

Dulles

ID Date Added_Date Only Contact Details

1 1/1/2014

Caller has two bags of toiletries missing. She said that they are worth well over \$2000. She has a prescription lotion for skin cancer and sunscreen missing. She stated that there are other items like make-up wipes, lotions, and deodorant missing. She said that a freezer bag of her sons shampoo and shower gel was taped shut and some of the items were outside the bag. She wanted a claim form emailed to her. She asked if she has to file the claim now or if it can wait until she gets back.

Airport - Washington-Dulles International Airport

Airline - United Airlines

Flight Numbers - Does not know

Departure Times - Approximately 5:20 or 5:30 pm

Arrival Times - She said that she checked in at Washington-Dulles International Airport at 3:45 pm

Date And Time of Incident - 12 31 2013

Baggage Tag Numbers - Does not know

Description Of Luggage

Color - Blue

Style - Soft-sided roller bag

Size - Medium

Brand - Club Glove

Was There An NOI - Yes

Was Anything On The NOI - No

Location Of Incident

Gate - D18

Terminal - Does not know

Phone Number - (b)(6)

Email (b)(6)

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

I gave information per: <http://www.tsa.gov/traveler-information/airport-lost-found-contacts>

Washington Dulles International Airport
703-662-2234

I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

I told her that she has up to two years to file a claim.

I emailed her a claim form. I advised her that I would forward her record to the CSM at Washington-Dulles International Airport for review.

2 1/2/2014

The caller flew from IAD to London. The caller has a NOI and her zipper was not zipped back and her items could have been lost. The caller thinks it is a shame that the person could not zip up her luggage after they inspected it and that just upsets her. The caller thinks the officers did not rezip her luggage because it had a strap on it and the officers thought the strap would hold the luggage together.

Airport IAD

Airline British Airways

Flight Nu# 216

Date and Time 12-31-13 departing at 6:15pm

Baggage Claim # (b)(6)

Description of Baggage 26 inch pullman black with a grey belt

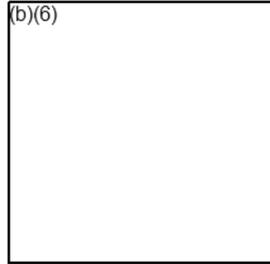
Was there a NOI Yes

Anything Written on NOI No

Contact Information (Email) (b)(6)

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at IAD.

3 1/2/2014



2nd January 2014

By mail : HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

Dear Sirs

I am making an official complaint against the conduct of the TSA in breaking the locks on my Samsonite case, which had been checked in on the 29th December 2013 at approximately 3:30 p.m. for flight UA100 from Washington Dulles to Manchester UK, departing from Washington Dulles at 6:05 p.m.

I am 85 years of age. I am, and have for the past sixty years been, a solicitor (as, as you would call it, an attorney) practising for the past 58 years from my present address in Huddersfield, West Yorkshire, England.

I have held a US Visa for some forty years, the present Visa having been issued on 9th February 2009 under Control Number (b)(6)

I have relatives in the United States and, for this reason, travel (and have, for some years travelled) to the United States at least twice a year at Christmas and in the summer.

All the above facts are presumably readily available on the computer of the Transportation Security Administration or Department of Homeland Security and you will no doubt agree that my profile would be unusual in a terrorist.

If, nevertheless, you thought it necessary to open my case (and I have no objection to your so doing), one would have thought that you would have taken some steps to contact me in order that I could provide you with a key to my case and the code for the third lock. Your officer will have seen the priority tag on the case which indicates that I travelled either first class or business class and I could therefore be readily found in the relevant lounge. So far as I know, no effort was made to communicate with me before you took the step of forcing the locks and trashing the case.

I am not prepared to check in a case which is not locked, for the reason that this is an invitation to thieves and to drug dealers to avail themselves of an unlocked case to transport their merchandise. Indeed, the frequently asked question at security would indicate that security departments at various airports would regard an unlocked case as a security risk.

The notice of baggage inspection states that if the TSE Security Officer was unable to open my bag for inspection because it was locked, the officer may have been forced to

break the locks on my bag. The officer was not forced to break the locks on my bag and he could have taken the simple precaution of communicating with me in the UA lounge, in which case I would have readily supplied him with a key and the code. Since I checked in the case some 2½ hours before the flight, there was ample opportunity to enable him to do this.

The circumstances set out above clearly call for an enquiry by, and an explanation from, the Transportation Security Administration and I look forward to receiving the results of that enquiry and an apology.

Yours faithfully,

(b)(6)

From: (b)(6)
Sent: Thursday, January 02, 2014 7:45 AM
To: TSA-ContactCenter@dhs.gov
Subject: Transportation Security Administration

Dear Sirs,

Please find letter attached.

Yours faithfully

(b)(6)

This communication is strictly confidential and intended only for the person to whom it is addressed, and it may be legally privileged. If you are not the intended recipient or have received this communication in error, please do not read it or disclose it, but notify us immediately before deleting it from your computer. (b)(6)

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Code of Conduct governing solicitors can be found at (b)(6)

(b)(6)

4 1/2/2014

Caller flew from Dulles to Detroit and on to Des Moines and had a NOI and her toiletries bag was opened and her pink container of talc powder was not put back inside the zip loc bag and it spilled out. She had to discard some of her other toiletries and they could have easily put it back in the zip loc bag she had it in or even thrown it out since they broke the top on it. She was very upset and wanted to register a complaint.

RESPONSE:

Told her I am sorry that happened and I will order a claim form if she wishes to file for reimbursement for her toiletries. I will also send a copy of her complaint to the CSM at Dulles.

CSM Referral Information:

Airport: Dulles

Airline: Delta

Flight #: 6140

Date: 12-27-13

Departure time: 5:05 PM

Baggage tag #: (b)(6)

Description of baggage: A large redish maroon bag.

Was there a NOI?: Yes

Any Information on the NOI?: No

Specific location - Terminal or Gate: Did not have.

Phone #: (Home): (b)(6)

Email: (b)(6)

5 1/3/2014

The caller traveled from Washington Dulles to Maui on 30 December and a bag that had gifts had been TSA checked and there is a bracelet missing that was in a gift box. There was an NOI inside of the bag.

Advised:

What indication is there that TSA had been in the bag?

It is possible that they inadvertently left the item out of your bag when they searched it. I can give you the number to lost and found and you can check with them and see if it is there.

Washington-Dulles International
703-662-2234

I can send you a claim form if you can provide me with an email address. Sent a fulfillment request to callers email at (b)(6)

If you can provide me with some information I can send it to the CSM at Dulles and they can check the security tape and see if TSA was responsible.

You will receive your claim form within 24 hours of this response. Claims take about 60 days to process, they can take up to 6 months.

Airport where the incident occurred: Dulles Airport

Airline: American Airlines

Flight numbers: AA263, AA161

Date and time of incident: December 30 2013, 710 am

Baggage tag numbers: (b)(6)

Description of baggage: silver hard case Samsonite with black handle, large light weight with TSA lock on it

Was there an NOI? Yes

Anything on the NOI? No

What terminal or gate? Terminal B, B71

Individual s contact information email

(b)(6)

ID Date Added_Date Only Contact Details

6 1/3/2014

The caller flew from IAD, and, upon arrival, found a NOI in the luggage. However, whoever cut the lock also damaged the luggage, and she wanted to file a complaint and a claim form.

Flight Information:

Date and Time of Flight: January 2, 2013; 8:05 AM

Departure Airport: IAD

Airline: United Airlines

Flight Number: 4587

Terminal and Gate Number: Not Provided.

Baggage Claim Number: Not Provided.

NOI: No information was written or stamped on the form.

Description of Luggage: A large, dark grey suitcase with baggage tags.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

7 1/4/2014

The caller and her family flew from IAD to London, UK, and, upon arrival, found that the content of four suitcases were left in complete disarray. There was a NOI in the luggage, and she wanted to file a complaint.

Flight Information:

Date and Time of Flight: January 3, 2013; 8:55 PM

Departure Airport: IAD

Airline: British Airways

Flight Number: BA264

Terminal and Gate Number: Terminal 1, Gate 38

Baggage Claim Number: (b)(6)

NOI: No information was written or stamped on the forms.

Description of Luggage: Three black or charcoal Samsonite suitcases, and one black Toomey suitcase.

Advised Caller:

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

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

8 1/4/2014

I had just passed through Dulles Airport yesterday from Ottawa heading overseas and fully understand the need for baggage inspection to keep us all safe. I do fully expect my bags to be searched and I always carefully pack my bags accordingly and even use TSA approved locks. Now when I received my checked bag at my destination I notice my lock was missing for one. Usually it just shows that it was unlocked by the TSA but I know it could have just broke off on one of the conveyors. This is not the first time I've had physical inspections of my bags but whoever did the search this time really just threw everything back in and I had a couple minor things broke and items removed from their bags and not replaced back in them. Nothing is missing and I don't need anything replaced but just want to say that the inspectors should be more careful and respectful with other peoples belongings.

Thank you for all you do in the efforts to keep us all safe.

Sincerely

(b)(6)

9 1/4/2014

Caller states his checked luggage was searched and he has missing ear muffs. He states he knows about the claims process on our website, but he said more important he is tired of TSA searching his box everytime he flies. He said I cannot use normal luggage for what I am checking or it might cost more money. He asked am I being identified or is it because I check a box instead of regular luggage. He says this happens at a lot of airports but he would like me to send this complaint and his name and number to the CSM at IAD.

Advised: Tsa screening personell does not identify passengers with their luggage as it is screened. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

10 1/5/2014

The caller flew recently. The caller states that she flew through Dulles. The caller only received one bag. The caller states she received a NOI. The caller states that she one bottle of juice missing. The caller wants to fill out a claim form for this.

Advised caller:

We regret that you were not satisfied with the service you received. I can assist you with obtaining a claim form so you can file a claim in writing to us for you item. It generally does take 24 hours to receive any document I send you. Also make sure that you check your junk and spam folders as my correspondence doesn't always come to your inbox.

11 1/5/2014

Caller stated he left States and got home and some items are not in his bag. He stated he had got as a gift to give, hand bracelets and they was not in bag. Caller stated he was calling from International number and did not provided phone number. as I was getting information call was lost. I did get email. Will send caller claim form.

Airport- Washington Dulles
Airline- British Airways
Flight Number at departure- Did not know
Date and time of incident-930pm 01 02 13
Tag Numbers- was looking for
Description - no description of bag call disconnected
NOI was included
Claim form sent.

