm Gate Terminal: Airport: SFB Airline: Allegiant Air Flight #: 682 Baggage  
 Tag #: (h)(6) Bag Description: Marlboro duffle bag red with yellow handles. Zipper compartment at both ends with wet net and lining. Missing Damaged Item Description: Leather bag 10  
 x 6 with drawing valued at 95.00 flash light valued at 45.00 inside a holster. Medication in pill bottle inside shaving kit. Flex rifle muscle relaxer in original bottle with his name on it. Was an NOI  
 Present? NOI Was there a timestamps or written notice on the NOI? (h)(6) 2:46pm

1/6/2016

Submitted on Wednesday January 6 2016 - 07:54 Submitted by anonymous user (h)(6) Submitted values are: Categories: Screening Where did this happen? FLORIDA - SFB - Orlando  
 Sanford Date: Tue 2016-01-05 Approximate Time: 08:30 Airline & Flight Number: Southwest Orlando not Sanford no listing Orlando on your list Checkpoint/Area of Airport: body scan Name of TSA  
 employee (if known): Please provide a description of your inquiry/comment.: full body scan of me and wife produced false results and pat down. Body scanners need to be calibrated. I was wearin  
 g t shirt jeans socks and was told air in pocket tripped scanner. This was metal detector not air detector. Passenger Information== Name (h)(6) Email (h)(6) Ph  
 one: The results of this submission may be viewed at: <https://www.tsa.gov/node/2257/submission/41637>

1/15/2016

The caller traveled from FL to Oklahoma. She took her will and papers to FL. The papers from her baggage are missing from baggage. She has a NOI. Date Time of Travel: 12 4 2015 at 10:30 AM  
 Gate Terminal: Not Provided Airport: SFB Airline: Allegiant Airlines Flight #: Not Provided Baggage Tag #: Not Provided Bag Description: The bag is black with green trees painted on the front of  
 it. Missing Damaged Item Description: The caller is missing paperwork from her baggage. They are from an attorney. Was an NOI Present? Yes. Was there a timestamp or written notice on the  
 NOI? American Eagle and it has a picture of an eagle on it.

1/15/2016

Submitted on Friday January 15 2016 - 19:39 Submitted by anonymous user (h)(6) Submitted values are: Categories: Professionalism/Customer Service Where did this happen? FLORID  
 A - SFB - Orlando Sanford Date: Fri 2016-01-15 Approximate Time: 08:00 Airline & Flight Number: American airlines Checkpoint/Area of Airport: Terminal 2 Name of TSA employee (if known):  
 Middle aged gentleman in grey suite Please provide a description of your inquiry/comment.: Your entire TSA at Orlando International should be ashamed and terminated immediately. My father w  
 hom is handicap needed assistance. Upon asking for assistance getting a wheelchair they kept disregarding our requests. Finally after walking .5 miles we got a hold of a wheelchair. Once we got  
 to the TSA line man in gray decided he wanted to fill handicap line with everyone but handicap. When asked he basically treated handicap like a herd cattle. This man is a disgrace to society. Yet  
 he picked who went to the FRONT of the line. Well don't place handicap signs and use it as an express line. Worst TSA I ever seen in my life. Passenger Information== Name (h)(6)  
 s Email (h)(6) Phone: (h)(6) The results of this submission may be viewed at: <https://www.tsa.gov/node/2257/submission/44642>

1/27/2016

Caller states his bag was checked at Orlando and is missing a item Date Time of Travel: 01 26 16 5:30 pm Gate Terminal: 103 terminal A Airport: SFB Airline: SW Flight #: 423 Baggage Tag # :  
 Bag Description: Black medium size luggage tag from Disney Missing Damaged Item Description: Piece to star wars item hexagon shape black panel Was an NOI Present? Yes Was there a  
 timestamp or written notice on the NOI? Not sure

1/29/2016

Submitted on Friday January 29 2016 - 10:25 Submitted by anonymous user (h)(6) Submitted values are: Categories: Screening Where did this happen? FLORIDA - SFB - Orlando Sanfo  
 rd Date: Fri 2016-01-29 Approximate Time: 10:00 Airline & Flight Number: Southwest 595 Checkpoint/Area of Airport: 100 gates Name of TSA employee (if known): Unknown Please provide a desc  
 ription of your inquiry/comment.: Rude TSA agent removed expensive water thermos from my wife's backpack and refused to return it it contained water we offered to dump the liquid the agent  
 refused to allow this and confiscated our property. The value of the thermos was \$28.00. The actions of this agent was uncalled for and did nothing to increase our safety. The TSA should reimburse  
 us the cost of the thermos or return our property. Passenger Information== Name (h)(6) Email (h)(6) Phone (h)(6) The results of this submission may be view  
 ed at: <https://www.tsa.gov/node/2257/submission/48379>

2/10/2016

Submitted on Wednesday February 10 2016 - 14:11 Submitted by user: Anonymous Submitted values are: Categories: Screening Where did this happen? FLORIDA - SFB - Orlando Sanford D  
 ate: Tue 2016-02-09 Approximate Time: 11:00 Airline & Flight Number: Southwest 2241 Checkpoint/Area of Airport: Southwest gate Name of TSA employee (if known): multiple employees Please  
 provide a description of your inquiry/comment.: I was traveling with my 18 year old daughter who has a cochlear implant. My daughter was separated from me in the security line although I could s  
 ee her. When she asked that her external cochlear implant processor be hand inspected and not placed in the xray she was told that the xray would not damage her cochlear implant and to place it  
 on her head and "just wear it" or to send it through the conveyor belt scanner. As an AUDIOLOGIST and a parent I had to step in and insist that my daughter's external cochlear implant be hand inspec  
 ted. While an xray is not damaging to the part of the cochlear implant that is surgically implanted in my daughter's head the exposure to the xray could damage the external processor making it m  
 alfuction or erasing the very specific programming placed inside the external device that allows my daughter to hear. The TSA agents very aggressively insisted that my daughter could wear the pr  
 ocessor through the xray. This also happened during our flight to Orlando. As we were departing the Columbus airport on Southwest 1730 the very same thing happened. I am very concerned that  
 unformed authoritative TSA agents in most airports are giving Deaf adults and children very incorrect information regarding their external cochlear implant processors. If a map in an external pro  
 cessor is erased it could render a traveler functionally DEAF until they are able to return home to their cochlear implant center. The TSA agents have an obligation to be respectful of anyone with a m  
 edical device and especially not to offer INCORRECT advice about medical equipment. This appears to be a wide spread issue not just a local problem. Fortunately I was there to advocate for my d  
 aughter but other travelers may not be so fortunate Passenger Information== First Name (h)(6) Last Name (h)(6) Email (h)(6) Phone (h)(6)

2/11/2016

Caller states she flew out of Orlando Sanford to Puerto Rico. Caller states her lock was broken and she found a NOI inside her bag. Caller asked why did TSA not inform her that they were going to  
 inspect her bag as she would have provided them the key to her lock. Caller states she had an old master lock on her bag and asking if this was why it triggered an alarm.

2/15/2016

Submitted on Monday February 15 2016 - 13:40 Submitted by user: Anonymous Submitted values are: Categories: Screening Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri  
 Sun 2016-02-07 Approximate Time: 11:00 Airline & Flight Number: Southwest flight to Denver CO Checkpoint/Area of Airport: security check point Name of TSA employee (if known): Please provi  
 de a description of your inquiry/comment.: This wasn't a huge issue but I think you should know about it. I have a medical need to take Ensure nutrition. I spoke to you before the flight and was tol  
 d as long as I told them in advance I had my Ensure and that I had a medical need that was all that was necessary. Fortunately I decided to back up with a letter from my doctor. If I hadn't had that le  
 tter the TSA agent would not have allowed me to take my Ensure through security When I told them I had 2 bottles of Ensure and that I had a medical need to take it on the flight they told me it wo  
 uldn't be allowed. I told them I had a doctors letter and he wanted me to show it which I happily did. He read the letter and then tested the bottles and passed me through. So it all ended OK. But  
 if I had not backed-up with a letter from my doctor they would not have allowed me to take the Ensure through security. On the other end of travel....when I left from Sacramento...I had no issues  
 at all. They tested the bottles but said they didn't need to see the doctors letter. So perhaps your TSA agents in Orlando need further training. Passenger Information== First Name: (h)(6) Las  
 t Name (h)(6) Email (h)(6) Phone (h)(6)

2/17/2016

Caller states he flies often. He will be 75 in a few weeks and does not carry credit cards however he has cash. He states he normally takes his wallet an holds it up and does not place it in the bin.  
 He does not think it is right that his wife's purse was scanned in the manner it was as her things fell out of the bag and a couple females helped her pick her things up. On the last flight he was  
 advised that his wallet would need to be screened and once they did so the TSO placed it in the bin without his knowledge. He feels this should have been given directly back to him and not placed  
 in the bin. He would like to know the screening process for passenger 75 years Date Time of Travel: 02 15 16 8:30am Gate Terminal: SW Airport: SFB Airline: SW Flight #: 427

2/24/2016

Submitted on Wednesday February 24 2016 - 10:39 Submitted by user: Anonymous Submitted values are: Categories: Broken Locks Where did this happen? FLORIDA - SFB - Orlando Sanford  
 Date: Tue 2016-02-23 Approximate Time: 04:30 Airline & Flight Number: VS16 Checkpoint/Area of Airport: Name of TSA employee (if known) (h)(6) Please provide a description of your i  
 nquiry/comment.: I purchased a Samonsite case with a TSA lock knowing that American customs officers can get into it. I have just returned home only to find my lock broken. I am very disappointe  
 d because I did not think they had to break the lock. My trips to the US will be very expensive if I have to have purchase a new case every time. Passenger Information== First Name: (h)(6)  
 Last Name: (h)(6) Email: (h)(6) Phone: (h)(6)

2/24/2016

Submitted on Wednesday February 24 2016 - 16:41 Submitted by user: Anonymous Submitted values are: Categories: Screening Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-02-20 Approximate Time: 17:00 Airline & Flight Number: sw 273 Checkpoint/Area of Airport: Security Name of TSA employee (if known): Please provide a description of your inquiry /comment.: My 13 year old daughter was randomly selected to be checked by TSA. They joked that we (my family) were guilty by association. The "felt" her up and completely violated her and my family. We felt like criminals. There is no excuse to traumatize a 13 year old girl. She started crying and has expressed that she does not want to fly any more. Thanks for ruining a wonderful vacation and negatively affecting my child for the rest of her life. There needs to be another way. No child should have to go thru that type of scrutiny. We were traveling with another family and planned on having dinner with them. We needed to run to our gate not able to eat dinner and almost missed our flight. There is no excuse - find a better way to invade peoples privacy. I get that we need to be safe but this is ridiculous. I have filed a complaint with SW airline (b)(6) ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone (b)(6)

2/25/2016

Submitted on Thursday February 25 2016 - 09:22 Submitted by user: Anonymous Submitted values are: Categories: Missing or Damaged Items Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-02-20 Approximate Time: 10:00 Airline & Flight Number: American Airlines Checkpoint/Area of Airport: MCO Name of TSA employee (if known): (b)(6) Please provide a description of your inquiry/comment.: I didn't have a proper option for the issue I want to raise. I checked into an American flight on 2-20 around 10:35 am from Orlando to Phoenix. When I got to my hotel I received a notice my bags had been inspected. Happens a lot - no problem. However I carefully wrap breakable items. This time I found my iPad which I had buried in my luggage sitting exposed right on top of all my items. I am surprised it didn't get cracked. That showed a total lack of respect and concern for my items - especially a very expensive one. Normally I take that with me but it is pretty heavy and given my back issues sometimes I put in my luggage but wrap it up and put in the middle. Please ask that your folks are more considerate and careful if they are going to go through a bag. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone (b)(6)

2/28/2016

Submitted on Sunday February 28 2016 - 17:11 Submitted by user: Anonymous Submitted values are: Categories: Screening Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2016-02-26 Approximate Time: 10:00 Airline & Flight Number: Spirit 1062 Checkpoint/Area of Airport: Security Name of TSA employee (if known): (b)(6) or (b)(6) Please provide a description of your inquiry/comment.: On Friday February 26 at Orlando airport I was sexually assaulted by a TSA officer. I was told after walking through the screening device I needed to have a physical "pat down". (b)(6) or possibly (b)(6) was the woman who did the check. After checking with her hands on the bottom band of my bra (I WAS NOT wearing a bra underwire) she aggressively squeezed both of my breasts simultaneously on both nipples. This was both humiliating and extremely painful. I complained to another officer who tried to find some kind of card for me to fill out with my complaint. After looking in various places he told to just make a formal complaint on this website. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

2/29/2016

To Whom it May Concern: The following complaint was sent to DOT's Aviation Enforcement Protection Office and is being forwarded to TSA for review and response. Please do not hesitate to contact me directly should you have any questions. Jessica Ilich US Department of Transportation Transportation Industry Analyst Phone: (b)(6) Case Number: (b)(6) Consumer Information: Inquirer Type: Name: Address: E-mail Address: Office Phone: Home Phone: AA# (b)(6) (b)(6) ATHENS OH 45701A (b)(6) (b)(6) Complaints Information: Complaint Code: Carrier Name: Flight Date: Flight Itinerary: GA1921A TSA# 02/26/2016A ORLANDO/SANFORD TO CINCINNATI Description of Problem/Inquiry: Allegiant Airlines personnel is incredibly unprofessional and rude. The Orlando/Sanford airport only has Allegiant flights. The TSA agents made horrible jokes about everyone who went through security. The woman behind me was told she should not wear her sweater it looked horrible on her and disgusting comments were made about her body as she was being patted down. Please shut down this airline. With the safety concerns of their planes this airline should be shut down.

3/1/2016

REASON for the call: The caller stated she flew from SFB to Lexington KY on Allegiant. She received a NOI and her tablet screen is now shattered. Date Time: 03/01/2016 around 11 AM Gate Terminal: Gate 1 Airport: SFB Airline: Allegiant Air Flight #: 662 Bag tag #: (10digit) NA Bag Description: It was a large blue rolling suitcase. Missing Damaged item description: Her black tablet screen was busted. It was inside of a black hard sided leather case. NOI: Yes Anything on NOI: No

3/8/2016

Submitted on Tuesday March 8 2016 - 14:09 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2016-03-07 Approximate Time: 08:30 Airline & Flight Number: Spirit - NK 304 Checkpoint/Area of Airport: changing spots was in handicap lane Name of TSA employee (if known): no idea she rattled it off so I could not hear her Please provide a description of your inquiry/comment.: Upon entering screening they scan my hands and said I set off an alarm. I asked the woman what does this mean and she said to shut up she was going to pat me down. I was operated on 4 months ago with a burst gall bladder and still not doing well plus I have neuropathy throughout my body. I told her and she ignored me pushing on my body and causing me great pain. After an hour of this patting down process I told her I had to go to the bathroom and she said just sit there and I had an accident and she said just sit there. She would not let me see my husband of 53 years and I felt very alone. I asked her again what is the problem why am I going through all this repeated patting down and humiliation and pain and she just walked abruptly away with an attitude cause I am white she implied. I am 75 years old and can only walk 3 or 4 steps because of my ailments and she did not care that I was in terrible pain from what she was doing to me even though I told her several times. Is this a new procedure of definite reverse bigotry and allowing your employees to injure passengers. I fly often to Orlando to go to Disney. I need to get away from this type of abuse and now I am getting this at the airport also. Yes I am happy that TSA is there but your employees allowed 3rd world country people go through with veils and large garments and were not stopped. Are we not profiling. I think its time for me as a minister to speak up and out to the world about TSA abuse. I was raped at 18 by a black man and again last night by a black woman. I am going to have my doctor today check me out as the pain in my body has increased. Can I ever fly again? Who are you going to do about this with attitude of TSA probably nothing. I don't think any one cares about we the people of the USA. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

3/14/2016

Caller found a NOI inside of her bag and also noticed that 2 high heels were missing from 2 separate pairs. Date Time: 03/10/2016 @ 1:30 PM Airport: SFB Airline: Avianca Airlines Flight #: B-29 Terminal gate#: Gate 28 Bag tag #: (10digit) (b)(6) Bag Description: Bag is a black large soft shell 2 wheels white shoelace tied around the handle Missing Damaged item description: 2 pairs of high heels from Rack Room. 1 high heel is black and white size 8 1 high heel is multicolored size 8 NOI present (writing on it): Yes

3/17/2016

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml Remote Client IP: (b)(6) Name: (b)(6) Email: (b)(6) Comments: Long Lines / Lengthy Wait at Checkpoint: Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Orlando Sanford Int. Airport Sanford FL Comments: Wife and I both have KTN. We signed up because of the separate and short lines through TSA screening. On our last trip through Sanford everyone was in one very long line that only split at the agents desk just before re screening. No advantage to the program if you are required to stand in the same lines as non-pre checked people.

3/21/2016

Caller has a service animal. Caller will travel with her service dog and would like to know what the screening procedures are for service animals. Orlando Sanford made her take off the service animal collar leash and everything and she had on him and had her hold him throughout the entire screening process which made her feel really uncomfortable. Date Time: 12/23/2015 12:50 PM Airport: Orlando Sanford Airline: Allegiant Flight #: 678 Gate Terminal: Not Present

3/25/2016

The caller flew out of SFA and she just realized that TSA took the locks out of her bag and her partner's bag and they are TSA approved locks. She would like to file a claim on behalf of these locks because they were expensive. She says there is not an NOI. Date Time: 3/25/2016 7:25AM Gate Terminal: Gate 8 Terminal B Airport: SFA Airline: Allegiant Flight #: 624 Bag tag #: (10digit) (b)(6) Bag Description: Her partner's bag is a solid black that is a roller and is travel pro. Her bag is a dark brown suitcase with a name tag that specifically says (b)(6) Missing Damaged item description: Both TSA locks were missing from their bags. NOI: There was no NOI.

3/28/2016

Submitted on Sunday March 27 2016 - 21:12 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2016-03-22 Approximate Time: 02:00 Name of TSA employee (if known): He did say but I was driving Airline & Flight Number: Allegiant Air Flight #: 778 Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: My son (b)(6) age 17 was not allowed past security to board his return flight home on Allegiant Air flight 778. Because he only has a college ID the same ID he used to get on the flight in Appleton WI. On March-22 flight 779 Confirmation number (b)(6) I did ask what my son needed to get on he said a drivers license I said he doesn't have one he said he won't be getting on this flight...I did explain that this would really affect his plans because he needs to get a ride from the airport to college on Monday morning.... He said I can't help the TSA in Appleton screwed up and let him on!!!! Now he is in Florida and lives in Menominee Mi.... How do I get him home??? Horrible experience!!!! ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

4/3/2016

The caller is stating that her husband was at the SFB airport picking up their son. An officer stopped him and took a picture of him and told him that if he saw him in that airport again he would get into trouble. The description of the officer is a black chubby male who was on a cart riding through the airport.

4/5/2016

REASON for the call: An expensive travel bag was ruined because her liquid toiletries were not secured after inspection and spilled into her bag. \$700 worth of property was ruined. She asked if this is to be expected Date Time: 4/3/2016 1:15pm Gate Terminal: Gate 7 Airport: SFB Airline: Allegiant Flight #: NA Bag tag #: (10digit) (b)(6) Bag Description: Her bag is a burgundy duffel bag with side zippers and a top opening. NOI: Present with nothing indicated.