12 1/5/2014

This email comment is a complaint about the lack of supervision of personal property, in my case a wallet full of cash and credit cards, as I passed through the TSA securityt on 1.1.14, approximately 3PM, ECT, at IAD, departing on flight United A319 to LAX. I kept my wallet, which had no metal parts, in my back pocket and told your staff I was doing so because your staff was NOT watching over the tubs of personal property being backed up and sitting for flyer's who have completed screening to look through and handle and peruse.....this WAS happening as I was watching from a distance as your staffer patted my buttocks and put a chemical on my hands and delayed my protection of my wallet which was being handled by another flyer with NO TSA staff to look over.....in other words.....I was personally being screened while my wallet was subject to theft.....unacceptable!!!! The airport was busy but that is all the more reason for your TSA staff to WATCH the tubs of personal property as flyers are rummaging through them.....bad planning.....the TSA needs to watch the flyers AND protect their valuables.

(b)(6)



13 1/6/2014

Caller flew from Dulles to London at 6:35 pm yesterday and he checked his luggage. One of the wheels was missing from his bag when he picked it up and there was a NOI inside the luggage. His luggage was in disarray and items were damaged and a pair of gold cuff links are now missing from the luggage. He is wanting to get in touch with the staff at Dulles to find out what happened to his cuff links. He does not want reimbursement for the cuff links he wants them back since they were a gift from his mentor and they are not replaceable. Nothing was written or stamped on the NOI.

I apologized to him and advised him that I can send a claim form to him so he will be able to file a claim for reimbursement for the missing cuff links. He stated that he does not know how much they are worth and even if he did they are not replaceable since his mentor gave them to him. I provided him with the contact number for the CSM at Dulles so he will be able to contact them to see if they can inform him of what happened during screening and they are able to locate the cuff links.

I also provided him with the contact number for the lost and found to see if the cuff links have been turned in. Sometimes when an item falls out of the luggage or is forgotten to be placed back in the luggage it is turned over to the lost and found at the airport. If he decides he wants to file a claim he can obtain a claim form from our website TSA.gov.

(b)(6)

Phone: (b)(6)

Dulles
Washington-Dulles International
703-662-2234

14 1/6/2014

Dear sir/madam. On the flight from Dulles Airport to Schiphol on flight KL652, on Jan 3, my baggage, 2 suitcases was inspected, no 840627 and 628. At home I found your note, thanks for notifying. However one item is missing: a new/full container of facial cream 'Cera di Cupra'. This is special cream for my face and can only be purchased in Italy, where I don't live. Please inform me how you will replace this lost item, as I need it badly. Kind regards, (b)(6)

Dit bericht kan informatie bevatten die niet voor u is bestemd. Indien u niet de geadresseerde bent of dit bericht abusievelijk aan u is toegezonden, wordt u verzocht dat aan de afzender te melden en het bericht te verwijderen. De Staat aanvaardt geen aansprakelijkheid voor schade, van welke aard ook, die verband houdt met risico's verbonden aan het elektronisch verzenden van berichten.

This message may contain information that is not intended for you. If you are not the addressee or if this message was sent to you by mistake, you are requested to inform the sender and delete the message. The State accepts no liability for damage of any kind resulting from the risks inherent in the electronic transmission of messages.

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Bezoekt u het kerndepartement van het Ministerie van Economische Zaken?

Houd er dan rekening mee dat u een geldig identiteitsbewijs (paspoort, ID-kaart, rijbewijs of rijksпас) dient te tonen. Indien u bij de receptie geen geldig identiteitsbewijs kunt tonen, wordt u geen toegang verleend. Legitimatiebewijzen en toegangspassen van andere organisaties worden niet geaccepteerd.

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15 1/7/2014

Caller said she flew from Brazil on Sunday, Jan. 5 into Dulles Airport and her expensive facial cream got stolen and she got a noi from TSA. She asked for the claim form to be emailed to her. She said they took 1 tube and left the other 2.

Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

16 1/7/2014

To Whom it may concern,

My name is (b)(6) and I was on flight 38 from Washington Dulles to Riyadh Saudi Arabia that departed on 4 January 2014 at 1800. After opening my checked baggage here in Saudi Arabia i saw that my bag had been opened and checked by a TSA agent since I had the flyer in my suitcase that said it was. I was missing a BLU e-cigarette started kit that cost me approximately \$31 dollars and a 5-pack of replacement coffee flavor e-cigarette cartridge's that cost me approximately \$16 dollars.

I'm curious as to why these items were missing since both packages were still sealed when I put them in my suitcase and what can be done to replace the items or monetary value that they cost. Also if they shouldn't have been taken out then the TSA employee that took them should be fired for stealing.

Please email me at (b)(6) with a response so I know what my options are.

Sincerely,

(b)(6)

17 1/7/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items; Professionalism/Customer Service Current

Date/Time : 1/7/2014 11:16:12 AM Airport : IAD - Washington-Dulles International

Date/Time of Travel : 01/06/2014 6:15 PM Airline & Flight Number : British Airlines

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I realize that certain boxes need to be opened but can you give the agents box cutters or something?? (there must be extras from the security gates) I bought a box of tea from Starbucks as a gift, and it got ripped open when TSA checked it. I get it, things need to be checked quickly, but wouldn't a knife also be quick? I can tape over a knife cut. This was just a shame...

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

18 1/8/2014

Caller indicated that she traveled from IAD to South Korea on Korean Air flight 094 on January 5th departing at 1150hrs. She checked in two pieces of luggage two hours before the flight, claim numbers (b)(6) and one bag had a NOI inside and she is missing an heirloom serving spoon and fork set from the contents. She said that the bag is a large gray colored suitcase with orange trim on the lid. She is in the Philippines currently and provided a cell phone number where she could be reached for further information.

Apologized to caller for her experience and explained that we would forward her complaint to the CSM at the IAD airport for further investigation. She does not have an email address, and would like to retrieve the items if they were taken by TSA versus filing for reimbursement. Provided her the contact number to the CSM per request so she can follow up, as service where she is for her phone is bad.

19 1/8/2014

Feedback Type : Complaint
 Categories : Permitted Items
 Current Date/Time : 1/8/2014 7:46:21 AM
 Airport : IAD - Washington-Dulles International Date/Time of Travel : 01/07/2014 5:30 PM Airline & Flight Number : Jetblue 356 Checkpoint/Area of Airport :
 TSA Employee: (If Known) : Supervisor
 Comment : My three laser pointers were confiscated. There is nothing on the Prohibited Items (<http://www.tsa.gov/traveler-information/prohibited-items>) website about this. This cost me over \$200. Please tell me how I can be compensated for this error.
 Would you like a response? : True
 Passenger's Name (b)(6)
 Phone Number : (b)(6)
 Email : (b)(6)
 To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

20 1/8/2014

Caller was flying out of IAD and upon arrival at his destination discovered a blank NOI and his zipper and laptop are damaged.
 Emailed the SF95

21 1/9/2014

Caller stated she had called previously and could not understand the last agent so she hung up and called back.
 She stated she had an international flight. Her departing flight was from the Dulles Airport on Qatar Airline. She stated her husband had an NOI in his bag and is missing his I-Phone and his charger.

Airport- Dulles
 Airline- Qatar
 Flight Number at departure- 52
 Date and time of incident-01 07 14 9:40pm
 Tag Numbers- she did not have
 Description - 2 pieces of luggage dirty green color samsonite the phone and charger was in the larger piece of luggage.
 NOI was included
 Advised caller that a claim form has been sent via email. Should be receiving the email within 24 hours, advised to check spam folder as well. Instructions will be with the forms on how to send it back. Escalating the issue to a CSM.

22 1/9/2014

The caller has been flying. He stated that his luggage was left in IAD. He flew from IAD to DEN. He stated that United Airlines told him that his luggage was at TSA row 50. He asked how he can get it released. He is in Denver without his luggage. He is flying back on 01-14-14. He stated that he did not have a reservation for the flight, he was flying standby. This could have caused the confusion.

The Transportation Security Administration (TSA) is required by law to screen all property that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags.

Once checked baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. TSA has no jurisdiction over lost or rerouted luggage. We encourage you to contact your airline for their policies on lost luggage, or to file a complaint with the customer relations office of the airline.

If the airline does not satisfy your inquiry, the Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

23 1/9/2014

To Whom It May Concern:

My husband and I returned from a Christmas family holiday in Florence, Italy, on Jan. 2. We are both in our early 70s, are US citizens, and have traveled extensively. My husband has actually been on all seven continents. Our arrival at Dulles began one of the worst travel experiences we have ever encountered. We still do not have our checked luggage! Senator Michael Bennet suggested we notify TSA about some of our concerns

Our ordeal and what became a nightmare which we are still experiencing in getting from Florence, Italy to Fort Collins, Colorado, took 51 hours. Only 6 of those hours were at a hotel room which we had to pay for. Our departure from Florence was delayed, so we had to rush to make our connecting flight in Frankfurt. Due to German efficiency, politeness and helpfulness of airline and airport staff, and excellent signage, we made our connecting flight.

The problems began at Dulles International Airport. When our flight from Frankfurt landed at Dulles with hundreds of passengers debarking, there were only two men in immigration plus a woman who ended up moving the belts to form lines and had herded everyone into a dead end. The man checking our passports had to leave his desk to move the rows of people so they had an exit.

After another long delay we claimed our two checked bags and walk through customs. We then needed to recheck those bags for our final destination A Flight #554 and proceed to that connecting flight. We had about an hour. After walking through the doors out of customs, there was ABSOLUTELY NO ONE TO HELP US!!! There wasn't a single person manning the desk, the conveyor wasn't moving, there were no signs. No one knew what to do. A man in the exchange bureau suggested we all take our luggage to United ticketing--up another floor and across the terminal. We had no choice but had to haul everything to ticketing. This included hundreds of passengers.

At that time some flights were delayed but none were cancelled. Our flight was delayed from 9:05 to 10:30 to 11:00, so we were still trying to recheck our checked luggage. United wouldn't take it. There were only 2 people at the United Counter. They were rude and yelled at passengers. The line for assistance was very, very long. Finally some TSA people at the end of the United counter had a screening machine. They agreed to rescreen our luggage so many of us rechecked our luggage with them and headed for the departure gates.

When we got to the departure gates all were sealed off. Flights were still listed as just delayed not cancelled. We including even more people who had since arrived on later flights were milling around trying to find out what to do. Again another TSA man came and said he could enter us on the lower level through an employee screening check point along with crew and airport workers. A long line formed there. When we were having our boarding pass and ID checked, he told us that our flight had since been cancelled and we had to go back to United ticketing. This was also true for several hundred other people. We again formed a line at the United counter--now three people were there but they kept disappearing behind a locked door. One United employee announced that the flight was NOT cancelled but then announced that it WAS cancelled and we needed to rebook. By this time hundreds of people many elderly and many with small babies and toddlers, were frustrated, exhausted, and still didn't know what was going on. This was especially true for non-US citizens with few

English skills. We finally got rebooked for US flight 1556 the following morning at 9:15. We were told to be at the airport by 6:30 AM. We got a reduced rate and booked a room and then had to find the hotel shuttle in freezing weather. We arrived at Embassy Suites after midnight--over 4 hours had been spent at Dulles already. Neither our coffee maker, the drink machine, nor the toilet worked, but we were too exhausted to complain until we left the next morning at 6 AM.

We arrived back at Dulles, passed through screening which was another nightmare. My husband and I were put in different lines. We prefer to pass through together to make sure we don't leave anything behind. Later that day we had to pass through screening two more times. Each time we were separated. Sometimes I had to take off my shoes and at other times could leave them on. Sometimes I had to produce by baggie of bottled liquids and at other times I could leave them in my bag. At one point my husband forgot to empty his water bottle, but it passed through with no problem. Why isn't there more consistency? My main concern was that all three times I passes through the circular x-ray machine where you stand on the footprints and raise you hands above your head I still had to be patted down again each time. I found that the patting of my body was offensive and felt violated. It appears that some TSA employees actually enjoy feeling the bodies of passengers.

One poor lady who must have been at least 85 was almost in tears. They x-rayed her, used a wand, patted her down thoroughly, then had her wait while they got a packet of swabs and swabbed her hands. Her husband was through security and waiting for her while this was going on. At one point he went to reclaim her things from the plastic boxes and was waved away. She looked frightened and ready to collapse. They exchanged frustrated looks towards each other but there was nothing they could do. One feels so helpless when being screened by TSA. You just keep smiling and keep your mouth shut--otherwise you will probably be hauled away as a suspected terrorist. I know you want to protect us from possible terrorists but what about offering a little humanity?

Our 9:15 flight finally left at 3:30. Meanwhile we had to secure two more sets of boarding passes for the same flight and go back to ticketing twice and again through security twice. None of this had to do with the weather. It was due to incompetence and indifference. As we were lined up for boarding we were told the flight was cancelled. We were then told it wasn't cancelled. We were told there were problems with the plane, no crew, no fuel, no one to pump fuel, a computer problem where all names for the flight had been erased. There were tiny babies, small children, elderly people. Many could not speak English. Having just returned from Florence, I could almost describe it as Dante's HELL! The passengers helped each other and some friendships formed--it was a good side of people to experience, but I am absolutely ashamed that this is how US and non-US citizens are greeted when they arrive in Washington, D.C., our Nation's Capitol!

We finally arrived home the night of Jan. 3, but it is now Jan.8 and we still do not have our luggage. We filled a lost luggage report but that has also been another nightmare. We keep getting conflicting reports and in the last two days I have spent over 6 hours on "Hold" waiting to talk to a human being.

Why aren't there more TSA (and airline) people to assist travelers? Why isn't there better airport signage? Why isn't anyone available to recheck luggage after passing through customs? Why aren't there more immigration people when a flight lands?

Why are the rules about shoes, liquids, etc. not consistent? Why are people traveling together separated when going through screening? Why is a TSA person allowed to let us enter through staff screening? Why are many TSA people so offensive when patting people down? Why after being x-rayed does one still have to be "felt" by TSA hands? Why is our government and many of its agencies so dysfunctional?

I have also contacted United, US Representative Polis, US Senator Bennet, and President Obama. I am sure he and his family did not have to put up with this type of treatment when returning from Hawaii.

Sincerely disappointed,

(b)(6)

24 1/9/2014

Callers cousin flew from IAD via British Airways and had a shock absorber confiscated from his bag and he wants to know how to get it back.

Advised Caller:

Shock absorbers are allowed in checked baggage as long as they do not have sealed, compressed gas cylinders or hazardous materials. If the shock absorbers are sealed with compressed gas, they will not be allowed in checked baggage. Even if a shock absorber is not sealed with compressed gas, but contains a residue of oil or gasoline, it is considered a hazardous material and will be removed from checked baggage by the airline. Please be advised that although TSA screens checked baggage, airlines make the decision to remove dangerous or hazardous materials from checked bags following inspection.

25 1/9/2014

The caller called the TSA line at IAD. She was told to call this number. She stated that her husband Qatar airways from IAD to international location. She stated that she is missing a item from the baggage

The caller stated that my tone was very demeaning and she did not want to speak with me regarding the matter. She stated that she will call back and speak with someone else.

I apologized and told her that I did not mean to have a tone with her. I explained that I can send her claims forms and send the flight details.

26 1/10/2014

The caller is calling to file a complaint. She flew yesterday coming back from Italy to Washington Dulles then to Richmond. They destroyed everything in her luggage. She had some food in there including a piece of cheese that was vacuum sealed and they broke all the seals. The same thing happened to her boyfriend s luggage. There was no reason for this to happen. The bags were clear and you could see what was in them.

Advised:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

It is possible that they inadvertently left the item out of your bag when they searched it. I can give you the number to lost and found and you can check with them and see if it is there.

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller s email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at Washington Dulles and they can check the security tape and see if TSA was responsible.

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can complete it and scan it and send to the email address on the form.

Airport where the incident occurred: Washington Dulles

Airline: United

Flight numbers: UA 133

Date and time of incident: January 9, 2014, 3:30 pm

Baggage tag numbers: (b)(6)

Description of baggage: large rigid luggage blue, Samsonite, other bag is TCL, dark blue with gray flowers, large

Was there an NOI? Yes

Anything on the NOI? No

What terminal or gate? Terminal A, gate A1B

Individual s contact information email

27 1/10/2014

Caller flew from Canada to Washington Dulles then to LAX on United Airlines. Caller stated his luggage was inspected and there was a notice of inspection card inside his luggage and his was damaged and broken and the caller stated he had a note in his tool box asking for his items to be returned the way he had them. Caller stated his tool box was damaged and the caller feels like this was done on purpose because he had a letter asking if the screeners can be careful with his tools because he has to use them for a leaving. Caller stated every time he travels his items are done this way. Caller wants to know what can be done. Caller wants to know what can be done about the way his luggage was handled. Caller stated there was a NOI inside his tool box.

Incident happened: 01-09-2014@04:00pm

Airport:Washington Dulles

Flight number: 5843

Airline:United Airlines:

Gate Terminal: Terminal 5

Baggage Claim number: (b)(6) and the caller doesnt know which one was on his luggage. Advised caller I will forward this information to the CSM for review.

28 1/10/2014

To TSA office,
I am a passenger getting the flight :

KE094 02DEC 2013 WASHINGTON DULLES/SEOUL HYPERLINK "x-apple-data-detectors://26"11:50 - 16:10 (03DEC)

KE683 03DEC 2013 SEOUL/SGN HYPERLINK "x-apple-data-detectors://30"19:00 - 22:30

I found my baggage was opened by TSA, and missing 1 piece of my shoes (photos attached)

If it's still stored, please contact and give me info.

Thanks so much.

Looking forward to your reply.

Sent from my iPad

29 1/10/2014

Hi,

I'm writing to provide feedback on my experience with TSA lost and found in Washington Dulles Airport.

I lost a black jacket while going through Washington Dulles TSA Security Checkpoint on December 23, 2013 at approximately 9:00 PM.

I have emailed and called TSA Lost and Found at Washington Dulles Airport many times and but have received no response.

I think it's unfair for TSA lost and found to not respond to someone searching for their belongings. I received no response for the last 3 weeks.

I'm hoping this message reaches the right people and I get a legitimate response on my lost item.

Thank you

30 1/10/2014

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: (b)(6)

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Washington Dulles International Airport

What was the date and approximate time of the incident?
Date: 1-10-2014, Time: 5:45

What was the airline and flight number?
American Airlines, 1243

Are you a member of the TSA Pre Program?

At the security checkpoint, did you walk through a Metal Detector or a Body Scanner (aka Advanced Imaging Technology machine)?
Body Scanner

BODY SCANNER

If you walked through a Body Scanner, did TSA personnel require you to go through additional screening after you walked through the machine?

yes

If you walked through a Body Scanner, and were required to go through additional screening, what type of additional screening did you go through?

I was patted down. - yes

I conducted a self-pat down. - yes

None of the above. - no

Please describe as completely as possible how you were searched and any other details you want to share.

After going through the body scanner, I was requested to pat down my turban and the machine detected explosives. The TSA then proceeded to go through all my belongings, swab everything and escorted me to a private room where I was patted down extensively by a female TSA employee. This too more than 20 minutes. After all this they determined that what was being detected was lotion on my hands when I patted myself down.

If known, please enter the name(s) and badge number(s) of the TSA officer(s) who screened you.

no

Were there any witnesses who may have seen heard what happened?

no

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

no

Has anyone responded back?

no

Are you completing this form on behalf of another individual?

no

This form has been submitted to the TSA and Department of Homeland Security as your individual complaint about your air travel experience and to the Sikh Coalition.

31 1/10/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 1/10/2014 4:22:21

PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 01/03/2014

10:30 PM Airline & Flight Number : United 1133 connecting through dulles to NYC

Checkpoint/Area of Airport : near baggage claim (only one open that late) TSA

Employee: (If Known) :

Comment : I was flying back from Mexico last Friday (Jan 3), connecting through Dulles to my final destination in NYC. My first flight took off late, so it was going to be tight trying to make my connecting flight. When I got through customs in Dulles at about 10:30pm, I went to the TSA checkpoint to go back through security (already frustrating that I have to do that since I was connecting and had already been through security before my prior flight). Because I wasn't sure whether I would have time to make my connection, I flagged down a United rep and asked him what the status of my flight to NYC was. He called the gate and confirmed the flight hadn't started boarding yet. I waited in a very short, 1 minute line (ie, the plane was definitely still at the gate), but when I got to the front of it, the TSA rep checking tickets took mine, called someone on a walkie talkie, and told me that my flight had already departed -- and then he wouldn't give me my tickets back. When I informed him that I had just spoken to a United rep -- literally about 1 minute earlier -- he coldly told me to leave the line and go back to the United desk. When I got back to the United desk (and waited for about 15 minutes in their line), they informed me that the plane had STILL not started boarding. So the TSA rep's information was incorrect AND he was very rude to me and my wife.

As a US citizen, I was frankly disgusted to consider that I pay taxes that go toward the salary of someone who would act so rudely to me and to others who were already undergoing a stressful situation (many flights were late / delayed / cancelled that day).

I don't remember who the employee was, but I believe there was only one security checkpoint that evening (downstairs near baggage claim), so it should be easy to pinpoint. He was a black gentleman, and another TSA rep who was with him at the checkpoint (and who was equally unhelpful) was an older white guy with glasses, I think.

As an aside, it would make much more sense if there were additional TSA reps who were on hand to resolve issues like this as they arise. Rather than just having the TSA reps respond by sending customers back to the desk of their airlines. What happened to me was extremely discourteous and will only earn the TSA bad faith from passengers.