4/10/2016

Submitted on Sunday April 10 2016 - 09:53 Submitted by user: Anonymous Submitted values are: Categories: Prohibited Items Please provide a description of the security issue.: Orlando Sanford International Airport in Sanford FL does not have adequate passenger screening. The airport has hired a contract company to perform the screening. The contract security screening personnel need additional training. Properly trained TSA agents should be performing the screening at that airport until the contract employees are properly trained. They are allowing large containers with liquid to easily pass through their screening. I forgot to throw away an 11 oz. bottle of hairspray. When I was sitting in the gate area I remembered it looked and it was still in my bag. I told my aunt who was traveling with me. She had forgotten to throw away her full water bottle. They did not detect a 16.9 ounce bottle of water. We traveled from Sanford FL to Bangor ME on Friday afternoon April 8 2016 on Allegiant flight 736. There are several other things that were not handled properly. A blind woman was traveling with us. They did nothing to assist her and us. She has balance issues and there was no chair for her to sit on to take her shoes off. All they did was tell us to hurry up. (They barked commands at us.) It was very confusing and upsetting for all of us. When we were trying to pick up our belonging the agent keep pushing us to get out of there. They did not tell me that my carryon needed additional screening. About 5 to 10 minutes after we had our shoes back on etc. an announcement was made requesting the passenger who left the black carry on bag to return to screening. I looked around and realized that it was me. I went back and they asked permission to open the bag. They thought a bag of sand was in the carryon bag. It was a heat wrap that you put in the microwave and warm up to treat sore muscles and joints. I told the supervisor about the rude treatment and he apologized for the poor treatment. Approximately twenty minutes later I discovered the hair spray went undetected and was still in my bag. I went back to the supervisor and reported it. He said that he would see that the screeners received additional training. I was very concerned on our flight home knowing that approximately 27.9 ounces of liquid got onto the plane undetected. When I reported the it that was missed I thought that all of the passengers should have been rescreened. What can I do to properly report this so that the security at the Orlando Sanford International Airport will be audited and improved. Please provide me with the information that I need to file a formal complaint. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

4/15/2016

Submitted on Friday April 15 2016 - 06:39 Submitted by user: Anonymous Submitted values are: Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Other: Harassment for opt-ing out of the body scanner Where did this happen? FLORIDA -> SFB -> Orlando Sanford Date: Fri 2016-04-15 Approximate Time: 06:00 Please provide a description of the issue.: I chose to opt out of the body scanner and while I was waiting for a female to do my pat down a male agent named (b)(6) (I think) ---- harassed me for my choice. He said "You know you won't be allowed to do that soon. I read it." I said "That's ok I have read lots of things about it too." He continued to make rude comments so I said "I am just exercising my rights as an American." And he laughed and said "What rights? I don't know anything about rights." And I said "Well I do and I have them." And he laughed again mockingly and continued to roll his eyes and make rude remarks. When the female agent came over I asked for his name. I believe he said (b)(6) and so I looked at his name tag for his last name and then said "Thank you" and walked away with the female agent. After she performed my pat down I heard the same young man yelling to her. He was saying "You are doing a great thing! Good job! Keep it up." The female agent was not friendly but she was not rude to me. I have no complaint about her. I am extremely bothered that nearly every time I opt-out of the scanner I am treated rudely. But this was to another level. This young man harassed me while I stood there. As an American citizen I have rights. List any witnesses: Name of TSA Employee (if known) (b)(6) I believe. Or something very similar) Are you filling this form for yourself? Yes ==Contact Information== First Name (b)(6) Last Name (b)(6) Address: (b)(6) City: Cocoa Beach State: Florida Zip Code: 32931 Phone: (b)(6) Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: 1:00 pm - 3:00 pm Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

4/18/2016

Caller has purchased a ticket for her son who is homeless and he was refused boarding because of no address on his ID. Date Time: 4-18-2016 8:53AM Airport: Sanford Airline: Allegiant Air Flight: 614

4/27/2016

Submitted on Wednesday April 27 2016 - 11:00 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA -> SFB -> Orlando Sanford Date: Wed 2016-04-27 Approximate Time: 10:00 Name of TSA employee (if known) (b)(6) or (b)(6) Airline & Flight Number: 588 Checkpoint/Area of Airport: General security check/ right before going thru metal detectors Please provide a description of your inquiry/comment.: The TSA rep was verbally aggressive towards me and another lady behind me. He said "can't you hear? I didn't tell you to put your shoes in there." He then went on and threw my shoes and back pack on the rollers. There were no bins to empty our pockets out and he made me shove all my stuff in my backpack. This being post season I find it awful that a government employee can treat Americans this way. 99% of the TSA people I've encountered have been awesome but this guy was the exception. Description: apx 5'10/ 220-240 lbs White Male apx 45 to 55 Brown & Grey Hair w/ Mustache & glasses Total fire starter! Your lines will move quicker without him! ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

4/27/2016

Submitted on Wednesday April 27 2016 - 14:00 Submitted by user: Anonymous Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA -> SFB -> Orlando Sanford Date: Tue 2016-04-26 Approximate Time: 16:00 Name of TSA employee (if known): Airline & Flight Number: Alaska Airlines Flight 19 Checkpoint/Area of Airport: Baggage screening Please provide a description of your inquiry/comment.: When I arrived home I found that a piece of my luggage (a cooler) had been inspected. While I understand and agree with inspection I feel that your employees should be more professional and courteous in their duties. I had an open bag of coffee that was inspected and quite a bit had been spilled into the cooler. There was also an open container of cocoa powder that I had sealed with tape; it had also been inspected because there is cocoa powder all over clean linens and covering everything else in the cooler. I understand the job that needs to be done. I also understand that there are limited resources and time in which to do it. But if you need to open containers that may spill it would be good to open them over another container not over clean clothes and everything else that might be in someone's bag. Now I get to rewash clean linens and clean everything else that was in there. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone:

4/27/2016

Submitted on Wednesday April 27 2016 - 12:48 Submitted by user: Anonymous Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA -> SFB -> Orlando Sanford Date: Fri 2016-04-15 Approximate Time: 03:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant Air 764 Checkpoint/Area of Airport: Terminal B TSA Security Please provide a description of your inquiry/comment.: My TSA pre check (b)(6) I was on personal travel returning to Kansas City - boarding pass printed with my Pre-Check noted. I asked about pre-check and was told that did not have it - Then they started yelling out if you are pre-check with a blue card you can come this way. I again asked about this and he pointed to the end of the line to get your card. No point now! Took out my lap top off with my shoes and liquids out. No Problem! Went through the X-ray - to pick up bags. TSA agent told me he had to send bag back through - OK! My bag comes through and I take it over to area to put my shoes on and put laptop back in my bag. Then I panic - my purse head phones jewelry box x are gone! My husband runs over to the x-ray belt and ask where my items are. NO ONE MENTIONS THAT THEY WERE GOING TO TAKE ITEMS OUT OF MY BAG! To this day I still feel like I am missing some items but cant place what it is. YOU DON'T DO THIS - TAKE ITEMS OUT OF A PERSONS BAG WITH OUT TELLING THEM. I told the lead on site and he just brushed it off with - Guess we need to let them know about that? What? I manage a Travel Agency Travel for work and purchased a TSA pre check - TRAINING IS VERY IMPORTANT ALONG WITH CUSTOMER SERVICE AND TREATING PEOPLE WITH RESPECT. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

5/3/2016

Submitted on Tuesday May 3 2016 - 12:45 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA -> SFB -> Orlando Sanford Date: Thu 2016-04-14 Approximate Time: 02:00 Name of TSA employee (if known): Airline & Flight Number: Jet Blue Checkpoint/Area of Airport: TSA security checkpoint Please provide a description of your inquiry/comment.: The wait for security processing is unacceptable! We squeezed into 1 line after having our flight information checked. The line took approximately 1 hour to get thru to the scanner. Two "official looking" TSA managers just stood there and watched. This does not seem to be an unusual situation in Orlando - since my daughter had a similar experience in January. I know of no other airport where the TSA is run so poorly. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone:

5/9/2016

Submitted on Monday May 9 2016 - 16:37 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA -> SFB -> Orlando Sanford Date: Mon 2016-05-09 Approximate Time: 11:30 Name of TSA employee (if known) (b)(6) Airline & Flight Number: Delta Checkpoint/Area of Airport: Main Please provide a description of your inquiry/comment.: I am recommending that not only this person be reprimanded but fired and relieved from her duties as a TSA agent. I am a frequent traveler never experienced such unprofessional rude in a logical behavior from one agent. I was traveling with my wife and two small children. We were taking off of the line from another agent and told to go through the metal detector. I was a few steps behind as I was struggling with strollers and other bags to put through the belt. My wife and children pass through and when I started coming towards the metal detector she stops me and direct me to go through the scatter machine. I told her that I was traveling with my family and I'd like to go through the metal detector as well but she refused. Our baby was crying and trying to find out where I was. This woman if that's what you want to call her made me stand on a huge additional line to go through this machine when she could've simply just allow me to go through the traditional metal object made me go stand on a huge additional line to go through this machine when she could've simply just allowed me to go through the traditional metal detector. I even told her to look at the sign as it says this machine is even optional and she ignored me making faces. My child is on other side now sobbing her eyes out. Thanks for breaking up my family totally unnecessary and illogical. In addition since my belongings waited in a tray on the other end for several more minutes my wallet and money were thrown everywhere and a \$100 bill was missing I asked for supervisor and waited - no one came - they ignored my request and having 2 ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

5/10/2016

Submitted on Tuesday May 10 2016 - 12:24 Submitted by user: Anonymous Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2015-10-22 Approximate Time: 10:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: spirit Orlando to Florida Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: I am above the knee amputee who lost his leg in the service of his country I have flown dozens of times and found TSA personnel to be polite and professional In attempting to go through security was told that I had to remove both shoes. I pulled up my pants leg and told the TSA personal that dozens of times that I did not have to remove my shoes - and they wanted me Hey replied that everyone under age of 75 HAD TO REMOVE THEIR SHOES - NO EXCEPTIONS ! He told me this in the nas test voice I have ever heard in my life. I informed him that I needed a walker and a chair with arms and two people to help me. In the nastiest voice imaginable he told me that we can not do that and I would still have to take my shoes off ! I was about to ask for a supervisor when another TSA member overheard the conversation and said to the idiot What is wrong with you ? and waved me through The reason I am writing this now is an amputee friend of mine had the same problem at the Orlando airport ! How do your employees Help Wanted - must arrogant nasty obnoxious and retarded ? If no timely response then this will go Federal senators and congressmen ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/14/2016

Submitted on Saturday May 14 2016 - 16:10 Submitted by user: Anonymous Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-05-14 Approximate Time: 03:30 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: I went through security and the TSA patted down and felt my twist. I doubt it was racially motivated but I did not see anyone else getting any hair pat downs. The lady who did it didnt even say that she was going to perform this search. I am a 16 year old girl and I was scared embarrassed and right now emotionally disourgt. If you guys could investigate the situation further that would be amazing thank you. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

5/18/2016

Submitted on Wednesday May 18 2016 - 13:55 Submitted by user: Anonymous Submitted values are: Categories: Broken Locks ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2016-05-18 Approximate Time: 05:30 Name of TSA employee (if known): Airline & Flight Number: southwestairlines3822 Checkpoint/Area of Airport: gate e 95-110A Please provide a description of your inquiry/comment.: Guess glass case and eyeglasses were not put back in carry-on TSA hurried me through and unfortunately I assumed all contents were put back in that piece of luggage. The case and eyewear was nestled inside one of my sneakers. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/19/2016

Submitted on Thursday May 19 2016 - 08:37 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2014-08-25 Approximate Time: Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Orlando Please provide a description of your inquiry/comment.: Back in Aug. 2013 I believe my tray was intentionally pushed off the conveyor. It contained a large amount of loose change and seemed a fair bit of it got away. Having now just read how much TSA is reaping in left behind money and my being a career federal employee I just want to point to how damaging this little scam is. Everyone is too scared to say anything if there is such an abuse but it sure makes us feel less like we are still in charge of our own country. (b)(6) ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/20/2016

Submitted on Friday May 20 2016 - 02:30 Submitted by user: Anonymous Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2016-05-19 Approximate Time: 06:30 Name of TSA employee (if known): Airline & Flight Number: Jetblue #384 Checkpoint/Area of Airport: Customs to check baggage for transit passengers for another flight Please provide a description of your inquiry/comment.: My luggage was checked by TSA officials in Orlando. Yet officials did not re-lighten bottle of Tequila after checking it. When I got to New York my luggage smelled of alcohol. Therefore all my clothing was soaked in Tequila. I reported it to customer service at Jet blue counter in JFK. Yet the rep did not want to verify tequila was open nor file a complaint about incident. When I got home realize all of the contents in my luggage was soaked with alcohol because agents did not reclose the bottle. How hard was it to reclose bottle? Where was professionalism in this procedure. Now all newly purchased items as well as my clothing has to be cleaned in hope of removing alcohol from them. This should never have happened let alone need to verify it was alcohol if bottle was in bag from duty free of San Jose Costa Rica. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/22/2016

Submitted on Sunday May 22 2016 - 17:46 Submitted by user: Anonymous Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2015-12-17 Approximate Time: 02:00 Name of TSA employee (if known): Airline & Flight Number: Do not remember Checkpoint/Area of Airport: Security Check full body search Please provide a description of your inquiry/comment.: On 12-17-15 I flew out of Orlando FL. I normally carry my phone in my bra which I did on that day. I had no problem going through security. While in Las Vegas my family and I watch the news and of course airport security was a topic. I then told my family that my phone was not detected. I certainly was not trying to hide my phone. It is just a habit to carry my phone in my bra (I never miss calls and I dont have to search for it). Thats really is very concerning that my phone could have been a bomb. With all of the conversations that are about the long lines you should have more training for your personal! ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/23/2016

Submitted on Monday May 23 2016 - 09:28 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2016-05-23 Approximate Time: 09:00 Name of TSA employee (if known): Airline & Flight Number: alleint Checkpoint/Area of Airport: initial TSA checkpoint Please provide a description of your inquiry/comment.: Only 6 people in line. My wife daughter and myself had TSA pre check. The agents were joking around sent my wife and daughter as pre check with a blue card. He didnt have one for me and continued to joke with coworkers. I was not given pre check status. After I completed processing I asked this employee why. He initially acted like he was not the person that checked me in. As I asked more questions about pre check and he passed the blame to others. Four other agents gathered around. They were trying to intimidate me. This treatment is not acceptable. Please give professional behavior training to TSA agents in Sanford International Airpor ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/23/2016

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm Remote Client IP: (b)(6) Date Time: 5/23/2016 1:05:04 PM Name: (b)(6) Email: (b)(6) (b)(6) Complaints: My Complaint is Not Listed Here Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sanford florida alegiant air Comments: I am a 74 yr old grandmot her. Since I always have to have a pat down because I have had two knee replacements and wear a medical alert bracelet I thought I would take off all my jewelry including my medical alert bracelet and put it in my carry on with our medicines which I have in pill organizers. Well of course I still had to have a pat down and they could not find a female. If you could have seen the behavior you would have thought you were at a kindergarten soccer game.(pathetic) The then had to empty my carry on as well because I had put my jewelry in there. They DUMPED everything out and threw it back in the bag emptying the pill organizers and loosing a pair of earrings. My husband has dementia and I have a blood disorder so our medicines are significant. This was a shameful display of non professional behavior. TSA as run is really a disgrace to all.

5/29/2016

Submitted on Saturday May 28 2016 - 18:52 Submitted by user: Anonymous Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-05-28 Approximate Time: 05:00 Name of TSA employee (if known): Airline & Flight Number: Delta 7:20 am from Orlando to Atlanta then to Madison WI Checkpoint/Area of Airport: TSA Please provide a description of your inquiry/comment.: Missing one shoe of a brand new pair of \$200 shoes. I havent even paid for them yet!! I can provide picture of the one I have ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/29/2016

Submitted on Sunday May 29 2016 - 17:51 Submitted by user: Anonymous Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-05-21 Approximate Time: 12:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant Checkpoint/Area of Airport: Security Screening Please provide a description of your inquiry/comment.: Bag was placed on belt and then pulled out by TSA agent and told me there was a water bottle in my bag. And that he would have to open my bag and check it. I told him there was no water bottle but was welcome to check. He opened my bag and saw that it did not match the xray image and stated he had to re-xray my bag. Up on doing so he saw there was no water bottle and realized he pulled the wrong bag. He acted nonchalantly about the matter. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

6/14/2016

Submitted on Tuesday June 14 2016 - 19:27 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2016-06-14 Approximate Time: 18:30 Name of TSA employee (if known): Number (b)(6) Airline & Flight Number: Southwest 1480 Checkpoint/Area of Airport: Terminal A. TSA checkpoint Please provide a description of your inquiry/comment.: I was traveling with my wife my nine-year-old and my three-year-old I had with me he closed 6 ounce juice box of apple juice I requested permission prior to entering the x-ray machine and was given permission that it would be OK to keep upon passing through the screen or at the x-ray machine who refused to give me their name or number throughout the approved a juice box and Refused to speak to me lead office (b)(6) advise me the employees badge number who was a black female behind the screener was number (b)(6) he also refused to give me her name upon request immediately asked for a supervisor and spoke to supervisor (b)(6) (b)(6) Number (b)(6) informed her of the situation and explain that I had received permission to keep the Apple juice for my infant (b)(6) but it was thrown in the garbage I was explain Number (b)(6) informed her of the situation and explain that I had received permission to keep the Apple juice for my infant (b)(6) but it was thrown in the garbage. I again requested the employees name from supervisor bell and was advised she would not give me her name because I already had the employee ID number I explained that she broke protocol because she refused to give me her name or badge number and did not speak to me any further I also believe that she damage to my property violated my right because I was able to bring the juice for my infant/toddler I am requesting a formal complaint to be initiated investigation to be started based on this complaint this incident has been captured on the surveillance video and I am requesting to be contacted reference this matter ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone (b)(6)

6/22/2016

Submitted on Wednesday June 22 2016 - 10:38 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2016-06-22 Approximate Time: 05:00 Name of TSA employee (if known): All Airline & Flight Number: 702 allegiant Checkpoint/Area of Airport: Tsa Please provide a description of your inquiry/comment.: Rude agents said husband set off sensors when he did not the screen was blank then repeatedly touched him. My husband wears braces on his ankles for support while walking and informed them of this at all the airports we have flie. Through he has been treated kind and showed great respect this morning he was not I believe it was not only a disability discrimination but also a race discrimination we were the only white people going through and they were all black TSA agents who treated us like trash I tried to say something but was threatened by an agent that I should just keep quiete this is not great service and should not be permitted ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone (b)(6)

6/30/2016

Submitted on Thursday June 30 2016 - 10:36 Submitted by user: Anonymous Submitted values are: Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Disability/Medical condition Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2016-06-30 Approximate Time: 10:00 Please provide a description of the issue.: I requested assistance because I was traveling with my autistic grandson everything was packed as I had packed before. I was informed that my backpack needed to be searched. While waiting my grandson started together upset and I observed other items from persons behind me being searched before my backpack was. I kept asking when my item would be searched and was informed that a supervisor needed to do it. The supervisor was standing there doing nothing but giving odd looks at my grandson who was visibly upset by now. She claimed that they could not see everything in the pack. I explained that I did not have a problem before and I had packed the same way 12 days earlier. She talked to me as if I was uneducated/stupid! I informed her that in addition to my grandson's autism that I was handicapped. She said that did not matter and I had to wait until she was finished. I informed her that I would be filing a complaint and that my husband who is a federal employee would be contacting DC. In my opinion this supervisor needs sensitivity training and a written reprimand because she violated the ADA in reference to myself and my grandson! The supervisors name was (b)(6) badge number (b)(6) List any witnesses: None Name of TSA employee (if known) (b)(6) (b)(6) Are you filing this form for yourself? Yes ==Contact Information== First Name (b)(6) Last Name (b)(6) Address (b)(6) City: Apopka State: Florida Zip Code: 32712 Phone (b)(6) Email (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: 3:00 pm - 5:00 pm Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

7/6/2016

Submitted on Wednesday July 6 2016 - 18:57 Submitted by user: Anonymous Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2016-07-06 Approximate Time: 12:00 Name of TSA employee (if known): Airline & Flight Number: AAY 624 Checkpoint/Area of Airport: TSA Pre Check Please provide a description of your inquiry/comment.: Why did I pay \$85 and spend the time and effort to get TSA Pre Check when I go to the airport and the PRE CHECK IS CLOSED? I don't want to hear about "staffing" problems. I did what was suppose to help and this is what I get? ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone (b)(6)