I have no recourse here, as the TSA is a government agency that I have no choice but to deal with when I travel. But suffice to say that, if you were a private sector company, I would be very disinclined to give you any more business after an incident like this. So I can only hope you take feedback like this seriously and try to use it to improve the experience passengers have.

Thanks for your time.

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

32 1/10/2014

Hello,

I would like a formal response as to how this is being managed.

This occurred in September 2013 and I am yet to receive a response from TSA management at Washington Dulles Airport.

Can you please action this?

Kind regards,

(b)(6)

Sent from my iPad

> On 4 Oct 2013, at 4:59 pm, "(b)(6)" "(b)(6)"

wrote:

>

> To whom it may concern,

>

> I am emailing to make a complaint about recent treatment that we and

> our baggage received at Washington Dulles International airport on

> 27th September, 2013 at approximately 15:30hrs.

>

> My family checked into Virgin American Flight VX97 to Los Angeles

> International Airport. We then proceeded to the luggage drop-off

> point. We put our luggage on the conveyer belt. As I was doing so, I

> read a notice nearby that mentioned about locked suitcases. As we

> have our own Australian locks on our suitcases, I asked a TSA

> attendant about this. He recommended that we wait over the other side

> and watch our luggage and wait until our luggage has been cleared. He

> explained that we could provide the key's/code numbers if they were needed.

>

> We went to the area as instructed and noticed that another TSA officer

> began to open my 8 year old daughter's luggage. As he was doing so, I

> notified a nearby female TSA officer of the code to unlock the bag.

> The male officer (tall and around 60 years of age with grey hair)

> began looking through my daughter's luggage while we looked on. He

> removed the packaging from a block of Hershey's Chocolate that had

> been hand made at the Hershey factory in Pennsylvania. The block of

> chocolate was encased by a metal container and a had a custom made

> label on it with my daughter's name. The male officer inspected the

> chocolate, closed the metal container and as he began forcing the

> custom-made label onto it, I called out and said "Be careful, don't

> rip it." The officer did not respond in anyway to what I was saying,

> despite the fact that he knew we were watching because he looked over

> at us earlier when the female attendant told him what the code was for

> the luggage. The officer forced the label onto the metal casing and

> in doing so, ripped the label considerably. There were no other

> suitcases awaiting inspection at the time, and there were

> approximately 5 other officers standing in the area with no tasks. It

> was evident that these TSA staff were not experiencing a busy period

> right at that time, so there was no need to be in a hurry or rough.

> The male officer then put the chocolate back into the bag including a notice of

> Baggage inspection. He documented all of this (so you should be able to establish

> which officer it was), and then "threw"

> the luggage quite forcibly to the ground. It appeared that he was

> deliberately rough with the luggage because he knew that we were
 > there. The luggage was placed into the cart to be taken away by someone else.
 >
 > As we walked away, my 8 year old daughter started crying. She was
 > going to show her class the chocolate that she had made including the
 > label from the Hershey Factory. She was upset that the specially made
 > label had been damaged.
 >
 > When we returned to Australia, a souvenir from her bag of the
 > Philadelphia Phillies Baseball game was also found to have been
 > broken. We believe that it is most likely that this damage came from
 > the impact of the luggage hitting the ground when thrown by the attendant
 described above.
 >
 > We noticed numerous signs around the airport that referred to the TSA
 > code of ethics, including the respectful way that TSA officers are
 > expected to treat the travelling public. The event referred to above,
 > and the attitude that the behaviour displayed, was clearly contrary to
 > the standard of conduct expected of TSA staff.
 >
 > I was greatly annoyed by the conduct, and request that the officer
 > involved be spoken to about it, so that he can avoid such behaviour in future.
 >
 > Photos of the damaged goods are attached.
 >
 > I would appreciate a response from the TSA that advises on actions
 > taken in response to this submission. .
 >
 > Kind regards,
 >
 > (b)(6)
 > (b)(6)
 >
 >
 > <USA 585.JPG>
 > <USA 586.JPG>
 > <USA 587.JPG>
 > <USA 588.JPG>
 > <USA 593.JPG>
 > <USA 594.JPG>

33 1/11/2014

Caller flew from IAD to Salt lake. Caller states that when she returned home, her lock was missing and her bag was messed up. Caller states that the lock had an unknown make.

Advised Caller:

TSA is not liable for damaged or missing locks. TSA has found that many locks break off in airport baggage conveyor systems.

34 1/11/2014

Dear sirs,

I have just landed in Paris, coming from Washington Dulles Airport on the Air France AF55, that departed last night, Friday January 10 at 7:50 pm.

My luggage was inspected at Dulles airport, as per the Notice of Baggage inspection form left in my suitcase.

Upon opening my luggage, I discovered that items were missing from my suitcase. A book purchased at the Museum of Modern Art MOMA by Tim Burtons was taken out of its wrapping sleeve, (left in the suitcase) but the book is missing. A photo of the MOMA book barcode is attached.

A boxed lavender sachet (photo attached) is also missing.

A 16 oz thermos jar (a gift to my goddaughter) is missing

Kindly advise what course of action you will take to return these items to me or compensate me for their commercial value.

I look forward to your reply

Best regards

(b)(6)



35 1/12/2014

The caller stated that her husband just took an international flight from IAD and that the passenger, (b)(6) who was in a wheelchair, had his bags improperly screened. The caller stated that the passenger was separated from his carry-on luggage during screening at the checkpoint. The caller stated that 3 ties were missing from the bag when the passenger got it back and creamcheese had been removed from the bag. The caller was upset about this and wanted to file a complaint.

The caller stated that they feel the passenger and themselves were subjected to discrimination based on religion. She made statements regarding how they felt discriminated against because of their names and religious attire.

Date and Time of travel:01 11 14 3:00PM

Airport: Dulles

Airline:United Flight #936

Description of bag: Small wheeled carry-on bag with clear zipper pocket. The bag is olive in color.

Description of missing Item: 3 Ties were missing

Description of passenger: 5 3 partial bald with gray hair and a beard. Blue sweater under a jacket. In a wheelchair.

Advised caller: TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

TSA regrets that you found items missing and or damaged from your carry-on luggage. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you.

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

Advised the caller that she passenger would need to make the official complaint of discrimination in writing and that she would receive a form to complete via email.

36 1/12/2014

The caller stated that he took a United flight from LGA to IAD and connected (United Flight 3687 departing at 5:15 PM, Gate D2) to MSP. The caller stated that at IAD the gate was left unattended and he feels this was a security issue.

Advised caller: I would be transferring him to a security specialist

CSS-KMasters

There was no flight attendant or gate staff. It was a United Express Flight
The door was wide open and no gate person was there
The Jetway was a walkway then to the ramp for boarding

The callers flight information:

LaGuardia to Dulles on United 5713
Dulles to Minneapolis
Arrived in Dulles on 01-02-14 at 4:40 pm

Description of Incident:

Arrived C-28 close to the concourse. Went to Concourse D.
Turn left, notices their flight United 3687 to Minneapolis, leaving at 5:15 pm
D2 arrived at 4:55 pm. Aircraft showed delayed to 5:15.
Caller walked to desk, there was no one there.
They went to the counter and stood there till 5:00.
The door was open. The caller heard someone talking in the jetway.
The caller said it was starting to snow. The caller addressed the person in the jetway that there is no gate agent.
The person he told ran off to find someone.
A few minutes later, the agent went up the Jetway to get boarding passes.

Confirmation Numbers for Flight
United JV92TZ
United JVQCCR-JV92PC

The caller would like to know if someone will get with him and if so, to email him after 02-03-14 since his number will not work after that.

Response:

Advised the caller that we will end his concern to the Customer Service Manager at Dulles so they can review the incident and see if anything was done wrong

Advised the caller that once we send his information we can not guarantee a call back but will send his information

Advised the caller that we will look into what had happened

ID Date Added_Date Only Contact Details

37 1/13/2014

Caller was going through security at IAD and upon arrival at her destination discovered her Ipod is missing.
Relayed the number for lost and found and emailed the SF95

Washington-Dulles International
703-662-2234

38 1/13/2014

Hi,

My bag was checked recently during a TSA inspection while on my London to Washington Dulles flight on 11th Jan via United.

I had a shrimp pickle brought in, which I had carefully packed in a zip locked bag, and secured it properly with cellotape, and further wrapped it in paper. During the check, the above item wasn't properly put back in place, as a result of which all the oil leaked and spoilt all the surrounding clothes and my bag. The zip locked bag had a hole in it too.

This is absolutely unacceptable behaviour on the part of the TSA. Who is to be held accountable for all the spoilt clothes and the bag which is utterly ruined now.

(b)(6)

39 1/13/2014

Feedback Type : Complaint

Categories : Other

Current Date/Time : 1/13/2014 11:06:17 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 01/10/2014 6:45 PM Airline & Flight Number : delta 2260 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA

I HAVE MISSED MY FLIGHT DUE TO BE LATE TO THE GATE. On Friday 01/10/2014 I got to airport around 5:45pm and I saw two lines are open for screening with more than 200-300 people in the line so I ask the agent that I need to get to the gate but he told me to ask everyone in the line since most people were same as me so I ask the agent if they could ask the supervisor which they can open another line unfortunately he ignored me and I waited in the line for 50 min finally I got to the gate which the airline door was closed and I could not get to my destination I am traveling every weekend at this airport I have the same problem. If you need to talk to me you may call me. Thanks Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

40 1/14/2014

Caller flew from England to US and upon arrival at her destination discovered a blank NOI and her son's bear is ripped apart. Her bags were delayed.
Emailed the SF95.

41 1/14/2014

I travelled through IAD on Saturday, 11 January 2014. It was necessary for me to retrieve my checked luggage from FAY and recheck them with British Airways. When I rechecked my baggage there was no damage on previously TSA checked baggage. Upon my arrival at my final destination, BLR (Bangalore, India) it was noted that one of my Samsonite bags had the TSA lock broken/pried open. This is totally unacceptable! I understand and appreciate that TSA is tasked with inspecting baggage and the sole reason I purchase only TSA locks for all of my baggage.

Furthermore, IAD TSA inspectors have absolutely no regard for the contents during an inspection. I placed toiletry items in ziplock and/or plastic shopping bags to insure the items do not leak and during the TSA inspection the bags were ripped open, caps loosened and tossed back in my luggage causing several items to leak inside my luggage.

This is not the first time I have encountered unacceptable and destructive inspections with TSA at Washington Dulles (IAD). In July 2013 when I was returning to India a brand new, first-time use SwissArmy baggage strap with a TSA lock was removed from my baggage, not reattached and not placed into my baggage.

Frequently I travel domestically to/from Atlanta (ATL), Raleigh-Durham (RDU), Dallas-Ft. Worth (DFW), Tulsa (TUL), Fayetteville (FAY); never have I experienced such disregard and destruction during a TSA inspection as I have on every occasion at Washington Dulles (IAD).

I travel internationally extensively and have never experienced such disregard during an inspection and being a US citizen I cannot imagine the image foreign visitors must have when their baggage is handled in such a disgraceful fashion.

42 1/14/2014

Caller said his wife flew from Paris to Dulles going on to LAX and her luggage misconnected and went to Chicago and then Dulles. He said she got a NOI and we damaged items she got in Paris and he said he is deeply upset. He said we dont have the option to search bags without a search warrant and said we ruined special items. He asked why her bags were opened and why the jar of honey was opened. He said he used to work for Air France and they and Customs always took great care with passengers bags and items inside them.

Complaint:CSM

Claims Damaged Items

Airport:Dulles

Airline: United Airlines

Flight Number:914 or 915 from Paris to Dulles and Dulles to LA was 312

Departure Time: 01-12-14 at 3 pm

Arrival Airport and Time:LAX at 7:45 pm

Description of Bag:2 Travel Pro Red Canvas Bags, 1 large and 1 small but we opened up the small one. She had a tan colored Samsonite strap around the bag.

Was there a NOI? Yes

Location: She cleared customs and checked it back on

Gate:C11

Contact Information:(b)(6)

Baggage Claim Number: unknown

Response:I advised him that if a bag triggers an alarm it has to be hand inspected or the aircraft operator will not allow it on the plane. I advised him that sometimes food will cause alarms to trigger.

To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised him I will refer this to the CSM at the airport.

43 1/15/2014

Caller said Monday she went through the checkpoint and the TSA agent gave her ticket back but she did not get her receipts for her luggage and her dog back to her. She said they took a picture of her license and ticket and she asked why they kept everything. She said this was at Washington Dulles Airport and she said they did not say anything to her. She said she did not sign up for anything but she is a frequent flyer but does not use just one airline. She said she was with American Airlines on this flight and got the precheck lane. She said in the past she went through the precheck lane and they never did it before. She asked for a TSA phone # at the airport or an office to call and she said she already read the policy below. She declined her phone #. .

Response:TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Per supervisor, (b)(6) I advised her to call back and press option 5 for the airport.

ID Date Added_Date Only Contact Details

44 1/15/2014

Dear Sirs,

I am contacting you regarding damaged baggage on a flight from Zagreb (Croatia) to Charlotte, NC via Dullas International, Washington DC on January 6 2014.

Mon 6-Jan-14

Zagreb (ZAG)
Depart 6:55 am to Frankfurt (FRA)
Arrive 8:30 am
Terminal 1 457 mi
(735 km)
Duration: 1hr 35mn
LH Lufthansa
Flight: 6007
Operated by: CROATIA AIRLINES

3Economy/Coach Class (Seat assignments upon check-in), Meal, Airbus A320

Frankfurt (FRA)
Depart 12:25 pm
Terminal 1 to Washington (IAD)
Arrive 3:20 pm 4,065 mi
(6,542 km)
Duration: 8hr 55mn
LH Lufthansa
Flight: 418

3Economy/Coach Class (23E), Meal, 74H

Washington (IAD)
Depart 5:10 pm to Charlotte (CLT)
Arrive 6:42 pm 327 mi
(526 km)
Duration: 1hr 32mn
UA United
Flight: 6124
Operated by: /EXPRESSJET AIRLINES DBA UNITED EXPRESS

Due to weather conditions the passenger has missed the connection from IAD to CLT.

He was offered to get next available connection in two days. To make the trip shorter he left the Airport and got a connection to CLT next morning from the Reagan National Airport.

However, at the claim baggage at IAD he was surprised to see his suitcase all wrapped up in the TSA duct tape - INSPECTED.

Seeing him pack his baggage in Europe I can say it was not too full and the zip was functioning properly.

There was also a plate in that suitcase that was not put back properly (wrapped with several pieces of clothes) after the inspection and broke.

Please see the attachment and advise how to proceed with the Damaged Baggage Claim.

He was flying with Lufthansa/United but the duct tape is from the TSA.

Thank you for your help and cooperation.

Kind regards,

(b)(6)

45 1/15/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 1/15/2014 11:15:26 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 01/14/14 4:00 PM Airline & Flight Number : United 937Y from Zurich Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : I went through the scan machine and was detained for items in my pocket, I picked up my items and headed for my next flight. When I tried to buy items, my wallet had no money! I lost about \$65, wallet and credit cards were fine, Would you like a response? : True Passenger's Name (b)(6) Phone Number : (b)(6)

(b)(6) to leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

46 1/15/2014

Caller flew internationally to first port of entry IAD. He states he was pulled aside for secondary screening of his passport and green card. He states this is the first time this has happened, and they told him to apply for redress. He wants to know what that is?

Advised: caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. Was going to explain redress and caller interrupted me here.

Caller said I don t think this issue has anything to do with tsa, he said it was CBP that pulled him aside and they were just checking his passport and green card. He asked if I had a number to reach CBP?

We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511

47 1/15/2014

Hi,

I use the Walmart Equate generic equivalent of AOSep 3% peroxide contact lens solution. I've carried this product onto numerous flights for years without hassle. Flew 13 Jan from IAD, screened around 11:00 AM, East side. Inspectors under suprv (b)(6) (b)(6) alarmed on my lens solution (in a 12 oz bottle about half-full) and ended up seizing it with 20 min added screening - patdown, swabs, repeat xray. They repeated the test but refused to try with a different batch of test strips.

This was expensive and annoying. For the trip I purchased a chemical disinfectant, which irritated my eyes, to avoid a repeat performance on my return. It's impractical to check a bag for \$25 just to get my lens solution through. It's really hard to believe TSA hasn't come up with a test that can distinguish 3% peroxide from whatever concentration is needed for explosives - or do the IAD folks just have a bad batch of strips? Can I avoid a possible repeat by carrying a small bottle and/or getting pre-check?

Sincerely, (b)(6)

48 1/16/2014

The caller indicated that she was calling from abroad and asked if we could call internationally. I advised that we could not and she declined she share the number.

The caller indicated that she flew yesterday 1 15 from IAD to Abu Dahbi. Her laptop was not returned into the case that was in. The laptop was placed on top of the contents of her bag. The screen of the laptop is damaged. A pair of shoes that the laptop was placed on (pressed against) is damaged. NOI was present with nothing indicated.

Etihad Airlines flight EY130 departing at 9:30pm from A16.

Baggage Claim # EY060878

Her suitcase is a average black larger suitcase. The suitcase is soft sided cloth. She mentioned that she thought that the brand was Swiss (or something).

The caller indicated that this was a direct flight.

The caller indicated that she got into the disagreement with a lady at the airline counter in regard to baggage being lost previously. She indicated that stated to the agent Don t lose my bag again. As she was walking away with her mother in law, she made the comment Great(Now they are going to really search my bag. . She indicated that both of these statements were made in a joking manner. She asked if the airline would advise TSA of such an incident or suspicious behavior. She mentioned that it may have been done purposely, but than stated that she believes that it was a coincidence.

She lives abroad and travels often with canned food and food items that she cannot get overseas.

She asked if other entities that would screen a bag do not place documentation advising of such in the bag.

TSO are trained to exercise great care when they inspect a bag to ensure that items are returned in the same condition as they were found. I apologized that this was not the case. I advised that I would refer the information to the CSM at IAD who would have the means to look into and address the situation. I thanked the caller for making us aware as we cannot know that this has occurred unless passengers let us know.

I explained that when traveling internationally, baggage may be screened by entities other than TSA. Generally, baggage goes through customs clearance of the country that they are entering. TSA places the NOI to alert passengers that their bag was physically inspected, but other entities may not.

I advised that the airline may alert TSA is a passenger acts suspiciously during check in. I advised however a disagreement between a passenger and the airline doesn t necessarily mean that the passengers bag will be physically inspected. Ultimately, baggage is screened by TSA. I advised that she contact the airline if she is concerned that they may have entered her bag.

The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. She has two years from the incident date to file a claim. She should complete the claim form and submit it to to the CMB. The CMB will review the claim, investigate further if necessary, and determine to settle, reimburse, or deny. She should submit any supporting documentation that she has in regard to the

claim such as a receipt for replacing or repairing the laptop.

(TSA) recommends that passengers not pack food items in their checked luggage. While the practice is not prohibited, some foods have properties that may cause baggage screening methods to alarm. Secondary screening is required to clear every alarm

49 1/16/2014

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/16/2014 6:20:57 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 01/16/2014 5:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Pre-Check

TSA Employee: (If Known) :

Comment : I am an active duty military member and IAD is a participating airport for military pre-check. Unfortunately during the last 4-5 trips I have made out of IAD, the system which validates the military CAC card has been "down" resulting in standard screening. My question / complaint is: If you are going to offer this service it should be in more than written policy. Your website does a great job advertising everything TSA does for our military members, how about actually following up on your promises and actually fix the CAC card verification issue at IAD. Thanks for your consideration Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

50 1/16/2014

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current

Date/Time : 1/16/2014 11:32:31 AM Airport : FSM - Fort Smith Regional Date/Time of

Travel : 1030 Airline & Flight Number : United 3760 Checkpoint/Area of Airport :

Precheck TSA Employee: (If Known) :

Comment : I travel frequently through Washington Dulles Airport. Even though I am cleared for Precheck, when the security personnel see I am blind they tell me I have to go through the disability line. This happens nearly every time I travel. Today, I said I would not go to the disability line and insisted on talking with a supervisor. At that point, everyone became helpful and said that they had not denied me entrance to Precheck. The story is a long one, but it is very insulting to have a group of people talk about you and make decisions about you without asking if you are able to go through the Precheck line. I was treated like a piece of badage until I lost my temper and said I wanted to talk with the supervisor. The thing I want to stress is that this has happened nearly everytime I travel through Dulles.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

51 1/16/2014

Feedback Type : Request for Information
Categories : Permitted Items
Current Date/Time : 1/16/2014 8:04:08 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I sent this email to the usual complaint address:

"I use the Walmart Equate generic equivalent of AOSept 3% peroxide contact lens solution. I've carried this product onto numerous flights for years without hassle. Flew 13 Jan from IAD, screened around 11:00 AM, East side. Inspectors under suprv (b)(6) alarmed on my lens solution (in a 12 oz bottle about half-full) and ended up seizing it with 20 min added screening - patdown, swabs, repeat xray. They repeated the test but refused to try with a different batch of test strips.

This was expensive and annoying. For the trip I purchased a chemical disinfectant, which irritated my eyes, to avoid a repeat performance on my return. It's impractical to check a bag for \$25 just to get my lens solution through. It's really hard to believe TSA hasn't come up with a test that can distinguish 3% peroxide from whatever concentration is needed for explosives - or do the IAD folks just have a bad batch of strips? Can I avoid a possible repeat by carrying a small bottle and/or getting pre-check?"

and received the usual robot responses. But, I think this is a significant technical issue that your tech people might want to consider.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

52 1/17/2014

The caller wants to speak to a supervisor. The caller will not tell me why.