7/9/2016

Submitted on Saturday July 9 2016 - 11:17 Submitted by user: Anonymous Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2016-07-08 Approximate Time: 14:00 Name of TSA employee (if known): Airline & Flight Number: Thomson 145 Checkpoint/Area of Airport: Depature B terminal Please provide a description of your inquiry/comment.: I have always provided a purple TSA approved lock on my suitcase and never had any problems with my travel to the USA I have returned home today and I am very disappointed to find that my lock is missing this cost me a lot of money to ensure that 1 my bag is secure and 2 the TSA have access to my bag at any time they wish could you please ensure that more care is taken please with people's property and locks are put back or even placed in the suitcase Thank you ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone:

7/10/2016

Submitted on Sunday July 10 2016 - 03:19 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-07-09 Approximate Time: 03:00 Name of TSA employee (if known): Unknown Airline & Flight Number: Delta 1418 Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: Very early in the morning asked a TSA female where is could go through security. She sends me to the other side because her side is closed. I go to the other side to find an man trying to get through but he was told he could not. I asked why the other women says it's not open until 3:30. Why didn't the first woman tell me that. This kind of TSA crap happens at this airport all the time. Terrible service no information or little and the worst attitudes ever. My daughter has an infant. Her stroller would not pay flat enough to go through the machine. The TSA agent argued with her as to why it wouldn't go flat. Held us up for 20 minutes trying to prove his point. Gave me a 5 minutes lecture on why it was taking so long. It would have taken 5 minutes less had he just done his job and stop the power trip. I go through this airport on a regular basis this group of people is by far the worst. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone:

7/21/2016

Submitted on Thursday July 21 2016 - 20:58 Submitted by user: Anonymous Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2016-07-21 Approximate Time: 11:30 Name of TSA employee (if known): Airline & Flight Number: Southwest Airlines Flight 1264 Checkpoint/Area of Airport: Side A Level 3 Please provide a description of your inquiry/comment.: When I arrived at the TSA checkpoint on Side A Level 3 of Orlando International Airport at approximately 11:15-11:30 am this morning (Thursday 7/21/16) the TSA agent who directs people to the appropriate TSA lines asked me if I needed help. When I told her I did she directed me to one of two lines for my security check-in. However since I was a little flustered/distracted as I usually am in unfamiliar situations (as I don't fly very often) I got on the wrong TSA line. She then said to one of the other agents with an obviously impatient tone "I just SHOWED him where to go!" I felt like I was being treated like an idiot and it is still rankles hours after the incident. My suggestion is for this TSA agent to be re-trained in the areas of courtesy and respect for passengers (whose taxes after all are paying her salary). NO PASSENGER even those who misunderstand her instructions should be treated like an idiot! I was just returning from a training seminar at Disney and EVERYONE at Disney treated me with courtesy and respect. This made the TSA agent's behavior all the more unbearable. Although I don't have the agent's name she is an African American woman with a short stature. I would appreciate some follow up regarding this complaint. Thank you. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

8/2/2016

Submitted on Tuesday August 2 2016 - 11:43 Submitted by user: Anonymous Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2016-06-26 Approximate Time: 10:30 Name of TSA employee (if known): (b)(6) Airline & Flight Number: United Checkpoint/Area of Airport: Screening area to the gate. Please provide a description of your inquiry/comment.: I approached the screening device and place all my belongings in a basket and proceeded to go through screen device. I was rudely stopped by Agent (b)(6) She informed me that I had to remove my sandals. I was a somewhat surprised that I had to take of my sandals since I did not have to do that in Houston IAH three days prior. But I removed my sandals and started to the screening. At that time there was no other person there. She said no and I had to get in the other side where there was a long line. While I was standing in line at the other screening. Agent (b)(6) let a African American family through on her line. After I passed the other screener I asked for a Supervisor. He was the one that gave me her name since she refused to identify herself. This agent has an aggressive attitude to the public especially toward white males. The worst thing was that I had been pre screened and did not really have to go through her. There has to be some consistence either we take our footwear off in all airports or we don't. I travelled consistently very often when I was working and never was treated with such disregard as this agent showed. This agent needs some public training how to treat the public without her attitude. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

8/7/2016

Submitted on Sunday August 7 2016 - 12:51 Submitted by user: Submitted values are: Categories: Lost and Found ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2016-07-27 Approximate Time: 11:00 Name of TSA employee (if known): Not known Airline & Flight Number: Frontier F9 1708 PIT (b)(6) Checkpoint/Area of Airport: Checked baggage screening Please provide a description of your inquiry/comment.: My luggage was checked in for my flight from Orlando to Pittsburgh on 27 July 2016. When I unpacked my luggage at home I was not able to find my Pelican case. Additionally there was a TSA Screening form in my luggage; so I know that TSA opened my luggage to do their screening process. I would like the pelican case replaced. Fortunately I did not have anything important or of value in my case. The case only has a value of approximately \$30. Specific name of the case- Pelican 1050 Watertight Hard Micro Case with Rubber Liner - Black. Please contact me regarding the process to reimburse me for this item. The barcode number on my luggage ticket is (b)(6) ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

8/11/2016

Submitted on Thursday August 11 2016 - 19:26 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2016-08-11 Approximate Time: 19:00 Name of TSA employee (if known): Not known Airline & Flight Number: Allegiant 1301 CVG Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: Upon arriving to the Sanford airport around 1900 Thursday August 11 2016 I headed toward security prior to arriving at my appropriate gate. After loading my belongings into the scanning device I walked up near a young Hispanic woman who then apparently told me to go to the right. I did not hear her say this so I continued to walk towards her where I thought I would have a full body scan. Instead she said loudly "TO THE RIGHT TO THE RIGHT TO THE RIGHT!" and started laughing along with her friends. Then I went to the right didn't think much of it and then she commented to her coworkers "I mean did I say something wrong how much clearer could I have been go right". I then told her "I'm sorry but I didn't hear you." I was already stressed about flying alone as this is my first time and she did not make me feel any more at ease. I understand the severity of the security process for safety reasons but harassing a passenger was unnecessary and unprofessional. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) (b)(6) Phone: (b)(6)

8/11/2016

Submitted on Thursday August 11 2016 - 19:52 Submitted by user: Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2016-08-11 Approximate Time: 19:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Allegiant 1301 Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: Security personnel were very unpleasant and notified me that TSA pre check wasn't receiving people bc it wasn't peak hours...I waited in regular security check line and upon arrival at security check I received a blue laminated TSA precheck card that said I didn't have to take off shoes or take out laptops liquids etc...I put everything on the conveyor belt and got yelled at by security for having my laptop still in my bag...when I asked them why the card I was given states that I don't have to take it out they stated "you still have to take it out"...I guess I'm confused as to why I did a background check and paid for TSA pre check if I have to literally do everything the same as a normal check in...the only benefit I received was not having to take my flip flops off...I made sure to add TSA precheck to my reservation and expected TSA precheck...I received no notification that bc it wasn't peak hours Allegiant wouldn't be utilizing their TSA precheck line...very frustrated with both communication and execution of TSA precheck on Allegiant Flight 1301 in Orlando Sanford Airport. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

8/29/2016

Submitted on Monday August 29 2016 - 07:33 Submitted by user: Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Approximate Time: 06:30 Name of TSA employee (if known): Not known Airline & Flight Number: DL1718 Checkpoint/Area of Airport: TSA fast pass lane Please provide a description of your inquiry/comment.: On 8-29-2016 6:30 am my wife and I were select to go through fast check lane. We did not ask for this. We were told we wouldn't have to go through the regular checking process. When attempting to go through machine it kept going off. I was asked to remove my cash credit cards drivers license plus my carry on bag with iPad and other stuff is going down different belts. After my belt was remove I could get through. The screening machine was clogged up. Myself and other passengers were subject to extreme aggravation and stress not knowing if our stuff was stolen. My keys had fallen down in x-Ray machine. My wallet had been put on other belt. We were looking everywhere for it. It was a big mess and totally jacked up experience. My belt was the problem. Why don't you tell people to take off belts since it will set machine off. 4 or 5 of us men had the same problem. My wallet had over \$1000 dollars plus credit cards and ID. Someone could have easily picked it up and keep going. You TSA people don't trust people and neither do I. I'd rather go through the old check every time rather than go through that again Thanks ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

8/30/2016

Submitted on Tuesday August 30 2016 - 17:12 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2016-08-11 Approximate Time: 08:30 Name of TSA employee (if known): Not known Airline & Flight Number: southwest Checkpoint/Area of Airport: Orlando Please provide a description of your inquiry/comment.: My husband and I were traveling to Jamaica on August 11th 2016 and going through the security check around 8:30-8:45 am. I told the TSA lady that I wanted a pat down instead of going through the wave machine?? She yelled at me for 10 minutes asking me why and telling me that she was a cardiac nurse for 28 years. I told her I am a breast cancer survivor and she didn't care. I told her that it doesn't matter what she says it's my right. That made her very angry. Another gentleman TSA came over and tried to make light of it and she was still yelling at him about me. Many people were looking at me and I was very embarrassed about the situation that shouldn't have been a problem in the first place. The woman who took me to the side to do the pat down said well I don't like doing this as a matter of fact. It is my right to have a pat down. I have been in many airports and have never come across such rudeness. I didn't get her name and I really should have asked for her supervisor right then and there but I was so shocked at her attitude. It is my right to have a pat down and all TSA should be aware of this and not belittle people. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

9/1/2016

(b)(6) had went through the security in Sanford airport. He informed me that he went through the checkpoint. When he got home he realized his wallet was checked. His ID Card and credit were both switched around. He felt like someone may have stole his identity and copied his credit card. Date and Time: September 1st at 6:00 AM Airport: Sanford Airline: Allegiant Flight #: 610

9/4/2016

Submitted on Sunday September 4 2016 - 16:18 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-09-03 Approximate Time: 10:00 Name of TSA employee (if known): Not known Airline & Flight Number: American 862 Checkpoint/Area of Airport: Picture Id/ boarding pass checkpoint; Flight was scheduled to leave from gate 50 but changed to gate 56 Please provide a description of your inquiry/comment.: Agent was rude and extremely unprofessional. Agent was checking IDs and boarding passes for passengers approaching from right and left. I did not realize that she was checking everyone traveling together from one side; thinking that she is alternating one person on each side (this is what happened right in front of me; it could have been by chance that those in front of me traveled alone). I handed my id and boarding pass after a passenger on the left side of the agent was checked and cleared the area. (I was approaching the agent from her right side.) She did not take my documents but instead said something under her breath. She then rudely ordered me to step back. (I was standing in the same spot a woman in front of me was.) She then checked 5 or 6 people from the other side before checking my id/ boarding pass. I have a lot of respect and gratitude for man and woman who play a part in making our skyes safe. I understand that their primary job is safety but I also want to write and note that since this is a job that requires interaction with people some customer service training might be needed for this agent. There is way to be authoritative without being rude condescending and abusing power. My experience previously with TSA agents is very positive. This person was very rude and unprofessional. Thank you for reading this and please feel free to contact me with inquiries. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

9/14/2016

Submitted on Wednesday September 14 2016 - 11:48 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-09-10 Approximate Time: Not known Name of TSA employee (if known): (b)(6) Airline & Flight Number: Delta 1424 (Orlando to DTW) Delta 3636 DTW to GRR Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: When I retrieved my bag from the luggage carousel it was damaged with the zipper half ripped open and half closed. I had clothing hanging out from pockets of the broken zipper. I was able to fix the mess by simply unzipping and re-zipping. Whomever got into my bag did it in a very careless way. I was afraid my belongings may have fallen out and been lost and as it turns out they did! I am missing a small bag of costly and important items and who knows what else I may be missing that I have yet to discover. I am not happy with your service! I have no issue with your inspection but expect proper handling and care from your employees when done! ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

9/18/2016

Submitted on Sunday September 18 2016 - 04:23 Submitted by user: Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2016-09-18 Approximate Time: 04:00 Name of TSA employee (if known): Not known Airline & Flight Number: Delta 1928 Checkpoint/Area of Airport: Gates 70-99 Please provide a description of your inquiry/comment.: Why have TSA precheck if it's not going to be open? Had to go through regular screening. Rude employees and unprofessional. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

9/27/2016

Disability Description: The caller uses an Ostomy. Incident Details: Caller stated he flew on Flight number 1301 with allegiant air from Sanford FL to Cincinnati. He has an Ostomy Bag and when he got to the checkpoint he tells the supervisor he has an Ostomy bag. They had him do a self pat down and swabbed his hands the alarm went off and they gave him a pad down and his bags went back through the scanner. Caller stated that they strip searched him four times. He told them not to touch his sterile Ostomy bag supplies and they still proceeded. They made him remove all of his clothes four times. He wanted to speak to a supervisor. (b)(6) took the call. The caller flew from SFB today around 3:00 p.m. and told the TSO that he had sterile ostomy bags in his carry-on. He asked them to change their gloves before they hand-inspected them but the TSO did not. He said now his ostomy bags are all contaminated and cannot be used. He must change his current bag soon and has no clean bags to use. He said he will be contacting his lawyer if this is not resolved immediately. He did not want to file a claim and said he could not contact his physician to get more ostomy bags. Airport: SFB Date and time: 9-27-16 3:00 p.m. Airline: Allegiant Flight: 1301 Gate or terminal: Terminal A

10/2/2016

Caller flew from Sanford International in February. He lost his Striiv watch at the checkpoint. No one at lost and found will return his calls. He called every day for months then he started calling twice a week. He thinks it is disrespect Airport: Sanford Airline: Southwest Flight #: He does not have this Date and Time: 02 03 2016 08:00 am

10/13/2016

Good Afternoon I had contacted someone with the TSA at the Sanford Orlando Airport that I believe that I left my gray Star Wars/ Disney Magic Band (Plastic Bracelet with Han Solo and Chewbacca character design) on it along with the millenium falcon ship on the other side) on 9/29/16 between 14:00 and 15:00. I did leave my email phone number and address on Friday September 30 2016 and was told that I would be contacted soon. Could someone please check into this and let me know if it was located? I greatly appreciate the help with this since I realize that I left it in the bins at the TSA area of the airport. Thank-you (b) (6) Middleburg PA 17842 (b) (6)

10/19/2016

Submitted on Tuesday October 18 2016 - 08:55 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2016-10-17 Approximate Time: 05:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant Flight #1301 Checkpoint/Area of Airport: Screening area through X Ray Please provide a description of your inquiry/comment.: We are enrolled in the pre-check program. Our daughter has special needs which includes very severe anxiety. Unfortunately she is at times aggressive when her anxiety is elevated. She is very afraid and anxious during screening. She is almost 15 but age equivalent of a 4 year old. My adult daughter went through the screening line to talk with a supervisor about challenges getting through security just moments prior to us arriving in the security line to address these challenges. Our daughter asked them to open the line to get through quickly so she could avoid other passengers and also not take off her shoes. When anyone touches her or her things to include her shoes she perceives that as a big threat. The supervisor would not open the pre-check line and (b) (6) would not take off her shoes. That caused additional screening which is exactly what we wanted to avoid. They wanted to screen her hands and shoes and she wasn't having it. It did not help when the supervisor and another agent were walking behind her towards additional screening. That alone put her on high alert. I tried to smooth it over and demonstrate to (b) (6) that it was OK. The absolute only reason that she did not attack was because I had tranquilized her so heavily that she could barely stand up. Downstairs at the counter of Allegiant she fell down on her back over a piece of luggage because she was so groggy. None of this should have happened to include me medicating her to that point just to get through security. I have spoken to our local congressmen about these issues and we are scheduling an appointment again to address this problem. This happened just last July 30th in this same airport with (b) (6) because the pre-check line again was not open. She was so aggressive that she screamed loud enough to hear it through a good portion of the airport to include (b) (6) hitting the TSA agent and my daughter. By the way the TSA agent in this incident was so good about it. Very kind and patient and understanding. If you need a date for that incident it was July 30th Allegiant again flight I believe was around 2pm. If I need to file a report for that date please advise. Thank you. ==Passenger Information== First Name (b) (6) on behalf of (b) (6) Last Name (b) (6) Email (b) (6) Phone: (b) (6)

10/20/2016

The caller stated that last Saturday he flew from SFB and his PlayStation 4 was in his checked bag and it is no longer working. Date and Time: 10-15-2016 9:30AM Gate and Terminal: Gate 6 Airport: SFB Airline: Allegiant Airlines Flight #: 762 Bag Tag (b) (6) Bag Description: small black suitcase. Missing Damaged Items Description: PlayStation 4 is broken NOI: No Does the NOI have a Timestamp Written Notice: Not Available

10/20/2016

Submitted on Thursday October 20 2016 - 16:07 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2016-10-20 Approximate Time: 03:30 Name of TSA employee (if known): (b) (6) Airline & Flight Number: Southwest flight 1039 Checkpoint/Area of Airport: Screening area at gates 100 to 129 Please provide a description of your inquiry/comment.: While wearing brand new shorts with nothing and I mean nothing in the pockets I supposedly showed an omaly. Then I got my testicles wracked for five minutes no good reason. Then came the hand swab which of course came back negative because I'm not a fucking drug dealer or terrorist. It's twenty minutes later and my balls still hurt. I hope the cheap thrill for that asshole was worth it. I'm a 58 year old grandfather born in Ohio and traveling domestically. Thanks for saving the world from the zero threat level that I pose. It's no wonder everyone hates the TSA. You shake down innocent people just to keep your lousy jobs. Take your anomaly and shove it up your ass. ==Passenger Information== First Name (b) (6) Last Name (b) (6) Email (b) (6) Phone: (b) (6)

10/30/2016

Submitted on Sunday October 30 2016 - 17:33 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2016-10-30 Approximate Time: 07:30 Name of TSA employee (if known): (b) (6) Airline & Flight Number: Allegiant Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: I opt out. I'm a 33 year man outdoorsman respected member of the Tampa community. The guard issued a much too thorough test on me he did things 2-4 times around my privates and when checking my thigh used both hands and aggressively and with speed slid his hands up my legs until they forcefully hit my genitals. This happened 4 times. I can take a lot I'm tough patient and have a high pain tolerance. I'm embarrassed to how someone not as tough as myself could undertake what I had to undertake and the pain in my testicles which still remains 10 hours later. I will be contacting my lawyer in regards to this and look forward to fair justice of what is right. The guy was a jerk undertrained and wanted to prove a point as his supervisor coyly looked on as if I was being punished for opting out. Best (b) (6) ==Passenger Information== First Name (b) (6) Last Name (b) (6) Email (b) (6) Phone: (b) (6)

11/8/2016

Reason for the call - He took his glasses off and put them in the bin. One minute later he went to pick them up. The glasses were not in the bin. He spoke with some named (b) (6) who told him that he viewed the camera and no one picked up the glasses. He called Lost and Found and was told that they do not have his glasses. (b) (6) told him that he called a couple of different agencies throughout the airport and was told that they did not see anything. He said that he does not believe that (b) (6) viewed the camera. He wants to come to the airport and view the camera himself. Airport - SFB Airline - Allegiant Air Flight Numbers - 660 Departure Times - 7:20 am Arrival Times - He went through the checkpoint between 6:15 and 7 am Date And Time of Incident - 10/27 2016 Location Of Incident Gate - Does not know Terminal - Does not know Phone Number - (b) (6) Email (b) (6) Special Notes - Caller said that he has already been sent a claim form.