53 1/17/2014

Caller requested to speak to the supervisor she was speaking with earlier, J Shortridge. He had left for the day, so M Nelson handled the call.

Caller wanted to provide additional details to the CSM at IAD.

54 1/17/2014

Caller said she traveled over the Christmas holiday and asked if TSA is required to lock her bag back after inspection, She said when they open the bag they should lock it back because she has jewelry inside her bag. She said her bags sat there for 2 hours due to her flight delay. She said she is not missing anything but she said she wants to make a complaint about her bag being unlocked and jewelry being inside. She said she has to be with her bags the whole time and if she has the bag locked she expects us to lock it back. She asked to speak to a supervisor.

Response:I asked if she had the TSA-recognized locks such as Travel Sentry® and Safe Skies® on her bag . I advised her to put in carry on her jewelery, valuables and meds. I advised her if the bag triggers an alarm it will have to be hand inspected before the aircraft operator will allow it on the plane.

Escalation Notes:GAH

The caller wants to let us know that we left her bag unlocked after we inspected it. She flew from Munich to IAD to JAX. There where so many delays that to her flights that her bags arrived before she did. She wants us to lock the bags back after we inspect it.

I told the caller that the TSO s are trained to put the bags back the way they find them. I provided the number to the CSM at IAD

55 1/18/2014

To whom it may concern,

Dear Sir/Madam,

My name is (b)(6) and had the pleasure in visiting your country.

On Saturday 11 January 2014 I departed from Washington Dulles International on flight Emirates EK232 at 10:10 to Nairobi via Dubai. My ticket booking ref was (b)(6), and the airline confirmation ref. Emirates FJBVSB. If you require further details, I can avail this to you.

I noted that you had inspected the baggage as there was the notice from TSA in the piece of baggage. In this piece I the following items were missing. (1) A dark blue suit (2) 3 Shirts and (3) a dark blue blazer.

I do appreciate the efforts that you are doing to make our airports and flights safe and also appreciate the extra work involved with more and more people travelling

Kindly look into this and advise if the items were inadvertently left out and if so how I can get them.

Thanking you and Best wishes for 2014

(b)(6)

ID Date Added_Date Only Contact Details

56 1/18/2014

Hello,

I flew from Washington Dulles to Vienna Austria on January 15 with Austrian Airlines (OS094). My one bag was opened with a TSA approved lock and a note was placed inside bag after the inspection. That is OK. However the lock was not properly placed on the bag after the inspection. The lock only caught one of the two zipper handles; both need to be joined to secure the bag. Please monitor inspectors.

There was a barcode placed on my bag. It most likely was placed by Austrian airlines, but it could have been placed by TSA. If you wish, I could mail it to some address for follow-up.

Regards

(b)(6)

57 1/20/2014

Dear TSA; In general I applaud your efforts to try to ensure safe flying for the public. HOWEVER, even a good organization has internal problems: On January 14, 2014 I flew from Brussels, Belgium to Washington Dulles (UA # 951); connecting to a flight from Washington Dulles to Orlando, Florida (UA #419).

When I opened my suitcase in Orlando, Florida I found a TSA "NOTICE OF BAGGAGE INSPECTION". Again, I have no problem with this internal baggage inspection, EXCEPT what was missing from my suitcase is a small ZIPLOCK BAGGIE which contains four small vials (10 milli-grams each) of AZOPT, which is eye medication to reduce over-pressure in a person's eyeball. Fortunately, I can go to a local optometrist here in Florida to get a new prescription for this medication. But, I question WHY TSA would remove this medication without leaving a note in my suitcase that the medication had been confiscated by TSA. What might have happened if the medication was for a serious diabetes condition or a serious heart condition? MY POINT IS THAT IF TSA WANTS TO CONFISCATE A PERSON'S MEDICATION, THEN TSA SHOULD LEAVE A NOTE IN THE SUITCASE STATING THAT THE MEDICATION WAS TAKEN, SO THAT THE PASSENGER CAN RUN TO A LOCAL DOCTOR FOR REPLACEMENT MEDICATION, BEFORE THE AFFECTED PASSENGER DROPS DEAD.

Sincerely,

(b)(6)

58 1/20/2014

From: (b)(6)
Sent: Monday, January 20, 2014 2:27 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM
<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/20/2014 2:26:30 PM

Name:

(b)(6)

Email:

HYPERLINK "mailto:(b)(6)"

Brief Description of Inquiry:

complaint

Comments:

I'm writing regarding my recent experience going through the TSA security at Dulles International airport. My wife and I arrived on 1/8/14 early in the morning (approx 6:00 am) and had cleared customs and were going through the TSA security. There was a gentleman there who I believe was the supervisor and who seemed to think he was in the army or what not as he felt the need to bark out (and I mean that literally) orders to all the people going through security. My wife and I couldn't help but think that this was leaving a very poor impression on all the passengers just arriving from somewhere overseas (and I include both us citizens and citizens from overseas) that one of the first things the passengers arrive to is a TSA person who felt he had to act as if he was a drill sargeant in the army and we were newly inducted draftees. He seemed to want to share his misery that he had been working since 2:00 am and hadn't had an opportunity to eat with us and taking it out on us. I believe this person should be talked to as regards to his conduct and behavior (it shouldn't be that hard to locate him as he had been working a shift starting at 2:00 am on 1/8/14) as he leaves a very bad first impression on people going through TSA security.

Yours truly,

(b)(6)

59 1/21/2014

Hello,

After my recent flight from Dulles International Airport I opened my suitcase and the TSA Notice of Baggage Inspection leaflet was enclosed, and a newly purchased cable from Best Buy had been removed. The box was unopened and had clear plastic to show that the contents matched what the box labeled it to be (a cable to connect laptop with TV).

I am emailing to report this missing item and to inquire about the procedure for requesting compensation.

Thank you in advance for your response,

(b)(6)

60 1/21/2014

Dear sir or madam,

My wife and I flew into Washington Dulles last Saturday, Jan 18, on United Airways UA8827 (Lufthansa 418) connecting to Columbus, Ohio on United Airways UA4133. Due to reduced manning at Immigration and added security for transferring passengers we were not able to make our connection in the 2 hour time window selected by United booking agents. We stayed overnight in Washington and flew to Columbus on Sunday 19th Jan on UA3395. The United agent recommended that we should not take our bags out of their transit bag system, so we did not.

In Washington we rechecked our two check-in bags. One of our bags, with identification number LH 162557, was inspected by your agency as we found a Transportation Security Administration notice inside it when we got home.

This bag contained an iPad belonging to my wife. When we packed the iPad into the bag it was unsecured and did not require a Passcode number. This is because my wife is 64 years old and easily forgets such numbers. When we took the iPad out of the bag, after your agent had inspected the bag, the iPad required a Passcode number.

I would be most grateful if you can please provide the Passcode number that your agent set so that my wife can unlock her iPad and use it once again.

Thanking you for your help with this matter,

(b)(6)

Sent from my iPhone

ID Date Added_Date Only Contact Details

61 1/22/2014

Caller:

Caller flew from IAD to ORD recently. He is missing two suits and a pair of shoes. He had NOI. His luggage was missing for a couple days before it was returned by United.

Airport: IAD

Airline: United

Flight #: 865

Date and time: 01 15 14 at 9:56 a.m.

Baggage tag #: N A

Description: Brown and black animal print bag with two wheels.

NOI: Yes

Response:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. They should have video footage of the inspection.

62 1/22/2014

Civil Rights/Civil Liberties Complaint

Complaint Form

First Name: (b)(6)

Last Name: (b)(6)

Main Phone: (b)(6)

Work: Same

Cell: Same

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

City: (b)(6)

State: (b)(6)

Zip Code: (b)(6)

Email: HYPERLINK "mailto:(b)(6)

Have you been authorized to file this complaint form on behalf of another individual?

First Name: (b)(6)

Last Name: (b)(6)

Job Title: Mother of (b)(6)

What happened? On December 31, 2013 (b)(6) my daughter (b)(6) and myself were traveling to the West Gamble Abel to visit my family using United Airlines in Washington, DC. My daughter has multiple disabilities and is totally dependent on me for everything. Shes tube fed and eats nothing by mouth. She has only milk formula to live on. We had the doctor order for all the meds and the milk formula to view. She needs 5 boxes of this formula a day to survive. We were going for 2 weeks and that is 7 boxes of formula. The TSA agents (US) wanted to open 1 of every 3 boxes to test before we could take it on board. Note these boxes are not resealable. The doctors order we had even though they never looked at them. Before we finally agreed to check this item under the plane they had opened 10 or 12 boxes which they tried to reseal with scotch tape. Needless to say they caused her to have other medical problems. Since we had to ration her food she began to have seizures. Her formula could not be bought in Africa. She is an American citizen but treated like a terrorist in her own country. We traveled from US to France to Brussels to Dakar to Gambia and no other country put her at risk but her own. This is the country she was born in and they treated her the worst. We checked the suitcase which was put under the plane without check the rest of her milk. It's still aboard the plane whether its on it or under it whats the difference? All the paperwork we needed was available to look at. Other countries treat our citizens better than our own theres something wrong with that.

When did this happen? Please provide an approximate time of the experience. If ongoing please indicate when the problem began. It happened on December 31st at the check in between 1130 am and 1 pm our flight was at 249 pm to France (united and Brussels) were the airlines.

Where did this happen? The Washington DC airport at Dulles International

Who treated you unfairly? The whole TSA staff where you go through the screening area. Even the supervisor we asked to speak to said that 1 out of every 3 boxes had to be opened. Even though they were not resealable. We had 70 boxes 2 weeks of her feedings.

List anyone else who may have seen or heard what happened?

(b)(6)

From: (b)(6)
Sent: Wednesday, January 22, 2014 2:39 PM
To: TCC-Referrals
Subject: External Complaint (b)(6)

Good Afternoon,

The attached correspondence(s) are being forwarded to your office for appropriate handling of info regarding a passenger addressing a complaint.

Thank you for your assistance.

Anna Fischer
TAPE Contractor: Administrative Assistant
Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement (CRL/OTE)
Transportation Security Administration
Ph: (571) 227-5541

63 1/24/2014

Caller was in the Dulles airport yesterday to board a United Flight and she went through Lane 51 PreCheck checkpoint. Her iPad was damaged during screening because the container dropped to the floor. The Officer gave her a paper and told her to call us. She asked if I can help her estimate the cost of replacement or repair of her iPad.

RESPONSE:

Told her I am sorry her iPad was damaged. I will order a claim form out to her email and it will arrive within 24 hours. Keep any paperwork the Officer gave her in case it is needed and follow the instructions on the form.

Confirmed I cannot assist her in estimating the replacement cost amount of her iPad.

ID Date Added_Date Only Contact Details

64 1/24/2014

The caller flew from IAD at 0918 to Charlotte with an IPAD and bottle of perfume in her checked luggage. She flew on US Air and when she arrived the IPAD was broken with a cracked screen in an otter box. There is NOI present in the bag. The IPAD is a gift for her mother. She did not mention that there was any damage to the perfume.

DATE OF TRAVEL 01 24 14

AIRPORT IAD Dulles

AIRLINE US Airways

FLIGHT NUMBER 4543

DEPARTURE TIME 0918

CHECKED BAGGAGE TIME 0700

BAGGAGE TAG NUMBER(S) (b)(6)

DESCRIPTION OF BAG Brown Swiss brand with red cross small rectangular with rollers and handles on the top that can be velcroed together with pinstripes on the brown. She had a pink ribbon on the side handle of the case.

NOI PRESENT? Yes

MARKINGS ON NOI? No

TERMINAL OR GATE Z7

CONTACT INFORMATION (b)(6)

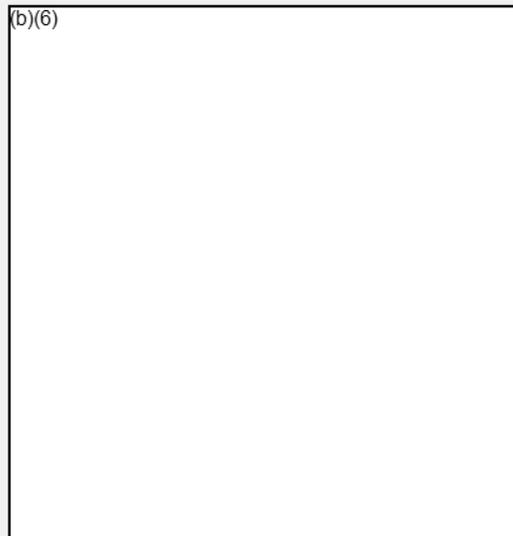
I advised the caller that I would be sending a copy of this record to the CSM at IAD and sending the caller a claim form.

65 1/24/2014

Hello,

I am writing to you following a baggage inspection on my luggage yesterday at Dulles Airport. I was booked on US Airways flight 4585 from IAD to CLT, my bag was inspected which I have no problem with. My concern is my bag was not locked and the zipper pulls were both broken off, in addition when the TSA agent zipped by bag shut, a pair of dress pants were caught in the zipper and when I opened my bag there was a rip in my pants where the zipper was caught on the pants. Is there a form I can fill out to make claim to be reimbursed for the damage to my dress pants? Someone at the TSA should be held responsible for handling my personal belongings without any care or concern. I understand the need to inspect bags, but I do not understand the need to carelessly throw my belongings back into the bag and just zip it shut without taking the time to ensure there is no damage. You should consider having the agents that inspects the bag provide some sort of identification to the "notice of baggage inspection" form inserted in to the luggage with an agent ID or agent number to identify if there is a pattern of careless agents performing baggage inspections.

Please advise how this issue should be handled.



66 1/24/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM

<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/24/2014 5:48:04 PM

Name (b)(6)

Email (b)(6)

Comments I was on the Korean Air KE-94 flight from Washington Dulles International Airport(IAD) to Ho Chi Minh City on Thursday, Jan 23, 2014 departure at 11:50 AM (. Whoever inspected my luggage stole a brand new bottle of Hugo Boss perfume that I just bought from Hugo Boss at Tyson Corner Gallery. I will be back to USA on Tuesday, Feb 17, 2014. I do not know who was the culprit, but one of your TSA employee stole passenger's property is unacceptable, and should be fired from his or her job, and go to jail. Here is my contact information. In addition to the above info. I do have a claim tag for my luggage (b)(6) (Korean Air)

(b)(6)

Washington Metropolitan Area Transit Authority (Metro)

Manager, Engineer AFC

(O) (b)(6)

(C) (b)(6)

(b)(6)

67 1/25/2014

My 85 yr old mother left Washington Dulles to Brazil (Rio de Janeiro) last night accompanied by my sister-in-law and nieces (non-English speakers) and yet was made to leave the wheel chair and be screened. My brother (only English speaker and US citizen) had to go back to the ticket counter due to an error from the United employee. I was amazed and horrified to see this being done to my mother since it was widely divulged (and it is in your website dated August 2013) that 80+ passengers would not require this type of screening, especially those who are in a wheel chair. It is absurd and your officers are quite ruthless -- also noticed that they were very young and with the exception of one African American who was more accommodating all were Caucasian and none were Spanish speaking (2nd language most spoken in the US). I understand that this is the US and that English is the official language, however this is an international airport in our Nation's capital, so some diversity is expected. Would appreciate a valid explanation from your office. I will also bring this to my local congressman's attention since it is time that TSA improves their way in dealing with all citizens despite their nationality. However, improvement on screening procedures and respect towards senior citizens is urgently required from your TSA employees.

Sincerely,

(b)(6)

68 1/28/2014

Caller is calling us on a relay call. The caller flew on January 6th from Dulles on United. Caller went to the prescreening area and emptied the belongings from his pocket. The TSO counted the money in the money clip. He stated that he totally disagrees with this procedure. This was a domestic flight and he grabbed the money clip back from the TSO because he felt that this was not necessary and the TSO was just being nosey.

Airport:Dulles

Airline:United

Flight Number:999

Date and Time:January 6th at 8:50 am

Terminal or Gate:Not Sure

Name of Person involved:White male about 5 foot 8 or 9 inches with brown hair, slender build and younger TSO

(b)(6)

He has a second complaint. When he traveled from Honolulu, his bag had a NOI inside. He had an ipad stand that was broken. It has a base with an arm on it and the arm is adjustable and moves but the spring was broken and it will not hold it up. He stated that the arm was jerked up during inspection and damaged.

Flight details: January 18th from Honolulu to Kona on Hawaiian 148. at 1:15 pm. He does not have the Baggage claim number.

I apologized for his experience and told him I would forward this to a CSM at Dulles for review.

For the second complaint I sent a claim form to his email and told him it should be there within 24 hours and comes with instructions.

69 1/28/2014

I flew out of IAD to Cancun last Saturday. In my checked suitcase I placed a small Swiss knife. When I arrived in Cancun, it was not where I placed it. I suspect that a TSA employee took it during screening. What is your procedure to address my issue!

(b)(6)

Sent from my iPad

ID Date Added_Date Only Contact Details

70 1/29/2014

Hi,

I traveled from IAD, Dulles on 24th of Jan, 2014. When I reached my destination, I see my bags were broken open by you. I am shocked to see that you have left my bag in a state that cannot be fixed again. If you had this practice to break open the bags, why don't you scan the bags in front of the passenger before checking them in? I have attached the images of my bag. There is no way I can get my broken bag fixed. Please tell me what should I do with this bag now?

Thanks,

(b)(6)

71 1/29/2014

Caller flew from TPA to Dulles to EWR. She had to rearrange her luggage at United. She is missing a book of notes from her work this weekend. She has a NOI. It was a spiral bound notebook with dots and a black background. She said her life is in this notebook. Caller said she had to stay in Dulles because of the weather so she had to re-check her bag at Dulles. She does not know where the bag was searched. She does know for sure that she put it in the bag in TPA. She asked if the TSOs would throw something out that did not look important. She said she is panicking.

Airport: Dulles

Airline: United

Flight Number: 6176

Date and Time: January 29 at 7:55am

Baggage Claim Number: (b)(6)

Description of the bag: Black duffle bag. She had a lime colored curly ribbon on the handle. She had an orange priority tag attached to the bag.

NOI: Nothing was stamped or handwritten on it.

Location: D14

Airport: TPA

Airline: United

Flight Number: 1067

Date and Time: January 28 at 6:53pm

Baggage Claim: (b)(6)

Location: A8

I told her that if the notebook was removed during inspection and the TSO realized it had not been put back in the bag, they would turn it in to lost and found. I told her I would send this to the CSMs at both airports for review. I did not send a claim form because this is a notebook.

Washington-Dulles International

703-662-2234

Tampa International Airport (TPA)

813-554-1414

72 1/30/2014

The caller indicated that he traveled from Vietnam to Tokyo Japan to IAD (with Ana Airlines flight N8002) to ORF. Caller took flight UA3379 departing at 2:50pm from Gate 18 (delayed until 5pm). He arrived at IAD from Tokyo at 9:40am and was at the checkpoint at 10am. \$3000 cash in new \$100 bills is missing from his carry on baggage. The caller indicated he was advised that his bag had to go through x ray screening a second time. He assumes that a TSO opened the bag and took the money, however he did not see this. The bag was not completely closed when he obtained the bag after screening. .

I advised that I would refer the information to the CSM at IAD to make them aware. They would have the means to look into the situation. I advised that entities other than TSA may screen baggage when traveling internationally. It may have been screened in Vietnam, Tokyo, and would have been screened by Customs upon arrival to IAD.

The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed.

73 1/30/2014

Caller s father flew from Dulles to Italy on the 8th. He had an NOI and his luggage was destroyed. There was nothing missing, but the luggage was torn so badly he had to throw them away. He first said he did not know if there was something on or in the bag. Later he said the NOI was present and that is where they got our number.

Airport: Dulles

Airline: Lufthansa

Flight Number: LH 419 273

Date and Time: January 8 at 5:55pm

Baggage Claim Number: He does not know

Luggage: Large blue vinyl with wheels, and a black carry on size soft sided with wheels

NOI: He does not know

Location: He does not know

I told the caller that when TSA gets the luggage, it is put on a conveyor belt and if nothing alarms, TSA does not touch it. If there is an alarm we will search it. I told him I do not know how that much damage would have happened from going through a conveyor belt.

I apologized to the caller and emailed the claim and instructions to him. He will receive them within 24 hours. The CMB will handle the claim so their phone number and email address will be included. I will send this to the CSM for review. I suggested he file a claim with the airline or at least let them know the luggage was damaged.

74 1/31/2014

Caller traveled to Lebanon and went through customs in Washington D.C on her way back. She filed a declaration paper. She took her things and checked in at IAD. She had 1 luggage missing. TSA checked her luggage (NOI included) and they broke everything. A cologne she had bought her husband was missing (worth 108 euros). She had oil spilled in bag. Her mother in law had bought things, but doesnt have receipt, and they were missing. She claims she received no help by the Supervisor at the airport even though she requested help since she was by herself with her kids. She requested a wheelchair and was told her it would take 20 minutes. She mentioned that she believed the broken items were discriminating but did not mention why she felt this way.