11/15/2016

Submitted on Tuesday November 15 2016 - 06:49 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2016-11-15 Approximate Time: 06:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant flight 632 Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: Agents argued about me this morning. It was embarrassing. I have traveled thru this airport many times and have never experienced this type of treatment. One would not let me use the machine I have 2 replaced hips and a knee even after he was told by at least 2 or 3 other agents that I could. I always go through for medical. I was then told to take my shoes off after I had one oc the cards. Then I was removed and left standing in the side of the line. My stuff was now in another area and I was told to be patted down. They were unprofessional and made me feel like never flying again. This was uncallex for they need to treat a person with respect not like they are stupid. I did not cause their issue. I follow the rules but can not when they do not agree on what they are doing. I have medical issues and this was upsetting and done nothing for security just made me the object of a scene. They need more training and why give a card to me and treat me like I done something wrong. ==Passenger Information== First Name (b) (6) Last Name (b) (6) Email (b) (6) Phone: (b) (6)

11/15/2016

Submitted on Tuesday November 15 2016 - 10:51 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-11-12 Approximate Time: 06:00 Name of TSA employee (if known): Airline & Flight Number: Alaska 19M Checkpoint/Area of Airport: Checked Bag Inspection Please provide a description of your inquiry/comment.: I checked my bag at the Alaska Airlines ticketing counter. I had secured my bag zipper with a TSA approved lock. When I arrived at my destination the lock was missing. There was a notice inside that my bag had been checked by TSA. My lock were missing. My bag was partially open. I have two complaints. The TSA person lost my lock and left my possessions open to loss and/or theft by not securing the zipper enclosure. You may rectify this by replacing my lock improving supervision and training of TSA employees and going back to securing zippers with zip locks to protect contents of luggage and to immediately alert people that their luggage has been searched. Overall I think you all do a great job. Thanks for your efforts ==Passenger Information== First Name (b) (6) Last Name (b) (6) Email (b) (6) Phone: (b) (6)

11/16/2016

Submitted on Wednesday November 16 2016 - 12:44 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2016-11-13 Approximate Time: 08:00 Name of TSA employee (if known): Airline & Flight Number: Southwest Flight number 2401 Checkpoint/Area of Airport: Luggage Please provide a description of your inquiry/comment.: I flew from Orlando to Memphis on Sunday November 13. When I arrived in Memphis I retrieved my luggage at the carousel. When I did my luggage was partially unzipped and my personal items (underwear bras) were hanging out of the luggage. I certainly understand the checking of the luggage and I don't have a problem with anyone checking my luggage because I have nothing to hide. But to have my intimate personal items hanging out of my luggage was embarrassing. I was traveling with students from my school and it embarrassed me when everyone saw my underwear. Please inform your agents to please make sure luggage is secure (zipped) before throwing them on a carousel. ==Passenger Information== First Name (b) (6) Last Name (b) (6) Email (b) (6) Phone: (b) (6)

11/17/2016

The caller stated that she is calling on behalf of her mother who traveled from SFB on flight number 624. The caller stated that the TSO's pulled out her mother's medication to screen it and they did not place the medication back into her bag and now it is missing. Date and Time: 11-17-2016 3:30PM Gate and Terminal: Gate 2 Airport: SFB Airline: Allegiant Airlines Flight #: 624 Bag Description: Green duffle bag NFL label on it. Missing Damaged Items Description: Prescription liquid medications are missing

11/20/2016

Submitted on Sunday November 20 2016 - 15:59 Submitted by user: Submitted values are: Categories: TSA Pre?® ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2016-11-20 Approximate Time: 15:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant 1301 Checkpoint/Area of Airport: TSA check Please provide a description of your inquiry/comment.: When traveling here from Cincinnati with TSA Precheck and agent led me through procedure letting me know what I needed to have removed etc so that did not have to remove belt. Upon return flight at the airport at Sanford Florida the passengers on Precheck and standard screen were mixed for efficiency. At the screening point I was told ALL passengers had to remove the belt. As not to be an issue of course I just removed my belt and moved along but indicated my confusion about the belt. So I did check the TSA site to learn Precheck does not require belt removal as a part of the program. Anyway perhaps more information or training in the field? Or is it just some airports do not have the same Precheck ability???? Thanks ==Passenger Information== First Name (b) (6) Last Name (b) (6) Email (b) (6) Phone: (b) (6)

11/26/2016

Submitted on Saturday November 26 2016 - 14:18 Submitted by user: Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2016-11-23 Approximate Time: 07:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant 611 Checkpoint/Area of Airport: Precheck line Please provide a description of your inquiry/comment.: We were forced to stand in a line prior to precheck with customers who did not have precheck. When I questioned the gentleman he stated "you have to wait just like everyone else". I stated we have USA precheck he said you still have to wait in the line so he could look at out boarding pass. Then in line we enter TSA precheck and are still told to remove all laptops. We then enter the metal detector myself they made me go 3 times each removing something else first my shoes then my watch then my belt. My daughter who is 8 years old was made to remove her boots. I find it peculiar that this occurred because it has never occurred at any other TSA precheck and never at this airport. Flying back out of Harrisburg no issues. The gentleman there was so nice and said this is because it is a real precheck. So is the one on Orlando/Sanford fake because what a joke and waste of everyone's time. I would encourage consistent processes across the board as this is setting everyone up for failure due to the inconsistency in process. Along with this my family was forced to wait while a supervisor had a disciplinary discussion with an employee about customer he allowed to go through the line and did not follow proper process or to her liking at least. This discussion should be taken place behind closed doors. It is never ok to have this type of discussion on front of customers. ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

11/26/2016

The caller stated that he had an issue with his lock on his bag on Nov 1st. He stated that his bag was placed on a wrong flight. The airline told him that it was bring shipped. When he received his bag his lock will no longer lock. Date: Time: 11 01 2016 12:00pm Gate Terminal: Not Provided Airport: Sanford Orlando FL Airline: Allegiant Flight #: 610

11/28/2016

Submitted on Monday November 28 2016 - 19:26 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-11-19 Approximate Time: 06:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant 632 Checkpoint/Area of Airport: Ticket counter Please provide a description of your inquiry/comment.: Upon checking in for the flight at the ticket counter. I was declaring a firearm in my checked baggage. The gate agent said I must surrender my key to the locked hard sided firearm case. I protested saying I cannot do that under federal regulations. Was told they will give the key back in order to keep the peace and keep schedule. I would like to say that the gate agents as well as TSA for this airport needs to become fully aware of the rights given under CFR title 49: Transportation Part 1544.111 (c) (iv) - The container in which it is carried is locked and only the passenger retains the key or combination. Title 49: Transportation Part 1544.111 (c) (iv) - The container in which it is carried is locked and only the individual checking the baggage retains the key or combination; ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

11/29/2016

Submitted on Tuesday November 29 2016 - 03:05 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2016-11-28 Approximate Time: 04:30 Name of TSA employee (if known): Airline & Flight Number: Frontier 1737 Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: Received duffel bag at SFO baggage claim with my broken bottle of vinegar inside. In the main pocket was a TSA baggage inspection notice and most importantly two of my prescription medications singular and sertraline were missing from the side pocket (along with several toiletries). I am filing a complaint with Frontier as well and may file a police report. I have flown with this bag on many flights and never had a problem before. Whether this was due to negligence or theft I am disappointed and hope that his agency will try to resolve the issue. ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

12/5/2016

Submitted on Monday December 5 2016 - 16:39 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-12-04 Approximate Time: 06:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant #688 Checkpoint/Area of Airport: Pre-boarding security Please provide a description of your inquiry/comment.: I have a large cyst on my lower buttocks area that always sets off an alert when I go through the Xray. I am used to being patted down. However in every other instance where that happens the agent has always asked me about the anomaly asked if it is painful (it is) and then proceeded to gently pat down the area. Not agent [REDACTED] Without even bothering to ask she began aggressively rubbing her hands over the area causing me considerable pain. When I objected her response was "how was I supposed to know." Well she could have ASKED like every other agent I have ever dealt with over the years. Or she could have given me the opportunity to tell her before mauling me. I should mention that this same agent had just let the passenger ahead of me leave before swabbing her hands and had to call the passenger to come back and get her hands checked exclaiming "I could lose my job for this." Well Agent [REDACTED] SHOULD lose her job. She is rude obnoxious discourteous and obviously doesn't follow proper procedure. She is a disgrace to your agency. The area she screened is still painful 24 hours after I was mauled by this incompetent agent. ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

12/6/2016

Submitted on Tuesday December 6 2016 - 06:00 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2016-12-06 Approximate Time: 05:00 Name of TSA employee (if known): Airline & Flight Number: Southwest 504 Checkpoint/Area of Airport: For gate 122 Please provide a description of your inquiry/comment.: Security was a mess!! Making us switchboard lines - loudly complaining agents complaining about help stopped X-ray machines. It took over 45 min in total standing on each side of the X-ray area for them to process my bag. No communication people standing around clogged trolleys on top of each other - took my backpack apart - said they had to rescanned and gen just left it. Had to beg another agent to help find it. Rude and inconsistent agents - especially those monitoring the X-ray machine. Ridiculously untrained and unaware staff!! ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

12/10/2016

Submitted on Saturday December 10 2016 - 07:45 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-12-10 Approximate Time: 07:00 Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: Total clusterfuck. No defined lines people getting checked in and then put in large groups to shove against each other while waiting to be wanted and patted down. When we got separated to go through a body scanner the TSA agent tried to force a large stroller through the carryon scanner. The machine reversed itself twice before she shoved it through jamming the machine and backing up everyone's bags. The bags had to be re-sent through after the people had been separated from them. Totally unsafe to separate people from their bags in that way. Hire people with more than a high-school education please. I hope this helps you better your service. ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

12/15/2016

Submitted on Thursday December 15 2016 - 13:59 Submitted by user: Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2016-12-11 Approximate Time: 05:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant Air 672 Checkpoint/Area of Airport: TSA Pre Line Please provide a description of your inquiry/comment.: I am TSA pre... At entry to the TSA pre line at Orlando-Sanford Airport I was asked if I had any metal implants which I stated "yes both my hip joints replaced". I then was told to need to wait in the regular line security check line to go through the body scanner. I asked if I can still go through the TSA pre line and then go through the body scanner I was told NO I need to go through the regular line. I explained...Previously here and at other airports I go through the TSA pre line and get handed the laminated expedited screening card and go through the scanner again he said NO So I waited in regular security line for 10-15 minutes and when checking ID was given the laminated expedited TSA pre card that I would expect from the TSA pre line and went through the body scanner as usual. I feel this was not the correct procedure to be denied access to the TSA pre line and request clarification on this for future travel. Thank you. ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

12/27/2016

The caller's grand daughter went through the SFB with a snow globe that was taken from her.

12/29/2016

Submitted on Thursday December 29 2016 - 16:36 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Approximate Time: Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: My bag was being placed on the searching area when the TSA officer didn't know that my phone was in there and cracked the whole screen. ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

12/31/2016

Submitted on Saturday December 31 2016 - 06:42 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2016-12-28 Approximate Time: 19:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant Air flt 615 Checkpoint/Area of Airport: baggage Please provide a description of your inquiry/comment.: My medicine and a small penknife were removed from my checked baggage ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

12/31/2016

Submitted on Saturday December 31 2016 - 11:44 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-12-31 Approximate Time: 11:00 Name of TSA employee (if known): Airline & Flight Number: 638 Checkpoint/Area of Airport: Passenger security Please provide a description of your inquiry/comment.: Harassed at screening checkpoint for because they lied to say there was explosive items in my almost empty bag but they took everything out and nothing was found. Made me do a body cavity search for no reason even though I cooperated when re-searching all of my things over again. Rude and disrespectful. Made my 12 year old daughter cry. [REDACTED] was the manager on duty with other employees from Trinity Technology Group. ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]

1/3/2017

Submitted on Tuesday January 3 2017 - 06:34 Submitted by user: Submitted values are: Categories: Prohibited Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2016-12-27 Approximate Time: 12:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant 1301 Checkpoint/Area of Airport: Security bag and personal check Please provide a description of your inquiry/comment.: The first time I went through the security point they scanned all my bags pulled one aside went through it and took out my toothpaste which was a half of a tube and said it was over the limit and threw it away and then sent me on through. After getting through security we sat for an hour and then received the message that our flight was delayed an hour meaning we would have to sit in the airport for four hours before our flight. We decided that we would go back outside and meet with my family to get something to eat and drink. When it was time to go back through security around 2 p.m. they went through our bags again after going through security in two different airports this was the third time my bags are being checked the same woman who took my toothpaste the first time decided she was going to take my face cream and both my hand lotion out of my purse and said that they were overweight by 0.2 ounces. I really don't understand why they pick and choose what they want to take each time you go through security whether it's overweight or underweight all three items that the woman took out of my purse the third time going through security or brand new unopened bottles that had made it through without question two other security checkpoints. This whole trip security managed to take \$90 worth of body spray and hand lotion from my possession and disposed of it. Both body sprays were in packages that were unopened that were being taken for Christmas gifts they still took and threw in the garbage. These items were packed in my carry-on bag and never had problems the year before with the same type of items and the same on carry-on bag. I followed the fluid requirements that I printed out when I purchase my ticket as I do every time I fly I just don't understand why security isn't consistent from person to person from airport to airport from year to year. The \$30 and body spray the day took when I initially left on the 23rd of December upset me but did not upset me as much as all of my other items going through security without issue two other times and then they decided to take it. Security checkpoints should be consistent with each item and if the items are new in a ziplock bag why do they have to take them. I understand terrorism and I understand being secure for flights and passengers but they need to be consistent sometimes times TSA checkpoints look through your items and they make you feel like if they want to take your items they just take them instead of being consistent with each checkpoint. I think that every airport should have lockers to place your items in for just cases of flight delays so that you don't have to go through security with your items multiple times and they decided each time you go through what they want to take and what they don't. This felt to me like the worst trip I've ever taken. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

1/5/2017

Submitted on Thursday January 5 2017 - 14:09 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2016-12-24 Approximate Time: 06:30 Name of TSA employee (if known): Airline & Flight Number: Allegiance Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: The following request for assistance is from (b)(6) Nature of Request: other Name: (b)(6) Email: (b)(6) Telephone: (b)(6) Itinerary Number: Relationship: passenger Request Details: I had no issues at the Elmira airport went thru the reservations and security areas with no problem. Everyone was kind and courteous. However when I returned home via the Sanford airport going thru security was very unsettling to me. I wore the very same outfit I had worn in Elmira with no issue. In Sanford I went thru the body scanner and it indicated there was something suspicious in my private area. How can that be???? I only had on underwear pants with no belt-only a front zipper and a light shirt. Several of us had to go thru the padding down maneuver. We were all Middle Aged (I am retired) and none of us were found to have anything unusual on us. I am very disgusted and upset by this....you obviously have an issue with your scanner or personnel who don't know how to read it. Trust me I understand why airlines must go thru the security measures that they do BUT something is not right if almost everyone of us was pulled aside and padded down. I did not appreciate it at all especially knowing that I did not set off alarms in Elmira wearing the same outfit. Something needs to improve with this process. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

1/18/2017

Submitted on Wednesday January 18 2017 - 11:28 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2017-01-17 Approximate Time: 12:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Southwest 454 Checkpoint/Area of Airport: TSA Pre-check line for gate 105 Please provide a description of your inquiry/comment.: My husband and I were traveling yesterday with our 7 month old son and we are very frustrated at the mistreatment and lack of communication we received from a TSA officer supervisor and manager. We are 30 and 31 year old educated honest and moral citizens who were traveling home from a family vacation in Kissimmee Florida. Our son's baby formula was in opaque pre-sealed 8 ounce Similac Sensitive bottles. Therefore my husband had to be patted down and the formula was surface tested for explosives. The one bottle tested positive so we were told the bottles had to remain with TSA and were free to go on our way. I was so upset over this situation since the formula is my son's primary source of nutrition and we needed it for our travels home to Pittsburgh. I spoke with a few Orlando policemen in the airport right after we took the train to our gate. I asked them if there was a TSA office where I could speak to someone. They said no but they called (b)(6) the head of TSA in the Orlando airport. She approached my husband and myself and she told us that since one of the formula bottles tested positive for explosives my husband was given the option to wait for an explosives specialist to test the formula and he chose not to wait and therefore we left security without our formula. This statement from (b)(6) is completely false. My husband was not given the option to wait for an explosives specialist. That phrase never came up in any way. No one told us we could wait for further screening and possibly take the formula with us. We were told we could not take it through security. Formula is not replaceable in any of the airport stores. My son's pediatrician would be at a loss for words if he knew that our formula was confiscated by TSA officers and supervisors. What was further upsetting is that (b)(6) approached us and told us what happened instead of asking how she could help us or asking us what had happened. Furthermore what she had told us had happened after interviewing TSA employees and reviewing TSA surveillance was incorrect. We were mistreated and the TSA employees involved in this situation did not follow the Formula Breast Milk and Juice policy on the TSA website. Taking the formula from our son was not feasible. Either these employees need retraining or this policy needs rewritten. We are traveling in the near future with our son on another vacation and I am thankful that we will not be going through the Orlando airport. Luckily while traveling through the Pittsburgh airport sense to let us board our flight with formula for our baby. You will see on a before proceeding through the TSA pre-check lane. Also when TSA opened and tested the bottles they were able to see that they did not contain explosives. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

1/25/2017

Submitted on Wednesday January 25 2017 - 13:16 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-01-22 Approximate Time: 02:30 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Allegiant the flight was late the n replaced with another plane. Checkpoint/Area of Airport: Security scan point Please provide a description of your inquiry/comment.: I was in a knee brace. The woman agent first used her finger tips to pat down then the palms of her hands then the backs of her hands. I told her I was in extreme pain that I can't stand in one spot because of my back. She was not listening got rude when I did try to move because of pain. After pat down I was then swabbed down with some alcohol looking pad from hands to my boobs the knee brace I was wearing. I was cleared but didn't appreciate all this being done out in public. she did ask but I didn't know she was going to "pat" me down a total of 4 times..That seems a little extreme I'm a cooperative kind of person but I live in severe pain (as the amount of pills I had) so to make me stand there for several minutes was ridiculous from my point. I told her many times I was in tremendous pain she never acknowledged that I felt violated being patted down that much in front of so many...In this post 911 era I understand safety that's why I agreed to the search. Since she knew what she was going to do and I did not believe she should've put me in a private room with a place to sit since it was going to take so long!! I'm pretty sure this woman was a boss from the response from other TSA agents. I began to feel she was enjoying this and that made me think she was lesbian. I cannot help that I have had dozens of abdomen surgeries and it shows up on the scanner. Taking a doctor's note doesn't help either..this was embarrassing and caused me additional pain. Don't know how to fix this as a passenger but definitely think being "patted" down from head to toe 3 times then 1 time with the swab is to much and I hope you agree! That's to hard for people like me who walk only by the grace of God! ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

2/7/2017

Caller takes Flonase and it was not in his luggage. Caller said he had a NOI. REASON for the call: Missing Item Date Time: 02 02 17 @ 8:30 AM Gate Terminal: N A Airport: Sanford Airline: Allegiant Flight #: N A Bag tag # [10digit] N A Bag Description: Regular roll bag Black Concourse Missing Damaged item description: Nasal Spray Flonase NOI: Nothing wrote on it

2/12/2017

Submitted on Sunday February 12 2017 - 11:05 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-02-12 Approximate Time: 10:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant 654 Checkpoint/Area of Airport: Security checkpoint Terminal B Please provide a description of your inquiry/comment.: One of the male TSA agents was using disgusting language while speaking to his coworker. As I waited in line to be screened he spoke of how he "gets so much pussy" at a "STD-filled bar" where there are so many "blonde bimbos throwing themselves" at him. I moved to another line with a female TSA agent for fear of this man's possible actions. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone:



3/26/2017

Submitted on Sunday March 26 2017 - 07:27 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-03-26 Approximate Time: 06:30 Name of TSA employee (if known): Airline & Flight Number: Southwest 6260 Checkpoint/Area of Airport: Security headed towards gate 120 Please provide a description of your inquiry/comment.: I was traveling with my 1 year old son. He had milk that had to be screened which is always find. There was a shorter I believe to be pregnant Hispanic TSA working that area of security. I was about to miss my flight. She left the milk sitting in the bin for over 6 mins and then she walks over to get the milk and starts laughing and chatting with another TSA agent. I informed her I was about to miss my flight and so she walks as slow as she can to screen the milk. Tells me that it isn't going through and calls someone else over. The milk went through finally and then when handing both bottles of milk back to me she pushed me!! I asked why she would push me and she just looked at me with a very mean look. I was the last person on my flight. Thank goodness I made it. She made me feel so disrespected. I could not believe she shoved me. ==Passenger Information== First Name: (b)(6) Last Name: (b)(7) Email: (b)(6) Phone:

4/1/2017

Submitted on Saturday April 1 2017 - 08:00 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-03-31 Approximate Time: 05:30 Name of TSA employee (if known): DONT know Airline & Flight Number: 682 Checkpoint/Area of Airport: TSA pre check scanning point of bag Please provide a description of your inquiry/comment.: I had my thyroid medicine my bladder control medicine and my Flonase (generic brand) for my sinuses in my bag they stopped me asked me if I had any electronic devices I said "Yes my phone". He asked me where it was and I told him it was in my purse in the top of my bag in the middle pocket. Then he made me stand behind him so I couldn't see what he was doing. When he was done doing whatever it was he was doing he gave me my bag back and said "Ok there ya go". I took my bag zipped it up and got on the plane to come home. This morning I find that my thyroid medicine my bladder control pills and my Flonase are all missing from my bag! Seeing that I just refilled those prescriptions to go on that trip I can NOT get them filled again! I can purchase the over the counter Flonase but that is not the point! I need those medications and I understand why they have to go through the bags and luggage but to not put someone's medicine that they need back in their bags is ridiculous! Next time I go to Florida I think I will just drive! Because I can not go without my thyroid pills or my bladder control pills! I would like my medications sent back to me! That costs money to get them filled and maybe you have all kinds of money to throw around. I do not! I had to save for a year to go on that vacation! So please send my meds back to me quickly. I can not miss many days of the thyroid meds. Like I said I do understand why they go through the luggage and bags and appreciate that they work to keep people safe but we are talking about thyroid and bladder control pills! ==Passenger Information== First Name: (b)(7) Last Name: (b)(7) Email: (b)(6) Phone: (b)(6)

4/9/2017

Submitted on Sunday April 9 2017 - 12:43 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2017-04-08 Approximate Time: 11:30 Name of TSA employee (if known): female accent non hispanic white dark hair stalky Airline & Flight Number: allegiant 662 Checkpoint/Area of Airport: security scanner Please provide a description of your inquiry/comment.: I was asked to go through scanner I went she said I had areas that needed to be checked did I want a private room I said no (I travel a lot and every time I set the scanner off I get patted down \_not a problem\_) She never told me where she told me she was going to check my back to turn around no problem she did. She then told me she was going to check my waist band where she pulled up my shirt and exposed my stomach and skin pulled out my band had I been explained this I would have taken the private room my shirt was left up I tried to pull it down she told me to move my hands my skin was exposed I am a large woman and my children were watching this again every time I travel I get this pat down in front of everyone without issue then she told me to spread my legs and proceeded to take her hand and go into the sides of my groin then take her hand and go as hard as she could up the middle of my legs into my vagina until she hit the pelvic bone hard! I was not told or explained any of this!! I travel about 11 times a year in and out of the country and have metal in my body and get the pat down and am for what you all do! But I was disgusted by what happened to me then as she walked away she had gloves on and I watched her put hand sanitizer on the gloves for the next person that is disgusting. I am a nurse for one you are up in somebody's vaginal area.... did I get clean gloves? women swe at they sometimes leak urine or what if someone had just started their period? Are you kidding me? you just put your hands up into my vagina through clothes enough to hit my vaginal bone and you don't change gloves? and you don't make me aware of what you are about to do to me as I walked away it took me a bit to process what happened my husband wanted me to find a supervisor at the time. I don't want to be flagged somehow but I will definitely not allow this to happen to me again and I will be sharing with people so they do not get treated in this way! ==Passenger Information== First Name: (b)(7) Last Name: (b)(7) Email: (b)(6) Phone:

4/11/2017

Submitted on Tuesday April 11 2017 - 12:44 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2017-04-11 Approximate Time: 12:30 Name of TSA employee (if known): Airline & Flight Number: Southwest air7nes Checkpoint/Area of Airport: Gate 103 Please provide a description of your inquiry/comment.: False reading on Ata machine security guard was rude dropped belongings on the floor. I was not allowed to have a witness of my choice in the room while I was subjected to an invasion my personal privacy. Guard did not acknowledge me when done and nothing was found because there was nothing. I simply had my shirt tucked in. No apology for a humiliating process for a law abiding citizen. My request to have my shoes so I didn't have to walk barefoot was met with scorn and I was told not to exaggerate. Where is the sensitivity training? Must you treat us like criminals when it is your fault because of false readings? Also there is no metal in or on my clothing. Plastic buttons cotton and nylon. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

4/12/2017

Submitted on Wednesday April 12 2017 - 10:16 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2017-04-12 Approximate Time: 10:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: JetBlue 928 Checkpoint/Area of Airport: West checkpoint Please provide a description of your inquiry/comment.: Unbelievably rude to me and my family told me I don't know how to listen to directions because I handed her four tickets instead of each person. I'm traveling with a sick child there was no line and absolutely no reason to be so rude ==Passenger Information== First Name: (b)(6) Last Name: (b)(7) Email: (b)(6) Phone: (b)(6)

4/15/2017

Submitted on Saturday April 15 2017 - 13:25 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2017-04-15 Approximate Time: 11:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: Seen on FB. She complained and was laughed off. I am copying what she posted: i'm about to board my flight to florida and the TSA agent offered to help take off my shoes. and then jokingly say i should take off my shirt to see what's underneath. help. When people told her to report: i tried to report him but they laughed it off saying how much of a jokerster he is and he means no harm and pretty much laughed in my face. but it's ok rn cause i'm getting drunk on this plane. ==Passenger Information== First Name: (b)(7) Last Name: (b)(7) Email: (b)(6) Phone:

4/17/2017

Submitted on Monday April 17 2017 - 06:24 Submitted by user: Submitted values are: Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Other: Sexual harassment Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-04-17 Approximate Time: 06:00 Please provide a description of the issue: I have been cleared with TSA pre check. I was selected to go thru the scanner which reflected right side area (b)(6) said had to search asked if they could rescane me as sometimes if their jeans are sagging any it is sensitive. I was refused that ability. I was offered a private search which I declined. Please pull tapes she groped my private parts. When I made a complaint and immediately asked for a supervisor I got (b)(6) who told me that was allowed. And she told me what she was going to do and offered a private search. I said so you could touch my private parts in private. This should not be allowed. Of course they found nothing but now I have been sexually harassed- unwelcome touching and attitude by your employees. I will be escalating this as high as possible. List any witnesses: Security cameras (b)(6) Name of TSA employee (if known): (b)(6) and officer (b)(6) Are you filing this form for yourself? Yes ==Contact Information== First Name: (b)(6) Last Name: (b)(7) Address: (b)(6) City: Indian trail State: North Carolina Zip Code: 28079 Phone: (b)(6) Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

4/26/2017

Submitted on Wednesday April 26 2017 - 20:21 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-04-24 Approximate Time: 07:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Frontier 1694 Checkpoint/Area of Airport: TSA Please provide a description of your inquiry/comment.: I had 3 bottles of medicine that I took for my trip. 2 of the bottles were empty on our return because I took the medicine. There was one bottle that had about 10 pills still left. It was my antibiotic. The bottle with the pills still in it are gone but I still have the empty ones. There is no other possible explanation for them being missing except one of your agents took them. They were all together in a zip lock bag and the suitcase they were in was opened by the TSA and an inspection letter was left inside the suitcase. I am disappointed that this happened because we are supposed to trust the TSA to keep us safe in our travels but yet I had prescription medicine taken by the agency sworn to protect us. ==Passenger Information== First Name: (b)(7) Last Name: (b)(7) Email: (b)(6) Phone: (b)(6)

5/3/2017

Submitted on Wednesday May 3 2017 - 17:45 Submitted by user: Submitted values are: Category: Disability or Medical Condition Please provide a description of your inquiry.: I am disabled and have TSA precheck which is indicated on all of my boarding passes. I recently flew out of Orlando Sanford Airport where I had a very unpleasant experience with the TSA contractors there in charge of screening disabled passengers. We were made to wait to go through the line for approximately 20 minutes (other passengers got through in 10 minutes) and when it was my turn to be screened I was made to take off my shoes. Standing for this long was extremely painful for me (I had double back surgery in 2015). However I didn't know until I got into the line that I would have to wait for so long or I would have made other arrangements so that I didn't have to stand. Taking off my shoes just made everything worse. When I have to stand for more than about 10 minutes at a time I lose some of the functionality in my left leg so managing my shoes and then my small carry on items caused me even more pain. I felt that the security personnel at the Orlando Airport singled out disabled passengers for particularly bad treatment since I have never been forced to stand so long in any other security line. Also I didn't realize until today that TSA couldn't ask me to remove my shoes. I would have gladly submitted to extra screening of my shoes if I didn't have to take them off. I travel to Orlando once a year to attend a conference so I hope that my complaint might result in some changes to screening of disabled passengers in this airport. ==Passenger Information== First Name: (b)(7) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/10/2017

Submitted on Wednesday May 10 2017 - 18:35 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2017-05-04 Approximate Time: 02:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant flight Checkpoint/Area of Airport: security / scanning Please provide a description of your inquiry/comment.: flight on that day was to Rockford Il. landed about 6:30 chicao time I am a heart patient open heart surgery and pacemaker with defibrillator in his chest wall Carries card from (b)(6). This card is from St Jude Medical with all the information about the pacemaker. First woman said he has to go thru scanner that's ok No I told her and showed the card she calls a male security person over I had over my card and he went look at it and tells me to go thru scanner No If I go thru it it will hurt the implant and I could have a heart attack. so you refuse the scanner Yes then he pulls me aside and gives me a hassle about my wallet I had a lot of money in there so agent said take it out and put in pocket, then gives me a hard time about the money in pocket. This agent never looked at my medical card. So is this how you treat your customers? Enough stress to start a heart attack. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/21/2017

Submitted on Sunday May 21 2017 - 18:37 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-05-19 Approximate Time: 06:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Southwest 1055 Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: Checked firearm bags were late and upon unpacking a milwaukee knife a pair of aftershocks titanium earphones (\$200) and the lock on the suitcase was missing. Also the bag is lightly damaged. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/24/2017

Caller has precheck and is in a wheelchair. Caller stated that the offices tried to get him to remove his belt even though he has precheck. Date: Time of Travel: 05/23/2017 05:15 AM Gate Terminal: Airport: Orlando Sanford Airline: Allegiant Flight #: 696 Email Address: (b)(6)

5/25/2017

Submitted on Thursday May 25 2017 - 10:11 Submitted by user: Submitted values are: Categories: Broken Locks ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2017-05-03 Approximate Time: 19:00 Name of TSA employee (if known): Airline & Flight Number: Aer Lingus EI120 Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: I'm Aer Lingus crew and my bag is always opened per visit. This time my lock on my Samsonite is beyond repair. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/27/2017

Submitted on Saturday May 27 2017 - 07:03 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Approximate Time: 06:30 Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Security screening Please provide a description of your inquiry/comment.: All of the security agents were rude and hateful. I take security very seriously and think that you can still be pleasant. Barking orders and being so rude that a small child in front of me was scared to go through the medical detector is not helpful. I expect that all agents are alert but pleasant. I shouldn't feel like I was a burden - my tax dollars pay for this. It would be one thing if it was one agent but the fact that every one of them was rude shows that behavior is encouraged. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/31/2017

Submitted on Wednesday May 31 2017 - 11:28 Submitted by user: Submitted values are: Categories: Broken Locks ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2017-05-25 Approximate Time: 07:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Allegiant 628 Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: TSA left a card after performing a safety check on my husband's locked suitcase and subsequently the locks no longer work. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

5/31/2017

Submitted on Wednesday May 31 2017 - 18:55 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-05-28 Approximate Time: Name of TSA employee (if known): (b)(6) Airline & Flight Number: Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: This is a request for the Department of Homeland Security to implement security screenings for passenger trains. I recently traveled from Winter Park FL to Charleston NC on Amtrak train. The trip one-way was over 7 hours. Upon arriving at the station to present my online ticket I wasn't asked for my ID; it was not required to check baggage or to even board the train. There is also no security screenings to ensure passengers were not traveling with hazardous materials or weapons. I believe the same security mechanisms should apply to all modes of travel. I have flown several times and am grateful for the security process. But we need to institute the same protocol for passenger trains. Let's not wait for something to happen. Let's be proactive. Thank you. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

6/5/2017

The caller flew from SFB to OKC on Allegiant on 03/16/2017 5:55 AM got to the screening point at 6:15 AM and the plane departed at 7:15 AM. (b)(6) filed a claim with TTG he is a law enforcement officer and when he went to check in they kept him at the screening location almost an hour with a lot of screening. He missed his flight because of this. He had his firearm on board and it was checked and the bag flew to the destination and he didn't his girlfriend missed the flight as well because she had his boarding pass. He had lost 1500 dollars because of this. They had him sitting in a chair not doing anything for around 10 minutes. He has filed 5 claims and they have denied all of the claims. They screened all of his items 4 different times. He had to travel to the other airport in Orlando before he could get a flight home. The caller said that he will pursue reimbursement and will get an attorney if he has to. He feels that the TTG who we contract out to is responsible for the reimbursement not TSA. He was told that they followed their policies. He is frustrated that he waited for 45 minutes and then gave him his bags back and sent him on his way. He asked for a Supervisor and they informed him that he is the supervisor and there is no one else there. There was no local law enforcement involved. They swabbed the bag 4 times 3 times it came back positive but this was from hand lotion that caused it the fourth time it was ran through a different machine and it came back clean. It also came back positive on his shoes as well. He stated that the machine may have been malfunctioning which would cause false positive. He had the same belongings when he went to the other Orlando airport and had absolutely no trouble. The agents there seemed like they didn't know what they were doing. They had to keep reading the policies and then was on the phone for 10 minutes while the passenger had to wait. The assistant director at the airport stated that he would get him on a plane to Oklahoma City but there were no more leaving so he was on his own. The passenger's mother and her fiancée had to claim his bag at his destination and his bag had his firearm in it. He believes that the CSM was one of the people that had reviewed the claim. The screener told the passenger well your plane's gone so I guess you can go and they let him go without any additional screening and gave him his bags back. The caller informed me that the agents seemed nervous and uneasy during the screening process. They did the same process for him over and over again with no changes to try to clear the alarm in an additional way. The CSM did meet the passenger at the airport and was the one that informed him that they cannot do anything at the present time. The passenger is requesting a return call.

6/7/2017

Submitted on Wednesday June 7 2017 - 20:12 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-06-25 Approximate Time: 10:00 Name of TSA employee (if known): Airline & Flight Number: Delta 1888 Checkpoint/Area of Airport: Pad down Please provide a description of your inquiry/comment.: Opt for pad down not happy I felt violated ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

6/9/2017

Submitted on Friday June 9 2017 - 16:01 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-06-09 Approximate Time: 03:30 Name of TSA employee (if known): (b)(6) Airline & Flight Number: DL2624 Checkpoint/Area of Airport: B Please provide a description of your inquiry/comment.: I was instructed to separate myself from my infant daughter while going through security. They said her mother and her should go through and I would continue to wait. I was holding my daughter at that time for a reason as my wife was unable to do so. Separating families should not be in your protocol nor should instructing legal guardians of an infant to separate themselves. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

6/11/2017

Submitted on Sunday June 11 2017 - 11:18 Submitted by user: Submitted values are: Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Unreasonable Search and Seizure Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-06-11 Approximate Time: 10:30 Please provide a description of the issue.: My wife was unreasonably searched in public with the agent repeatedly moving across her genitalia and belly where she has scar tissue from multiple c-sections. Upon seeing that my wife was starting to have an anxiety attack I requested a private area and was ignored. I requested to a supervisor that we be move but the procedure continued because my wife not wanting to be separated from her family consented not know that her genitals were going to be pat down multiple times in public and in front of her three daughters. The supervisor told me I had no place in questioning the procedure as my wife consented. This is a gross misuse of power and unacceptable. List any witnesses: (b)(6) Name of TSA employee (if known): Are you filling this form for yourself? No Relationship: Advocate ==Contact Information== First Name: (b)(6) Last Name: (b)(6) Address: (b)(6) City: Columbus State: Wisconsin Zip Code: 53925 Phone: (b)(6) Email: (b)(6) Preferred Language to Respond: Preferred Time to be contacted: 1:00 pm - 3:00 pm Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

6/16/2017

Submitted on Friday June 16 2017 - 16:29 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-05-29 Approximate Time: 10:30 Name of TSA employee (if known): Screen ID: (b)(6) Airline & Flight Number: Allegiant Air Flight 614 Checkpoint/Area of Airport: Baggage handling Please provide a description of your inquiry/comment.: My bag was inspected after I checked it and several boxes were crushed and a plastic insulated tumbler that was a gift from my niece was cracked/damaged during the inspection. It was wrapped and padded and my bag wasn't packed tightly so I have idea how they managed to damage the items. I filed a complaint with the airline and was advised to file it with you for resolution. The approximate value of the damaged items is \$25.00. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

6/27/2017

Submitted on Tuesday June 27 2017 - 09:49 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford  
Date: Mon 2017-06-26 Approximate Time: 03:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant 624 Checkpoint/Area of Airport: Security check point  
Please provide a description of your inquiry/comment.: I went through the body scanner. The officer advised she had to do a body check. Her hands (with the gloves she wore to previously check the person before me) were inside my pants. She also went all the way up my leg and touched my private parts. Never in my life have I been so personally violated (and all for having a zipper on my pants).  
==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: kim (b)(6) Phone: (b)(6)

6/27/2017

Submitted on Tuesday June 27 2017 - 09:34 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford  
Date: Mon 2017-06-26 Approximate Time: 03:30 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Allegiant Flight 624 Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: I was horrified by my recent experience with a TSA pat down search. Both flights I was targeted for a pat down but my experience was far different and much more invasive on my return flight which was at the Orlando Sanford airport. What I would like to know is what is the difference between sexual assault and being molested vs the pat down screening. If I was anywhere other than the airport it would be considered a violation of my body. Both searches revealed nothing. I wore 2 completely different outfits and still both times I was targeted. I was wearing underwear and spandex pants one way and underwear and shorts on the return. If I was wearing a skirt would they have really gone up my skirt? What if my children were with me? Could they be subject to this unbearable invasion of privacy? This is disturbing that this is ok. How can these searches be prevented?  
r Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone (b)(6)

7/5/2017

Caller was on a flight with Allegiant air and had a bag checked and they destroyed her medications in the checked baggage. States the medication was all over the place and an 8oz bottle of gel for arthritis and it was in a plastic bag and the TSO opened the jar and it was all over the bag and most things in the suitcase. Date Time of Travel: 06 20 2017 02:00pm Gate Terminal: Airport: Orlando Sanford Airline: Allegiant Flight # Baggage Tag # (Checked only &C 10 digits): Bag Description: Large Blue bag with gray on the corners Missing Damaged Item Description: Medications Ortho jelly for Arthritis Jelly medication was all over the contents of her bag. Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only) No Email Address: (b)(6)

7/5/2017

Submitted on Wednesday July 5 2017 - 11:02 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford  
Date: Wed 2017-07-05 Approximate Time: 07:00 Name of TSA employee (if known): Officer (b)(6) Airline & Flight Number: 804 Checkpoint/Area of Airport: Orlando  
Please provide a description of your inquiry/comment.: Going thru security went smoothly until we came to xray area. Officer (b)(6) was there acting like a military tyrant screaming at passengers for no good reason. My husband began to take off his belt and the officer yelled "what are you doing?" My husband replied "removing my belt" officer (b)(6) yelled at him "i didnt tell you to do that!" then walks over and picks up a passengers luggage and slams in on the conveyor belt screaming "know one is listening to me". If this had been my luggage that I had carried on with fragile items my belongings would have been in pieces. His behavior was very unprofessional and a bit psychotic. I am not a sensitive person and understand they have a hard job but this man just created unnecessary tension and was outright rude. He should be sent home.  
==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone:

7/5/2017

Submitted on Wednesday July 5 2017 - 16:28 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford  
Date: Tue 2017-06-13 Approximate Time: 03:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Southwest Checkpoint/Area of Airport: Orlando  
Please provide a description of your inquiry/comment.: When I flew from Orlando to Denver on June 13 flight left approximately 3:30ish my bag had been gone through. When I arrived home I realized a plastic zip loc bag with plants from my brother's yard had been taken out of my bag. I do not appreciate this! These were small plants in a plastic bag. I would like to know why they were taken from my bag! This is insane what we have to endure to fly. I understand things that are hazardous but not just random things taken from people's bags. I do not trust TSA at all when it comes to going through bags and taking whatever or doing whatever they want with our things.  
==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone:

7/7/2017

The caller has been in the process of moving from FL to IL. She has never experienced any issues with TSA in the past. However on her last flight when she got to her apartment she realized her makeup was missing out her makeup bag. She waited until she went back to FL to see if she possibly left it but she insisted she had not and it was taken out of her bag by an employee. Date Time of Travel: May 31st 2017 at 7:30am Gate Terminal: Airport: SFB Airline: Allegiant Flight #: 722 Baggage Tag # (Checked only &C 10 digits): -- Bag Description: Large black suitcase Missing Damaged Item Description: All of her makeup items: moisturizer eyeliner lipstick blush eyeshadow etc. Was an NOI Present? (Checked only): No Was there a timestamp or written notice on the NOI? (Checked only): No Email Address: (b)(6)

7/13/2017

(b)(6) had reported stolen medication to Allegiant. They referred her to TSA. Her medication was inside of her bag. Date Time of Travel 7 10 17 1:36pm Gate/Terminal 10 Airport Sanford Airline Allegiant Flight # 642 Baggage Tag # (b)(6) Bag Description small black bag with light pink trimming it is an Olympia bag with wheels Was an NOI Present? no Phone Number and Email Address (b)(6) (b)(6)

7/15/2017

Submitted on Saturday July 15 2017 - 12:29 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford  
Date: Fri 2017-07-14 Approximate Time: 16:30 Name of TSA employee (if known): Unknown--but involved 2 female agents Airline & Flight Number: Allegiant #768 Checkpoint/Area of Airport: Terminal B  
Please provide a description of your inquiry/comment.: I just had carry one carry-on tote bag. I approached the initial person at the top of the elevator for me boarding pass and identify check. Unfortunately as a TSA pre-check person who paid the \$85 or so fee the SFB TSA pre-check line was closed as it has been EVERY time I have flown out of SFB. I was instead given a card that only allowed me to leave my shoes on. Everything else was identical to non TSA pre-check passengers. So I approach the conveyor belt area to put my liquids and all other items into the belt. Then a TSA person motioned to me to step through the regular scanner machine with the small sided uprights on either side. I said to this person projecting my voice and speaking with articulation: "I need to tell you I have joint replacements in both legs." She completely ignored my verbal statement. It is also worth noting that since it was very hot in Sanford Florida in mid-July I was also wearing shorts in which at least my one knee replacement was CLEARLY visible to the naked eye as I have several very pronounced scars from several surgeries and my left knee is always swollen. I was still trying to move towards the x-ray capsule scanner machine. The TSA agent motioned me through the regular again. So I went through the regular screening machine per this agent's body instruction. The alarm sounded. She said in an authoritative: "You set off the alarm. We have to pat you down." Then she yelled: "I need a female agent for a patdown." I started to take one step back from her and said: "I told you I had joint replacements in both legs. I want to go through the x-ray scanner." She replied: "No you can't." I said matter-of-factly if not somewhat incredulously: "Why not?" She said rather nastily: "YOU made the choice." I then replied: "I did NOT make a choice. You motioned for me to go through this non-X-ray scanner. I told you I had joint replacements in both legs." This youngish gal who was maybe 5'2" tall at best with likely longish hair but pulled back said: "No you didn't tell me until after you'd already gone through the machine." This was an utter LIE. Maybe she was dreaming about what she was going to do after work? Maybe she was bored and/or trained to ignore customers? I then had to wait a couple of minutes for another gal to pat me down. This person had reddish hair pulled back with freckles about 5'7" tall and she was rather overweight. She informed me she was going to use the back of her hands only. She went through my scalp and neck although I have baby fine hair pulled back into a low ponytail with NO metal in my scalp/elastic band. She pulled my shirt away from my body; pulled my shorts away from my body and insisted that I help them up "so they wouldn't fall to the ground" as she patted down my waist legs and groin. She also inserted her hands between my legs to get to my groin and kept insisting I spread my legs further and further apart even though my feet were considerably farther apart than my shoulders. I told her I couldn't spread them any further apart as joint replacements offer little to no stability and places the joint replacement person at risk of falls and injury since joint replacements are NOT the same as regular joints offering stability only in anatomical position which is clearly NOT spread eagle. Her fingers went up by groin to my privates and she then went under my size A cup breasts. I felt BOTH sides of her hands--NOT just the "back of her hands" grope my breasts. She also made me take off my shoes and inspect my feet that have severe arthritis and severe plantar fasciitis and are extremely painful to touch. At 63+ years of age I am categorically NOT the only person flying out of Florida that has multiple joint replacements. I seriously cannot overemphasize how traumatizing this screening process is as one of the millions of women that was subjected to years of abuse and sexual predation/exploitation by a long-gone ex-husband. I did NOT consent to this search as I wanted the x-ray scanner but it was denied to me. But since I do not live in Florida and just wanted to get home. I endured the search despite having fully disclosed that I had joint replacements in BOTH legs before going into the screener. To add further insult to this experience on my way home the passenger sitting next to me in seat 7C was talking a lot. This fellow passenger informed me her first name was (b)(6) she was 80 years old had been living in Leesburg FL for the past 4 years and that she'd had double knee replacements. I asked her about her TSA screening experience (b)(6) then proceeded to inform me that she was "amazed" that her son pushed her through t

7/27/2017

Caller stated that when she got home with her baggage and opened it there was a water shoe that did not belong to her in her baggage. Caller said there is a NOI in baggage. None of her items were missing or damaged. Airport: Orlando Sanford Airline :Allegiant Flight Number :636 Date and time of incident :07 27 2017 Description of incident and people involved ..... Found a water shoe in her baggage that does not belong to her

8/1/2017

Submitted on Tuesday August 1 2017 - 16:57 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford  
Date: Tue 2017-08-01 Approximate Time: 04:30 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Southwest Airlines 273 Checkpoint/Area of Airport: Security Check  
Please provide a description of your inquiry/comment.: I purchased a couple of bottles of rum in the airport in Montego Bay. I was told there that my purchases would be able to go through without a problem once they were put in the custom approved bag. I went through a second security check here in Orlando and my bag of rum was pulled aside. The TSA agent who was working the screen pulled my bag and then opened the Custom approved bag to look at my rum. After asking a couple of simple questions (when did I purchase the rum? Right before getting on the plane. What time? I don't know. I wasn't wearing a watch but I did it right before I went to my gate.) He then opened the bag which I was told he wasn't supposed to do. Looked at both bottles and then put them back in the now open bag. He looked for tape to close the clear plastic bag and couldn't find any. He then suggested I roll the top of my plastic bag down and carry the bag carefully. Now I have a bag that had been comfortable to carry and I have to grab it at the top and pray it doesn't slip. Can you please inform your agents that when the items are in an approved bag they aren't supposed to open them. Better training would save us all a lot of time and inconvenience.  
==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)



8/24/2017

REASON for the call; Caller flew on JetBlue on August 5th from Orlando Sanford to Syracuse at about 7 pm. He had a knife taken out of his checked bag. He spoke with someone who told him they would be mailing it to him. He said it was a checked bag and it was a TSO that was going through it. He was in a wheelchair and was there when the hand inspection was done but there is no NOI. This is a knife he has had for a long time and he thought it was ok to have it in checked baggage. He said they took the knife out and dropped it into a blue bag and said it is being mailed but he still has not received it. NOI present (writing on it):NO Date and Time:August 5th at about 7 pm Airport:Orlando Sanford Gate and Terminal:NA Airline:Jetblue Flight Number:NA Bag tag

(b)(6) Bag Description:It is a large black and blue tote bag. It is soft and does not have wheels. Missing Damaged item description:He is missing a brown lock handle knife.  
email:(b)(6)

9/2/2017

Submitted on Saturday September 2 2017 - 08:15 Submitted by user: Submitted values are: Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Unreasonable Search and Seizure Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-09-01 Approximate Time: 07:30 Please provide a description of the issue: I have a couple issues and both involve inconsistencies in practices. First the state of Tennessee issues paper licenses until they mail a hard copy to your address on file. When we went through security in Nashville they accepted the paper copy with no issue. When we went through security in Orlando they asked my boyfriend to step aside and wait for a supervisor to come get him. We understand to a large degree. However the extent of questioning in depth search and overboard pat down for a man who had nothing on him but a wallet phone and boarding pass was excessive. Although my boyfriend didn't mention it I feel that the degree of the search had to do with the fact he's African American. I have great concern over the difference between the processes at these airports. Additionally I have flown 75 to 90% for the previous 5 years. Most airports insist I take my second laptop out even through TSA pre. I have no issue with this and happily comply. However I do have an issue when I think I'm complying take my second laptop out when going through TSA pre at Phoenix and get yelled at (literally) for doing so. TSA is a nation wide program. Every airport should have the same processes and every passenger should be treated fairly in each location. I can tell you from experience this does not occur. Having said all this the agent in Florida was polite according to my boyfriend. I'm sure to a large degree he was just doing his job. However it was excessive and the inconsistency is not acceptable. List any witnesses: (b)(6) Name of TSA employee (if known): Are you filing this form for yourself? Yes ==Contact Information== First Name: (b)(6) Last Name: (b)(6) Address: (b)(6) City: Spring Hill State: Tennessee Zip Code: 37174 Phone: (b)(6) Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: 09:00 am - 11:00 am Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

9/2/2017

Submitted on Friday September 1 2017 - 23:58 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-09-01 Approximate Time: 11:30 Name of TSA employee (if known): Unknown Airline & Flight Number: Allegiant 630 Checkpoint/Area of Airport: Terminal A Please provide a description of your inquiry/comment.: Our family was traveling home from a week in Florida. At security check the young female (Hispanic early 20's) became very impatient with my children. I have 4 children aged 10-16. They each had a carryon and personal item. They were confused as to whether they had to remove their shoes because they did not have to do so when traveling from Hagerstown MD to Sanford. They each had a carryon and personal item. They were having trouble lifting them on the belt so I was helping them. But apparently not fast enough for the young TSA agent who began shouting at my children and I. I explained I was attempting to help them and that we were trying to move quickly. There was a line. We had not waited to get to that checkpoint. We walked right up. She continued to become upset and shouted again. This resulted in one of my children crying and freezing in place. She has anxiety and when it's triggered she freezes. The TSA agent shouted again and I asked if she would like to trade places and help--admittedly I was losing my patience with her unprofessionalism at this point. She was rolling her eyes and slammed one of my bags down on the belt and forcefully pushed it through the scanner. My fiancée was last in line and she told him he had been selected for additional security checks. This seemed to be our punishment for irritating her. I'm sharing in the hopes someone cares about customer service skills. I get the primary goal is safety--but being unprofessional does not help matters. I did report the matter to a female TSA supervisor. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/22/2017

Submitted on Friday September 22 2017 - 10:33 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-09-22 Approximate Time: Name of TSA employee (if known): (b)(6) Airline & Flight Number: Southwest 1860 Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: This is by far the WORST travel security experience I have ever had. All employees were EXTREMELY rude. No sense of urgency no sense of time for people trying to catch flights. We waited 2 hours to get through security. At one point the line we were in was a stand still and the man in front asked why we were not moving and the guy responded with "because you guys do not know how to follow directions" All airports should have the SAME rules and regulations for security. I have never been so disgusted at the way myself my husband and all other Orlando airport travelers were treated in my life. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/25/2017

Submitted on Monday September 25 2017 - 18:00 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-09-25 Approximate Time: 01:00 Name of TSA employee (if known): Airline & Flight Number: Delta 0869 Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: This was the worst experience ever. We had to unload all the food and drinks we had for my type 1 diabetes medically necessary that made us wait about 20 minutes in the process we waited and 1 he before. I opted out and already got a pat down. My blood sugars were dropping rapidly and I was not feeling good I asked for my blood sugar tester and they would not give it to me. They said they had to scan it. That is fucking ridiculous. This whole all food shit is horrible. I made a scene and then the supervisor or was like you will need to get patted down again because we don't know who patted you down. So at this point I refused. As a person with medical needs if I had passed out I would of sued your ass as they would not help me. This is not okay at all and I plan on calling you as well I hope this express how disappointed I am. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/25/2017

Submitted on Monday September 25 2017 - 17:16 Submitted by user: Submitted values are: Categories: Prohibited Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-09-25 Approximate Time: 08:00 Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: Online it states that sippy cups drinks and snacks are allowed for children. No where on there does it specify an age restriction. My very tired 3 year old after waiting forever to get through security lost her water. I asked the man entering security if I should keep my water out to have it checked. He said no put it in your bag. Then it got pulled to the side. The man asked what was in there that would raise a flag. I told him her water. He said it's not allowed. I said on the TSA website it states that I can bring her a drink. He said no infants. I didn't have time to argue it but I told him that he was contradicting the website information and that leaving KC I had no problems bringing her drink through. So then I had to carry my screaming 3 year old the rest of the way because "that man took her drink". The point of my "complaint" is not really to complain but if you're going to enforce different rules then please update your website or inform your employees. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/26/2017

Submitted on Tuesday September 26 2017 - 11:40 Submitted by user: Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2017-09-26 Approximate Time: 11:00 Name of TSA employee (if known): Unknown Airline & Flight Number: Allegiant. 632 Checkpoint/Area of Airport: Security Checkpoint Please provide a description of your inquiry/comment.: The PreCheck line was not open and instructions were to proceed to the standard line. My PreCheck status would not come up so I had to remove my shoes and belt. It's not a big deal but I took the time to go through the process and paid for the convenience to bypass this. Can this be checked out and give me some feedback on what occurred so it can be avoided in the future? Thank you. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/27/2017

Submitted on Wednesday September 27 2017 - 16:10 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2017-09-27 Approximate Time: 16:00 Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Gates 1 00-129 Please provide a description of your inquiry/comment.: Agents provide no communication other than what not to do. Passengers stand in line and not even eye contact is made nor nonverbal communication. There were like 15 people standing around and no one directing anyone. It's difficult to adhere to proper procedure when no one is directing it. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone:

9/28/2017

Submitted on Thursday September 28 2017 - 11:38 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2017-09-28 Approximate Time: 07:30 Name of TSA employee (if known): Unknown Airline & Flight Number: Frontier Checkpoint/Area of Airport: Checkpoint to gates 1-59 Please provide a description of your inquiry/comment.: Arrived at airport at 6:30 am 1.5 hours before scheduled flight leave time of 8 am. Checked in our suitcase with Frontier airlines. Got to security check at 7:05 am. Estimated wait time was posted as 17-21 minutes. This should've given us plenty of time to be at the boarding gate by 7:50. Stood in line until 7:45. TSA agents informed us that there was a security dog coming through and they were not moving people through due to this delay. I asked 2 different TSA agents if we should be concerned about the delays and if our flight would leave without us. I was told not to be concerned and the flights would not leave without us if we were on time. We were on time as far as being at security and ready to be processed in the timeframe they posted. We got through TSA check by 7:46 40 minute wait time. We arrived at the gate at 7:53 3 minutes after doors closed. The Frontier agent who identified herself as a manager stated that they would not open the doors. There were about 10 people trying to board who had been stuck in the TSA delay. I explained to her what had happened and she stated "no one from TSA called us." We were told there was nothing that could be done to board the plane. She stated to me that we could keep our return flight or cancel it for a refund. I told her I wanted the refund and she gave me the customer service # stating that I would receive a refund for the flights and to call the # to take care of it. I called the # after leaving the airport and was told that they would only let me change my flight to another location for a \$99 fee and that because the agent at the gate did not note in the system that she stated we would have a refund they could not do this for me. I said this wasn't acceptable since their employee was the one who informed me we would get refunded. I was told several different reasons they could not refund the money and refused each explanation until they finally agreed to give us a refund for the cancelled return flight. In summary we were not at the boarding gate on time for our Frontier flight due to a 40 minute delay with TSA even though posted wait time was 22 minutes. 2 different TSA agents told me we would not miss our flight due to this issue. The manager at the gate was rude unapologetic and misinformed us about our options. When we called the customer service # she provided we were told something different about our options for compensation. We will not be receiving a refund for a flight we did not take due to TSA delays completely out of our control. Our bag was kept on the plane leaving us with no option but to drive to New Orleans to pick up the bag or wait 4 days for it to return. Based on what the TSA agents and frontier staff told me there was no communication between agencies on this problem. This caused significant burden to us and surely anyone else who missed the flight due to unexpected delays and no communication from TSA to the airline on the delay they were causing. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/28/2017

Submitted on Thursday September 28 2017 - 14:53 Submitted by user: Submitted values are: Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Disability/Medical condition Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2017-09-27 Approximate Time: 11:00 Please provide a description of the issue.: After an hour and a half or trying to find adequate screening personnel in which time I was detained and my private person matter was described repeatedly to changing TSA staff airport personnel and law enforcement in front of everyone being screened I was forced to either show my genitals to two male paramedics or miss my flight home. I was in compliance the whole time repeatedly stating my condition that my physicians could be contacted my medical history and that I receive SSD. After being humiliated I was physically cleared. I was then told my bag needed to be researched. After 15 more minutes with my plane boarding in 20 minutes I was told I tested positive for explosives and more tests needed to be run. With 10 minutes to my flight I was allowed to leave when it was stated the paramedics explosives positive was due to something on their person. My best friend was in hearing and vision distance of this incident so this I have a solid witness. I also have photos of the entire incident. I was humiliated and violated. I have been told I can legally request the videos of this incident. I am requesting those now. I am also filing this official complaint that I was discriminated against in violation of the American's With Disabilities Act.8 List any witnesses: (b)(6) Name of TSA employee (if known): (b)(6) Are you filing this form for yourself? Yes ==Contact Information== First Name: (b)(6) Last Name: (b)(6) Address: (b)(6) City: Lafayette State: Indiana Zip Code: 47904-1438 Phone: (b)(6) Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: 1:00 pm - 3:00 pm Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

9/28/2017

Submitted on Thursday September 28 2017 - 16:03 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-09-25 Approximate Time: 09:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant 722FJR Checkpoint/Area of Airport: C checked bag area Please provide a description of your inquiry/comment.: On my flight going to Orlando and the flight back the items in my suitcase were removed and tossed back in like trash. I placed everything in with care and folded neatly and secured with the straps inside your employees wadded my clothes up and tossed back in. All of the bottles from shampoo conditioner etc. were either removed completely or loosened causing the liquids to spill all over the items inside. What a MESS!!! Everything had to be taken out and cleaned before they could be worn or used. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/29/2017

Submitted on Friday September 29 2017 - 10:39 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Approximate Time: Name of TSA employee (if known): Airline & Flight Number: Delta 803 Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: The screeners stopped us for having candy gum and granola bars. Then tested them for explosive chemicals. Also pulled my wife's bag for enhanced screening because they said she had several books. Your website says nothing about issues with bringing solid snacks or books. Also the TV screens say that you can leave tablets in bags but they have paper signs saying that they must be removed which is a clear contradiction. TSA clear messaging to the traveling public so we understand what is going to cause delays. I am traveling with 2 children under 5 so getting through the screening process is already painful enough without you making it more painful. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/29/2017

Submitted on Friday September 29 2017 - 15:35 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2017-09-28 Approximate Time: 16:00 Name of TSA employee (if known): Airline & Flight Number: JET BLUE Checkpoint/Area of Airport: 1694 Please provide a description of your inquiry/comment.: I lost my ID and came prepared with a picture ID (work id) birth certificate marriage license children's birth certificate and social security card. I waited an hour for a supervisor to OK me to go through the check in. The TSA agent and supervisor was not helpful because the wait I missed my flight with my family. I feel that the process was very poor and very disappointing. I understand the security is important and that it is ultimately my fault for not having the correct ID but an hour wait is not acceptable. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

9/30/2017

Submitted on Saturday September 30 2017 - 16:13 Submitted by user: Submitted values are: Categories: TSA Pre? ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2017-09-30 Approximate Time: 03:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant 662 Checkpoint/Area of Airport: Security checkpoint Please provide a description of your inquiry/comment.: Agent stated that I was required to remove laptop my bag even though I am TSA pre check. I said no that was one of the benefits of being pre check. She was argumentative about it and ran a swab test on the laptop and sent back thru the scanner. Prior to this 3-4 of the agents were all complaining amongst themselves that they were going to have to work an extra hour on this shift. This causing a back up in a not busy airport. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

10/3/2017

Submitted on Tuesday October 3 2017 - 17:03 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2017-10-03 Approximate Time: 16:30 Name of TSA employee (if known): ALL OF THEM Airline & Flight Number: Southwest 1406 Checkpoint/Area of Airport: Checkpoint (terminal) A Please provide a description of your inquiry/comment.: We stood in line at the checkpoint (AT THE BELT) for over 1 hour!! We were required to take all books food electronics etc out of our bags and that was fine but had we known AHEAD of time we would have packed such items in our checked luggage. The TSA personnel was extremely understaffed and apathetic to those of us who had been on line for 2 hours and going to miss our flights! We offered to throw our food away but because there were items (toys for our children) of value in the same containers we had to wait for every single item to be searched. This is absolutely unacceptable. I understand and recognize that these are safety precautions and that your first priority is safety. However it is unrealistic to expect people to unload every single item without prior warning. We actually threw away many of our personal items to be able to catch our flight. AGAIN UNACCEPTABLE. Please inform the public of the new safety regulations BEFORE TRAVELING AND there needs to be more TSA personnel in these areas. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

10/6/2017

Submitted on Friday October 6 2017 - 14:54 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2017-10-05 Approximate Time: 11:30 Name of TSA employee (if known): described below Airline & Flight Number: Allegiant Checkpoint/Area of Airport: TSA Screening area Please provide a description of your inquiry/comment.: We were traveling with small children and went through the line designated for those traveling with children. While in line we encountered an incredible rude female TSA employee. She emptied everything from our carry-on bags (we checked regular luggage) to include all the snacks brought with children tablets and all reading material. When I asked if there had been a change she screamed at us to just follow the rules and continued digging through our items dumping everything out of the bags to include our children's bags. She said the TSA policy had changed and they were going through all food electronics and reading items. She screamed we could find this changed policy online. In addition to her screaming another TSA agent was providing us with different instructions in a professional manner. I have went out to review what screening to expect and this is not listed as we went through the line with small children. Of course these bags will have snacks and activities so if a test was being done the lane being used for children seems to be a poor fit. Not only were we disrespected by this TSA agent it was completely unprofessional and a horrible experience for our children. This is a small airport a specific line and was around 11:45 a.m. the agent was Hispanic maybe 5'4" and dumping the bags out before they went through x-ray machines. It should be easy to find out who this was and speak to them on how to treat people and let them know people complained about her performance. We are owed an apology and this employees needs to be trained in customer service. ==Passenger Information== First Name:

(b)(6) Last Name: (b)(6) Email: (b)(6) Phone:

10/6/2017

Submitted on Friday October 6 2017 - 16:53 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-10-06 Approximate Time: 04:30 Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: TSA security line was interminable. The lines were very uneven and they mismanaged further by shuttling people to longer lines. This added to people's frustrations. The agents were completely uncaring and with gaps or missing trays several workers simply said that is someone else's job pointing to a person who seemed oblivious and far away. Overall there were many panicking people who started to cut lines. It really seems like no one was in charge. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6)

(b)(6) Phone:

10/9/2017

Submitted on Monday October 9 2017 - 13:45 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-10-09 Approximate Time: Name of TSA employee (if known): (b)(6) Airline & Flight Number: Checkpoint/Area of Airport: Main checkpoint Please provide a description of your inquiry/comment.: Never have I seen such slow tea screening! Not to mention that only two of the five lanes are open I've been waiting in line for over an hour! Missing my flight in fact! Please get this Orlando operation under control other airports aren't nearly as bad! ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6)

(b)(6) Phone:

10/10/2017

Submitted on Tuesday October 10 2017 - 08:39 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-10-09 Approximate Time: 11:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: American 2555 Checkpoint/Area of Airport: Checkpoint screening area Please provide a description of your inquiry/comment.: (b)(6) identified himself as a supervisor and pulled me out for secondary screening when I did not set off any alarms. (b)(6) stated my car key resembled a knife which is false. (b)(6) continued to sexually harass me telling me I look sexy and he wants to take me to lunch or dinner. (b)(6) continually asked for my phone number and continued to solicit me for a date. I asked for the supervisor and (b)(6) stated he was the supervisor. This entire situation was harassment sexual intimidation and unwarranted solicitation by (b)(6) ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

10/14/2017

The caller flew from SFB. She had a NOI. She is missing shampoo dish detergent sponges tissues and snacks. She flew yesterday at 7. She said she would get the claims form online.

10/14/2017

Submitted on Saturday October 14 2017 - 10:42 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-10-13 Approximate Time: 01:30 Name of TSA employee (if known): Airline & Flight Number: NK 770 Checkpoint/Area of Airport: Security Gate 30 - 60 Please provide a description of your inquiry/comment.: A TSA agent at the podium was indistinctly making hand motions as she was trying to direct people into line. She was not looking anyone in the eye it was difficult to tell who she was directing. I thought she was directing me into another line. As I took a step toward the line she yelled reprimanded/scolded me in a way that was too harsh for my misunderstanding. I was trying to follow her directions. I don't mind being corrected but this degree of humiliation was unnecessary. My confidence in TSA's ability to protect innocent people has dwindled. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone:

10/15/2017

Submitted on Sunday October 15 2017 - 06:44 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-10-15 Approximate Time: 06:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant 726 Checkpoint/Area of Airport: Terminal B Please provide a description of your inquiry/comment.: The contractor you have at this airport Trinity Technology Group is not doing an adequate job and is largely incompetent with the task at hand. Different rules than any other airport I have been too. I have known items (large portable battery) that is always a flag item if I don't pull it out and put it in a tub. I had it in a tub and the agent told me I didn't need to. I commented that it always gets flagged and they always single it out. His response was I won't get flagged in my line. I just stared at him with a blank stare. Did that mean he doesn't screen properly? Also agents in different lines were asking for different things. 1 line wanted books (paper books) to be out and in a tub. Don't put shoes in a tub. One agent asked for all electronics to be taken out of one bag then only stated she only wanted 1 and randomly tested it with a swab. 1 line wanted cell phones in tub. Another line wanted cell phones in a bag. 1 line said anything in your bag bigger than a cell phone has to come out and each piece has to go in a separate tub. ??? That involves almost completely unpacking a carry on bag right there at security and placing each item in a separate tub. Then having to repack it all after. I'm all for security but this isn't security it's a contractor on a power trip. Very disorganized lines horrible customer service and every agent is rude. I just went through a security line at Phoenix Skyharbor (Real TSA Agents) that was 10 times as long and we got through in half the time and hassle then here in Orlando Sanford with Trinity Technology Group. Security here at Orlando Sanford needs a serious review. I won't lie I don't feel comfortable with the screening methods and practices here. I don't feel the job is getting done. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

10/15/2017

Submitted on Sunday October 15 2017 - 11:40 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-10-15 Approximate Time: 11:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Allegiant Checkpoint/Area of Airport: Terminal B Please provide a description of your inquiry/comment.: They did not honor precheck. They unpacked all my bags going through all food and books with no advance signage or warning. EXTREMELY inefficient. Not pleasant. Worst tsa experience i have ever had. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

10/16/2017

Submitted on Monday October 16 2017 - 12:24 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-10-15 Approximate Time: 10:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant 602 Checkpoint/Area of Airport: Security Gate 30 - 60 Please provide a description of your inquiry/comment.: Understand and appreciate what the agents are to do to protect the passengers BUT this particular day they were extremely rude. They wouldnt put the bins out for us to use. They were kept behind the xray machine. They were taking everyone's personally property and just throwing it onto the belt in the machine. The only bins they were putting out were the little round ones. Then everything was piling up on the other side and things were falling out all over the place. My sister had a lot of jewelry in a bag that has gone through security multiple times but they made her open every box. They were just plain rude. I've never encounter this severity before in my travels. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

10/16/2017

Submitted on Monday October 16 2017 - 19:25 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-10-13 Approximate Time: 18:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Allegiant 768 Checkpoint/Area of Airport: Terminal B Please provide a description of your inquiry/comment.: When we went through security with TSA precheck they removed some items from my messenger bag because of a tablet that I had even though I asked them if I needed to remove it and they said no. They also removed a book with a pair of sunglasses on top of that. When I went through I replaced the tablet and didn't look in the bag till the next day when I needed some items from it. At that point I found that they had broken in half a pair of prescription sunglasses that I had. Unfortunately I did not realize it till the next morning. I want to file a claim for the damage to my glasses especially they were costly. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

10/18/2017

Submitted on Wednesday October 18 2017 - 10:32 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2017-10-18 Approximate Time: 09:30 Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Terminal B Please provide a description of your inquiry/comment.: A TSA employee at the only open bag scanner refused to let passengers have bins for items and insisted instead that he hand out the bins one by one while watching people unpack their items. As a result the line built up significantly and everyone near the front of the line stared at the one person dumping their items into the bins while the TSA employee scrutinized every item. He also demanded all books be removed and leafed through each book one by one. I've never felt this 'screened' and the employee seemed to be loud and enjoyed his command over the passengers. Please let me know that either this policy is new and I'm mistaken or that the employees at this airport have been informed this type of behavior is not tolerated. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone:

10/19/2017

Submitted on Thursday October 19 2017 - 19:43 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2017-10-19 Approximate Time: 05:30 Name of TSA employee (if known): Airline & Flight Number: 1301 Checkpoint/Area of Airport: Stanford  
Please provide a description of your inquiry/comment.: They were very rule and talked to my daughter and I anyway. They made my 8 year old go through the security twice as if she had something. Then on top of that they checked my hands but did not tell me why they were doing so. I felt like a criminal and did not even do anything. I know there is rules and regulations to be followed but least explain them to people before embarrassing them in front of people. I flew out of Cincinnati on Saturday 10/14/17 and did not have any problems with security or anything else. They did not make my daughter do half what Stanford airport did and they're bigger. I am disgusted how we was treated. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

10/20/2017

The caller is traveled from Orlando FL to Raleigh NC today with his CPAP machine. The agent at the checkpoint had to rerun his CPAP machine and once he finished putting his belt and outerwear back on he picked the case for his CPAP machine up and boarded the plane. Once he landed and unpacked he discovered that the machine was missing but all of its other components are still in the case. He would like to know how to get it back why it was stolen and why there was no notice of the machine being taken. Date Time of Travel 10/20/2017 2:35pm departure and around 1:40pm through the line Gate Terminal Gate 12 Airport SFB Airline Allegiant Flight # 769 Bag Description black CPAP machine case that is smaller than a laptop bag and square with zipper all the way around the top and it says Transcend the mini CPAP Missing damaged items CPAP machine Email Address: (b)(6)

10/23/2017

Submitted on Monday October 23 2017 - 14:52 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-10-23 Approximate Time: 02:30 Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: Slow as shit. It went from 20 minutes the 45 minutes in two minutes. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

10/24/2017

Submitted on Tuesday October 24 2017 - 16:40 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-10-23 Approximate Time: 05:00 Name of TSA employee (if known): unknown- 5:00AM Airline & Flight Number: Allegiant 722 to Rockford Illinois Checkpoint/Area of Airport: Terminal B Please provide a description of your inquiry/comment.: During my Pat down another TSA employee went through my bag which I did not see due to being pat down. This is fine and I understand the protocol but this person took out my pillow and this caused my sunglasses to fall out. When they were done they zipped my bag back up with out me knowing they took the pillow out. I did not know my travel pillow and sunglasses was out of my bag and now they're gone. Obviously there is nothing that can be done but it was very insensitive and careless considering the travel pillow has been with me for many years throughout many destinations including out of country. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

10/30/2017

Submitted on Sunday October 29 2017 - 21:18 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-10-29 Approximate Time: 01:00 Name of TSA employee (if known): Airline & Flight Number: Jet blue flight 352 Checkpoint/Area of Airport: Security Please provide a description of your inquiry/comment.: I am almost 70 yrs old traveling with my daughter and her 3 young Children- 7 mo 2 yr and 5 yrs We were flying home we had mosaic Status It took us over an hour to go through security. The people were rude to say the least they went through unopened pkg of crackers Baby food for the flight totally absurd Our flight was delayed otherwise We would have missed it. When I asked a security person about my bag they put aside- I was told u just have to wait. I have travelled a lot. I believe in security. But I also believe u can treat people decently. The wait attitude was totally wrong. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

10/30/2017

Submitted on Monday October 30 2017 - 09:59 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-10-30 Approximate Time: Name of TSA employee (if known): (b)(6) Airline & Flight Number: Southwest Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: We arrived 70 minutes early for our flight. Got in line for security. My daughter turned 18 yrs on while in Florida and security would not let her through. They called for an additional officer to look over her birth certificate. We waited for 40 minutes. The officers did not care that we were going to miss our flight. This took 5 minutes to check her birth certificate. We missed our flight and are stuck at the airport. There is absolutely no reason to wait 40 minutes for staff to assist. Please consider adding additional staff. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

11/1/2017

Submitted on Wednesday November 1 2017 - 15:19 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2017-11-01 Approximate Time: 02:30 Name of TSA employee (if known): Airline & Flight Number: Delta 998 Checkpoint/Area of Airport: Security sky priority Please provide a description of your inquiry/comment.: We rudely asked for a seat (by 2 employees) that my 2 & 6 year old were sharing after being asked to remove food/candy (which we didn't have to do in Boston) going through security and I was trying to gather my things and put my shoes back on & not lose my children so I had them sit beside me. Both employees were annoyed that my kids were seated there and said the seat was for an elderly person which it was not. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

11/6/2017

To Whom It May Concern I arrived at the TSA checkpoint at SFB yesterday morning November 6th at just after 7:30 AM for an Allegiant flight at 8:22 only to find that the TSA Pre line had closed down at 7:30AM. As a result going through the checkpoint took almost 15 minutes due to having to line up with "Non TSA Pre" patrons. I was told by the agents that the shutdown of the Pre line was scheduled. Hopefully it was due to absenteeism or some other issue. Can you tell me whether this was an anomaly or a regular occurrence? Thank (b)(6)  
(b)(6) Richmond VA 23226 (b)(6) This electronic message contains information from (b)(6) or its subsidiaries which may be confidential privileged or otherwise protected from disclosure. The information is intended to used solely by recipient(s) named. If you are not an intended recipient be aware that any review disclosure copying distribution or use of this transmission or its contents is prohibited. If you have received this transmission in error please notify the sender immediately and destroy the original and any copies or attachments.

11/6/2017

Submitted on Monday November 6 2017 - 18:23 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-11-06 Approximate Time: 11:00 Name of TSA employee (if known): All of them Airline & Flight Number: Allegiant 700 Checkpoint/Area of Airport: Screening Please provide a description of your inquiry/comment.: Seems the last 2 times through your screening process at SFB I've encountered the rudest employees at an airport I've ever seen. I was yelled at for putting my shoes in a bin (supposedly they are to go flat through X-ray) and then again when getting things off the X-ray table (I'm not fast enough at gathering my belongings apparently). Very unprofessional and really makes me think about using this airport anymore. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

11/10/2017

Submitted on Friday November 10 2017 - 14:40 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-11-10 Approximate Time: 02:00 Name of TSA employee (if known): (b)(6) Airline & Flight Number: Checkpoint/Area of Airport: TSA pre-check Please provide a description of your inquiry/comment.: My mistake I forgot to put my change in a bowl so I set off the alarm. I went back and put my change on the belt. The red headed female agent wouldn't let me go through again. I said I was sorry and tried to explain but she cut me off and told me I had to do the x-ray. As a cancer survivor I prefer not to do the x-ray which is why I paid for the pre-check. I told her if I had to do a search I would prefer to do a physical search. She rolled her eyes at me and yelled back to the other agents and said "We got one who won't do the x-ray." A another agent came by and said "You realize I have to physically search you." I told her I don't mind but I'm a police officer and a vet so I may have gun powder residue on my clothing. She said again "I will have to touch you." I told her I know it's okay. She didn't do a proper search because she didn't touch me hard enough to feel anything if I did have something in my pockets. She made me take off my shoes but she never even looked in my shoes or touch my socks to see if anything was in there. So a couple things bother me the rolling of the eyes. I have no problem doing what the office tells me to do but she didn't have to be rude. The second thing is they should be training how to do physical searches. I could have had a weapon in my bra or underwear. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone: (b)(6)

11/11/2017

Submitted on Friday November 10 2017 - 19:13 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2017-11-10 Approximate Time: 06:00 Name of TSA employee (if known): Airline & Flight Number: America Airlines 2008 Checkpoint/Area of Airport: Waiting in line at Security Please provide a description of your inquiry/comment.: We got to the Security at Orlando Airport 2 hours ahead of our Domestic Flight. WE have been standing in line since then and now have been told we will be IN LINE FOR ANOTHER 90 MINUTES. This means we miss our flight. NOTHING IS MOVING. Are you teams that incompetent they can't call for help? ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone:

11/16/2017

Submitted on Thursday November 16 2017 - 00:01 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2017-11-15 Approximate Time: 17:30 Name of TSA employee (if known): Airline & Flight Number: Frontier #F91263 Checkpoint/Area of Airport: Please provide a description of your inquiry/comment.: I went to unpack my bag when I got home and found my stuff all over the place. I found a note saying my bag was inspected by TSA. I had some products in ziplock bags like hair stuff and some products I bought for my face and come to find that a toner I bought spilled all over my clothes. I organized my suitcase so my liquid products were in ziplock bags closed and in between clothes. I just bought this product at the Orlando mall and spent \$60 on this product to find it spilled all over my clothes. Now what I have to rebuy because my stuff was left open and left on top of my clothes that's not how I had it would like something done for this inconvenience. I don't even know if I can rebuy in Chicago or online. ==Passenger Information== First Name (b)(6) Last Name (b)(6) Email: (b)(6) Phone:

11/20/2017

Submitted on Monday November 20 2017 - 12:57 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLO RIDA - SFB - Orlando Sanford Date: Wed 2017-11-08 Approximate Time: 03:30 Name of TSA employee (if known): Airline & Flight Number: Southwest Air to Louisville Kentucky Checkpoint/Area of Airport: Screenings Please provide a description of your inquiry/comment.: I support the TSA and your efforts to keep us safe! I do not mind the screening process or the pat down if necessary. However the woman at TSA Orlando was so rude to me and abrupt during the pat down that I was very upset. She was very accusatory of me when the buzzer went off asking me what I had in my pockets and why didn't I tell them. I had nothing in my pockets as she discovered. She did not tell me what she was going to do prior to the pat down as other TSA agents have done in the past. She was rough and stuck her hands around my waistband inside my pants a little to far down for comfort. I can't imagine what a difficult job this is but I except the same amount of courtesy and respect that I give them. I didn't say anything at the time because the lines were so long I didn't want to slow the process. ==Passenger Information==  
First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone:

11/25/2017

The caller stated that his daughter missed a flight this morning because of TSA. They made her go back to the end of the line. The scanners would not scan her mobile boarding pass so they sent her downstairs to get a physical copy and then they wouldn't allow her to get in the front of the line. Because of this she missed her flight and they're both very upset. He stated that this airport staff was very disrespectful. The caller stated that he wanted to be contacted by the CSM. Email (b)(6) Phone: (b)(6)

11/26/2017

Submitted on Sunday November 26 2017 - 09:31 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-11-26 Approximate Time: 09:00 Name of TSA employee (if known): Airline & Flight Number: Checkpoint/Area of Airport: Sanford International Airport Please provide a description of your inquiry/comment.: TSA agents demonstrated lack of professional competency and respect for travelers. All present agents at time of incident were verbally aggressive demonstrated blatant disrespect for need of medical supplies and passed judgement on many travelers as they passed through security checkpoints. Agents were unprofessional in body pat downs and did. Did not explain to travelers what they would be doing. Did bring this to supervisors attention which was quickly dismissed. ==Passenger Information==  
First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone:

11/26/2017

Submitted on Sunday November 26 2017 - 18:13 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Approximate Time: 05:30 Name of TSA employee (if known): Airline & Flight Number: American Airlines 2285 Checkpoint/Area of Airport: All the way to the left after we went by the dog Please provide a description of your inquiry/comment.: Person was extremely mean. My wife is in a doctors ordered knee brace and because of that even with the doctors note she made her step aside and wait. Then to be told to take it off witch is said in the doctor NOT to remove. She made my wife extremely upset and put her in to tears and embarrassed her ==Passenger Information==  
First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

11/28/2017

Submitted on Tuesday November 28 2017 - 10:48 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLO RIDA - SFB - Orlando Sanford Date: Sun 2017-11-19 Approximate Time: 05:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant G4 630 Checkpoint/Area of Airport: TSA Check and TSA Pre-Check Please provide a description of your inquiry/comment.: When going through the regular TSA check the man treated me like I was a criminal. I informed him I was TSA Pre-Check approved--he didn't care and actually accused me my letter could be a forgery. Really? Another TSA representative informed me that I had accidentally left an unopened Protein Shake in my purse--he was super nice and asked me if I wanted to drink it or toss it. He assisted me to the exit so I could drink it. No worries--I totally understand. Since I was told I was not TSA Pre-Check I went back through the line at Allegiant and requested a new boarding pass. I keep my TSA letter with me in my travel documents. When I returned through the TSA Pre-Check line I was totally disrespected. I was treated like a criminal and short of a body cavity search. Why have TSA Pre-Check and be treated like that. As a Handicapped individual it was difficult to perform all the requirements asked of me. I was patted down (I have a left-knee replacement which I did inform the TSA folks) finger swabbed etc. (and I wasn't the only one who was treated this way). Why did I bother and PAY for all the inconvenience for having TSA Pre-Check to be treated to rudely? I have flown out of Tampa Orlando Reagan National BWI etc. and NEVER was I treated and spoken to so rudely! Seriously? I will re-think any future travel flying out of Sanford. The TSA staff in Sanford Florida need serious customer service training. While I appreciate having TSA check all persons bags etc for security and safety (I really do) my experience in Sanford was totally uncalled for. I believe the individuals working had their lines mixed up--TSA Pre-Check vs. regular NOT TSA Pre-Check Please reply via e-mail. ==Passenger Information==  
First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

11/30/2017

Submitted on Thursday November 30 2017 - 13:41 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2017-11-29 Approximate Time: 13:30 Name of TSA employee (if known): Airline & Flight Number: Southwest Flight 5813 Checkpoint/Area of Airport: For gates 1000-129 Please provide a description of your inquiry/comment.: When I stepped into the scanner the woman agent nastily told me to pull my pants up over my belly button. I looked at her questioning and she stated "pull them up over your belly button because you don't want me to be going in there." I felt threatened very demeaned. I get to that this woman was looking to have a reason to search me and she that she was threatening you violate me. Because of her actions and how frightened I was I left my computer at the check point and how had to go back. This woman wasn't older 50's gray hair (salt and pepper) small in stature maybe 5ft 3 inches. I didn't have my glasses on and couldn't see her name badge. I wouldn't recognize her if I saw her again. ==Passenger Information==  
First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

11/30/2017

The caller returned on Thursday flying from SFB to Ashfield NC. He had two apple TVs and a remote missing. He called the airline and they said they aren't responsible. He doesn't have a NOI. He has a sticker that has TTZ cleared on his ID tag. Date Time of Travel: 11 27 2017 5:00 PM Airport: Orlando Sanford Airline: Allegiant Missing damaged items: 2 Apple TVs and a remote Was an NOI Present? (Checked only): No

12/6/2017

Caller stated he is calling on behalf of his daughter (b)(6). He said she is missing a makeup bag with her prescription glasses contact lens solution and make up that cost around five hundred to thousand dollars combined. He wanted to know what can be done about this situation. Date Time of Travel: 12 3 2017 at 6:05 pm Airport: SFB Airline: Allegiant Flight #: 644 Reservation confirmation number: (b)(6) bag Description: A large red soft sided suitcase. Missing damaged items: Missing a purple Victoria Secret makeup bag with her prescription glasses contact lens solution and makeup. Was an NOI Present? (Checked only): No Email Address: (b)(6)

12/9/2017

Submitted on Saturday December 9 2017 - 06:13 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2017-10-12 Approximate Time: 05:00 Name of TSA employee (if known): Security furthest to the left Airline & Flight Number: Allegiant to Sioux Falls Checkpoint/Area of Airport: See below Please provide a description of your inquiry/comment.: I am writing to inform you have the terrible experience we had traveling home from our vacation in Florida. From arriving to the airport to getting through security was by far the worst experience traveling I have ever had. We used the "great" Allegiant app to check in for our flight. No where on the app did it say we were suppose to use Terminal A at Sanford Orlando International Airport. We followed the signs outside and arrived to Terminal B. Again no where was it posted that we should be at Terminal A. After waiting in line I asked an Allegiant employee why Sioux Falls wasn't listed on as a departing flight - she informed then that we needed Terminal A. Sadly we were not the only ones at the wrong terminal a line of people followed us to Terminal A. Once at Terminal A there was no guidance for travelers. We need self bag check which was great at the kiosk. Once that was completed there was no instructions as where to go with our bags to check in. The Allegiant employee was quite rude to everything that asked where they were suppose to go next. I was rudely informed that I was on the wrong side of the barrier...no sign how was I suppose to know. We then made our way to security which was so backed up that we had to wait in line at the escalator to be instructed as to when we could go up. I prefer to walk the stairs and was not able to as they had the blocked off. We were in that line 20-30 minutes and never once were we instructed or was there a sign to tell us what we needed to come out of bags for screening. The TSA personnel were very rude to me my daughter and the 2 people we were traveling with. The process was quite different from what we experienced going through Sioux Falls Airport. You may consider advising no carry on as I felt violated once through security. We arrived more than 2 hrs before our flight yet barely got through security and our zone was boarding. I have traveled all over the world as a civilian and as a military member and this was the worst experience. I do not know if I will recommend Allegiant to my friends and family. So disappointed (b)(6) This has also been shared with Allegiant. ==Passenger Information==  
First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone:

12/20/2017

Submitted on Wednesday December 20 2017 - 12:17 Submitted by user: Submitted values are: Categories: Screening ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2017-11-25 Approximate Time: 11:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant Air 790 Checkpoint/Area of Airport: TSA checkpoint area Please provide a description of your inquiry/comment.: I would like to know policy and procedures on how and why children are targets of "extra" screening? At this particular airport there was a family TSA line. We were a party of 4: my spouse my 2 children under the age of 10 and myself. After having our items go through the screening machines I was told my son had to go through "extra" screening and was chosen at random. Why was he finger printed? And why are children subjected to this when traveling with parents? ==Passenger Information==  
First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone:

12/21/2017

Submitted on Thursday December 21 2017 - 12:45 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2017-12-17 Approximate Time: 06:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant Airlines Flight 660 departing at 0650 AM Checkpoint/Area of Airport: Checked Luggage Please provide a description of your inquiry/comment.: My luggage was screened after being checked at counter (note left in luggage by TSA screener with no identifier as to who did the inspection). Upon receiving my luggage after flight I discovered my one bottle of wine which was packaged in bubble wrap and secured in two plastic bags was removed for inspection. The bottle was then carelessly put back in my luggage without securing it for leakage or breakage. I would like to know why someone would be so thoughtless as to not secure my wine and protect my property. Is this the TSA's Policy? If so, it needs to be changed. ==Passenger Information==  
First Name (b)(6) Last Name (b)(6) Email (b)(6) Phone: (b)(6)

12/22/2017

Callers father is elderly and in SFB her husband had a gate pass to meet the callers father at the gate. The callers husband was denied to go through screening to meet him. The officer who denied him access through the screening checkpoint informed the caller that they were too busy to allow him through. Airport SFB Airline Allegiant Flight Number 627 Date and time of incident 12 21 2017 12:00 PM Specific location of incident (what terminal or gate) Terminal B Description or name of officers involved Older heavyset male. Individuals contact information-phone number or EMAIL

12/25/2017

Submitted on Monday December 25 2017 - 15:03 Submitted by user: Submitted values are: Categories: TSA Pre?A\* ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Mon 2017-12-25 Approximate Time: 09:00 Name of TSA employee (if known): Airline & Flight Number: Spirit flight 801 Checkpoint/Area of Airport: Orlando Please provide a description of your inquiry/comment.: I had bought sliced apples with caramel sauce and sliced pineapple in closed store bought containers the pineapple didn't have any nuts and the caramel was in a dipping sauce container. I also had dry waffles in a closed container and they through it all away my daughter was really looking forward to eating it and was complaining on the plane that she was hungry I couldn't afford the airport or airplane food so I was a bit frustrated. I don't understand why they through it out ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

1/2/2018

My husband and I have TSA precheck and GOES. We both have had joint replacements. We have had some good and other not so good experiences using precheck with our artificial joints. The last time at Sanford airport in Orlando was very unpleasant with pat downs like we were criminals. We are also 68 years old. I understand there is a card you can issue. Please send us more information or suggestions. Thank you Sent from my iPad

1/13/2018

Submitted on Saturday January 13 2018 - 13:13 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sat 2018-01-13 Approximate Time: 05:30 Name of TSA employee (if known): screener ID: (b)(6) Airline & Flight Number: Allegiant 710 Checkpoint/Area of Airport: Checked Baggage Screen Please provide a description of your inquiry/comment.: My rolling duffel bag arrived at destination undamaged but not closed and it contained a note it had been inspected by TSA Screener ID: (b)(6) The straps that secure the bag and the handles were left undone and dangling. If screeners inspect bags they should at least attempt to close them properly. This is not a case where it was an overfull bag as the bag was only 1/2 full. It was clearly just a case of laziness that could have resulted in lost property damage to the bag or the dangling straps and handles getting caught in a conveyor. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

1/17/2018

Submitted on Wednesday January 17 2018 - 10:32 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Wed 2018-01-17 Approximate Time: 10:00 Name of TSA employee (if known): Airline & Flight Number: Southwest 426 to Chicago Checkpoint/Area of Airport: Security to gate 129 far left security area Please provide a description of your inquiry/comment.: Very poor TSA quality. There were only 2 groups in line-our family of four and family of two. Took 20-25 minutes for us to get through as bags just sat on conveyor belt. Didn't appear to be any security issues or reasons. Manager was walking around and asking a bout filling shifts for later in the day/tomorrow. After a long wait I asked a TSA agent if I should get in a different line. He told me to go to the right here with you baby. Very unprofessional and belittling. I'm from Chicago and I've never had a TSA experience like that. No communication or sense of urgency. My dad travels for business often and it is one of the worst TSA experiences he's had as well. I understand their primary focus is security but there should also be some element of customer service as well. Or at least not outright rude. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

1/23/2018

Submitted on Tuesday January 23 2018 - 11:40 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Tue 2018-01-23 Approximate Time: 11:00 Name of TSA employee (if known): Airline & Flight Number: 682 Checkpoint/Area of Airport: Scanner Please provide a description of your inquiry/comment.: Have never in my life been fat shamed until today never ever treated like this by a TSA officer ever and have flown plenty filed a complaint with the female supervisor she said she would talk to him it's been 30 mins and I still can't believe it happened to me took my family on an amazing vacation to Orlando and it ends with this guy laughing at me because I can't pull my pants up any further I'm 44 years old work 3 jobs I want someone to contact me ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

1/30/2018

Submitted on Tuesday January 30 2018 - 16:46 Submitted by user: Submitted values are: Categories: Missing or Damaged Items ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2018-01-28 Approximate Time: 13:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant #624 Checkpoint/Area of Airport: Scanner Please provide a description of your inquiry/comment.: My husband and I have been very satisfied Allegiant customers over the past several years. However our recent travel experience was very disappointing. We had a medical emergency and needed to return home a day early. Orlando our agent on the phone was very helpful assisting to change our flight plans to return home a day early 1/28/2018 from Orlando/Sanford International airport to Allentown Pa. This was an additional expense to us which we anticipated. When going through security I inadvertently left my Kindle in my purse. My purse was obviously searched which I do not have an issue with. However in a zipper compartment I had an envelope with 3 \$100.00 dollar bills tucked away which was removed at this time. The envelope was present and secure prior to going through the security checkpoint area but was later noted missing. The security checkpoint was the only time my purse was not with me. We have no other option but to place all of our belongings in the provided bins and have them out of our sight for a period of time. This incident has caused an enormous breach of trust in this process. Very disappointing! Any feedback and/recourse regarding this unfortunate incident would be greatly appreciated. Thank-you. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

2/1/2018

Submitted on Thursday February 1 2018 - 20:15 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Thu 2018-02-01 Approximate Time: 07:30 Name of TSA employee (if known): African American supervisor Airline Flight Number: Spirit NK386 Checkpoint/Area of Airport: Screening area Please provide a description of your inquiry/comment.: And the airport that we come from both parents are allowed to go through the X-ray machine with their children. Apparently this is not the same policy in Orlando Airport. I personally do not like to go through the X-ray machines due to excess radiation. So according to the TSA people I opted out. I waited over 20 minutes for a pat-down. I asked the supervisor who's African-American I do not know his name if he knew how much longer the wait would be. He began yelling at me tell me I chose to opt out and when you make choices like that you have to pay the price. He was rude and obnoxious and didn't care that my four children ill father-in-law husband and mother-in-law were waiting for over 25 minutes. My husband came over to find out what was taking so long and he started yelling at him that he has a business to run. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

2/2/2018

Submitted on Friday February 2 2018 - 13:41 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Fri 2018-02-02 Approximate Time: 01:00 Name of TSA employee (if known): Airline & Flight Number: Allegiant 1201 Checkpoint/Area of Airport: Initial check for departures general line Please provide a description of your inquiry/comment.: Had surgery on my ankle a couple days ago so I'm on crutches. The line was very long so I opted to go down the wheelchair line. The guy sent me away claiming I can't go down this line sending me away to the back of the line. I thought it was wrong but thought rules are rules. After waiting in line my wife was supposed to keep it elevated as much as possible. I asked the screening lady about the situation and she said she should have let me through. In my opinion this was more than poor customer service; I felt treated in almost an inhumane way. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

2/5/2018

The caller stated that she was going through security screening at SFB yesterday and when going through the AIT machine the TSO stated that there was an anomaly on her private area. The lady asked if she wanted a private screening she declined expecting it to be simple. She then put her hands on her private areas without explaining the patdown procedure. She pushed her thumbs up into her private area. The caller stated that she has been sexually assaulted before and it brought up very bad memories. She felt assaulted. She then explained that she is middle eastern and has Italian decent so she felt as if she was discriminated against due to her darker skin color because this has happened to her before. Date and Time of Travel: 2.04.18 3:11 PM Airport: SFB Airline: Allegiant Flight #: 709 Phone Number and Email Address: (b)(6)

2/9/2018

The caller has a NOI from the private screening at SFB. She had a lock built on to her bag and it was left unlocked because she does not know the combination. After screening they locked it back and she wants to know what to do because she will have to open the bag or damage it.

2/11/2018

Submitted on Sunday February 11 2018 - 07:48 Submitted by user: Submitted values are: Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Other: Other: Groped in public without explanation Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2018-02-11 Approximate Time: 07:30 Please provide a description of the issue.: I went through the body scanner and got pulled for further opt down if my arm hair and belly. They asked if I wanted a private screening. I said no. She then proceeded to thoroughly grope me and shake my breasts. I complained and she said she was following procedure. No one said we will be groping you. Public. This is unacceptable. Then when I said as much she called her supervisor over and he basically yelled at me for protesting being groped for no reason. He said you should have said private. Not once did they say what the process was. She also said her name is (b)(6) that it was my belly that lighted and not my breasts but since it was close that's why she was checking. I'm sorry but I have the right to fly without being sexually assaulted. You need to change your policy and insist in private screenings if you feel the need to be that thorough. Also if a female passenger complains about the way she is touched don't tell at her. If a dude touched your testicles you might feel differently. Apologize that it wasn't explained well and maybe try and comfort them a little. Unacceptable List any witness names: Name of TSA employee (if known) (b)(6) and (b)(6) Are you filing this form for yourself? Yes ==Contact Information== First Name: (b)(6) Last Name: (b)(6) Address: City: State: Zip Code: Phone: Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

2/12/2018

Submitted on Sunday February 11 2018 - 18:56 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2018-02-11 Approximate Time: 18:30 Name of TSA employee (if known): Does not matter Airline & Flight Number: Delta flight number 2517 Checkpoint/Area of Airport: TSA pre-check Please provide a description of your inquiry/comment.: I am an American with a disability type 1 diabetes I must wear a monitoring device that cannot be x-rayed device I notify the Personnel in charge of the metal detector that this device will set off the metal detector there is no other metal on my body two-thirds of the time they go along I we recognize that wave me through quickly identify with a hand wand that in fact that is the point of issue and send me on my way. What happened this time is the embarrassing body check in front of everybody strip off my shoes my belt get felt up all over I do not understand your inconsistency on this issue. However I do understand why your agency fails so many checks conducted to check your accuracy. Again the device would be destroyed by any form of x-ray. It is an internal device in my abdomen I was so frustrated by your agents that I ripped it out of my body in front of them. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)

2/17/2018

Caller states she is calling for her husband whos laptop is missing from his carry-on luggage. She would like to know what the lost and found number is and what we can do about this situation. She states he flew from SFB. Date Time of Travel 2-15-18 and 6:30am Airport SFB Airline Allegiant Airlines Flight # 722 Bag Description A black laptop bag Missing damaged items A black Acer laptop Email Address: (b)(6)

2/18/2018

Submitted on Sunday February 18 2018 - 05:19 Submitted by user: Submitted values are: Categories: Professionalism/Customer Service ==Complaint Detail== Where did this happen? FLORIDA - SFB - Orlando Sanford Date: Sun 2018-02-18 Approximate Time: 04:30 Name of TSA employee (if known): Airline & Flight Number: Allegiant 624 Checkpoint/Area of Airport: TSA screening Please provide a description of your inquiry/comment.: There was one agent who was very rude to myself and others who were waiting. He was around 50-55 over 6 ft white with blonde graying hair with glasses. I didnt get his name because they opened an hour before boarding. He stood there and told all of us waiting that we should go downstairs and not wait this was 10 mins before they opened up. When a few of us were slow to leave he in a nasty voice that we need to go. I have a disability and it's not easy to just get up and leave as fast as he said. He also got nasty when I fisher came to the tsa area because I was walking to a seat. When my turn came to scan I never heard a sound but he insisted on a pat down saying I was carrying something but I had nothing. He was very rude about it and needs to be talked to. I have never had an issue with tsa until I met this guy. I'm sure this will be brushed off but it needed to be said. ==Passenger Information== First Name: (b)(6) Last Name: (b)(6) Email: (b)(6) Phone: (b)(6)