Airport: IAD

Airline: United Airlines

Flight Departure: 1307 Lebanon 4:45pm

Flight Arrival: 251 United 8:40pm, 418 12:50pm Frankfurt

Baggage Tag Number (not as important):

Description of Baggage (color,style, size, brand): Dark grey (silver-metallic), Logo in front (Carlton brand), about 28 , it was the extra luggage she paid to travel with.

Was there an NOI?: Yes

Anything on NOI?: No

Specific Location (terminal gate):

Individuals contact info. (phone number e-mail):

75 2/1/2014

Caller flew from Washington Dulles to Orlando yesterday; he is disabled veteran. Caller stated that he was detained for 45 mins because the TSO said that the concentrator for his oxygen set off an alarm. Caller stated that he felt like he was being harrassed because he asked the officer not to touch his private area. Caller stated that the officer said that he was trying to see if there was something in his pocket but he really touched his private area. Caller stated that he asked for a supervisor and the supervisor that came was a female with the last name Ross. Caller asked the supervisor what would she do if they touched her private parts and she stated that she would have them arrested. Caller then wanted to know why she didn t have the TSO arrested for touching his private area. He was then taken to a private screening room and they preformed the patdown procedures 6 or 7 times. The female supervisor told his wife that there was something in his clothes but they don t know what. Caller stated that he would have been fine if the officer would have just apologized for the mistake. He stated he is not seeking to get anyone in trouble or fired, he is just wanting to make someone aware of the incident and speak to the officers about common courtesy. Caller stated that he almost missed his flight because of the incident. He stated that he has trouble walking and requires oxygen. Caller requested for someone to email or call him as a follow up to just let him know that this was either proper procedure or they have talked to the officer so it will not happen again. Caller stated that he didn t get the officers name. Caller stated that the thing that bothered him most was the officers demeanor.

Advised caller:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful. TSA regrets if this was not your experience. I will foward you complain to the CSM at the airport so she is aware of the incident. I can not call or email you to let you know that the proper steps involving this incident are taken once I send it to the CSM I will not know what happens with it. I can put a note that would would like and email or call from the CSM however I can not guarantee that they will do so.

Airport Washington Dulles

Airline United Airlines

Flight number 260

Departure time 10:10 PM

Date and time of the incident: 01 31 2014 08:30 pm

Contact information

Email (b)(6)

ID Date Added_Date Only Contact Details

76 2/1/2014

January 31, 2014

IAD

Caller is missing a bottle of alcohol that he had in a STEB. Caller contact the TSA CSM and they told him that they could do nothing about the item.

Resolution:

As of January 31, 2014, passengers arriving in the United States from international travel are no longer required to place duty-free liquids, aerosols, and gels exceeding 3.4 ounces (100 mL) into their checked baggage before boarding a connecting flight, provided the items were purchased in duty-free shops and the retailer placed them in secure, tamper-evident bags (STEBs). Duty-free and other liquids, aerosols, and gels purchased during travel that are not in sealed STEBs must still be placed in checked baggage.

Liquids, aerosols, and gels in sealed STEBs will be screened at the TSA checkpoint with bottled liquid scanner technology used to inspect bottles and their contents for the possible presence of liquid, aerosol, or gel threat materials. The process is simple and only takes a few seconds to complete. The scanners are able to screen a wide range of containers with different shapes and volumes and are designed to eliminate the need for passengers to open their containers for inspection. Travelers should be aware that ceramic, metallic, or other opaque bottles cannot be screened and should still be placed in checked baggage. TSA will ask the passenger to open the STEB for further screening and provide the receipt for the items inside. Please be assured that an opened STEB sealed with TSA tape will be allowed on other flights departing from U.S. airports.

Caller was sent a claims form through email and advised how to seek reimbursement.

77 2/2/2014

The caller is in Miami. The caller states that he has a touch screen that he travels with. The caller states that the packing for this item is cut through and the screen is damaged. The caller states that he has a NOI. The caller flies with United airlines. The caller flew from Dulles on flight number 3528 at 0805 on 02 01 14.

Advised caller:

We regret that you were not satisfied with the service you received. I can assist you with obtaining a claim form so you can file a claim in writing to us for you item. It generally does take 24 hours to receive any document I send you. Also make sure that you check your junk and spam folders as my correspondance doesn t always come to your inbox. Also, if you will give me some more detailed information I can forward this complaint to the Customer Service Manager (CSM) at the airport which the incident happened.

1. Airport: Dulles
2. Airline: United
3. Flight number: 3528
4. Gate Terminal: d20
5. Time of Departure: 0805
6. Date and time of incident: 02 1 14 0700
7. Baggage Tag number: (b)(6)
8. Was there a NOI: Yes
9. Was there anything written on the NOI: no
10. Description of bag: black, wheels, handle, 1k flyer sticker from United.

78 2/2/2014

The caller flew from IAD to LAX with Virgin America, and, upon arrival, found that a NOI was placed in his luggage. However, his clothing was left in disarray, and the TSA approved lock is missing. He wanted to file a complaint and a claim form.

Flight Information:

Date and Time of Flight: February 1, 2014; 4:40 PM

Departure Airport: IAD

Airline: Virgin America

Flight Number: 97

Terminal and Gate Numbers: B63

Baggage Claim Number: (b)(6)

NOI: No information was written or stamped on the form.

Description of Luggage: A large, navy blue suitcase with a grey and black strap and pink ribbon on the handle.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

After receiving the claim form, the CMB will send a letter of acknowledgment and a claim number to the passenger. Under the FTCA, the TSA has six months to resolve the claim.

79 2/2/2014

The caller flew from IAD to Chicago, IL, to CMH, and, upon arrival, found that a NOI had been placed in the luggage. However, several items, including jewelry, was damaged and a pair of pants were missing. She wanted to file a complaint and a claim form.

Flight Information:

Date and Time of Flight: February 1, 2014; 8:00 AM

Departure Airport: IAD

Airline: United Airlines

Flight Number: UA6411

Terminal and Gate Numbers: Not Provided.

Baggage Claim Number: Not Provided.

NOI: No information was written or stamped on the form.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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

80 2/3/2014

Caller has a bag that has a NOI and a broken lock. She was complaining that the damaged lock was a part of the designer bag, and that there should have been no reason for the "TSA" lock to be broken.

Advised caller:

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage, which goes onboard commercial passenger airlines. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to inspect checked baggage by hand. Locked checked baggage may cause delays due to the need for TSOs to open locked baggage by using alternative measures, including force. To avoid possible delays and lock damage, TSA-approved Travel Sentry® and Safe Skies® locks can be opened by TSOs without force and little delay. Travel Sentry® and Safe Skies® locks are available for commercial purchase. TSA cannot, however, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Nor can TSA approve or endorse this particular product; we expect additional vendors to provide different versions of these Dual Custody padlocks to the retail market.

Generally, TSA has no role in prioritizing, sorting, or transporting checked baggage. We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short, though it varies depending upon the operational conditions at each airport.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If a traveler decides to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Office receives the completed claim form, they will send a letter of acknowledgement and a claim number. You should keep your claim number for future reference when inquiring about their claim. TSA tries to resolve claims as quickly as possible but may require additional time for a further investigation of the facts. If TSA denies the claim, or has not finally resolved it 6 months from when it was filed, you may have the right to bring the claim to court.

For information related to filing a claim, checking the status of a claim, and other claim-related issues, please visit TSA's Claims Management Office's Web site at <http://www.tsa.gov/traveler-information/claims-management-branch>.

81 2/3/2014

Caller said a relative, (b)(6) flew into the US from the Netherlands. Caller said she found a NOI and there was a plate in the suitcase and it was broken because TSA did not pack it back correctly. Caller said she picked up her bag in Dulles and rechecked it.

Airport Netherlands to Dulles to Pierson International Toronto Canada

Airline United

Flight numbers UA947 and UA3617

Date and time of incident 02 02 2014 2:55 pm

Baggage tag number (b)(6)

Description of bag, color, style, size, brand - Medium size red bag with a gray luggage cover over it, the bag has wheels. Samsonite luggage

NOI with Writing Nothing is written on it

Terminal or Gate Caller does not know

Contact information (b)(6) Canadian phone number

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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

12:35 - I listened to the call and verified I had written the email address down correctly.

82 2/3/2014

The caller indicated that she was at IAD on Wednesday (1 29). She was at the checkpoint at about 4pm and left at 4:20pm. She went into a private room for a private screening (patdown) and her carry on baggage was physically inspected. The supervisor TSO took her name and flight information. She indicated that a Palm Pilot is missing from her carry on baggage. She asked how to get it back.

The Supervisor was female, tall, African American, and polite but firm. She indicated that the supervisor conducted the private patdown and was supervising the female TSO (Caucasian, short, petite, short hair, brownish gray, heavy set, polite) that was physically inspecting her baggage.

The caller indicated that she was not approached in regard to an item that was not permitted. She indicated that all of the contents of her bag were laid out on the table in disarray during the physical inspection of her bag. Afterward, she did not see the Pilot in the area where the carry on bag was physically inspected. The caller indicated that the screening was suspicious as the additional screening came about in regard to an alarm of the ETD. She expressed concern that the item was stolen. She was traveling on United flight 419 departing at 5:21pm to MCO from a D gate. She asked how she should proceed and if she would have to visit the TSA Lost and Found. She asked if she should wait to file the claim until the CSM contacts her.

I first advised that items found at the checkpoint are turned into the TSA Lost and Found. I provided the number for the TSA Lost and Found at (IAD). I indicated that the item may have mistakenly not been returned to the bag.

Washington Dulles International Airport
703-662-2234

[http: www.tsa.gov/traveler-information/airport-lost-found-contacts#43](http://www.tsa.gov/traveler-information/airport-lost-found-contacts#43)

In regard to her concern that the item was stolen, I will refer the information to the CSM at IAD to make them aware. They would have the means to look into and address the situation. The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. She has two years from the incident date to file a claim. She can submit the claim if she learns that the Lost and Found doesn't have the item, or she can wait until she hears something from the CSM.

The Lost and Found will be able to tell her whether they have or do not have the item. She would not have to visit the TSA Lost and Found.

I advised that I would include an indication that she would like to be contacted. We cannot guarantee what action the CSM will take

83 2/4/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 2/4/2014 4:11:50 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 01/31/2014 3:45 PM Airline & Flight Number : Delta, 6091 Checkpoint/Area of Airport : west x-ray set-up, main terminal TSA Employee: (If Known) : TSA officer approximately 5'8" tall, red haired, bearded and wearing sunglasses Comment : At approximately 3:50 PM EST, my personal baggage containing declared, unloaded firearms was inspected by TSA at Dulles International Airport, Virginia. The inspection was conducted at the west x-ray set-up at Dulles by a TSA officer approximately 5'8" tall, red haired, bearded and wearing sunglasses.

The inspection was conducted after the case was inspected via x-ray. At that time, this TSA officer unlocked my case and proceeded to remove every item in the case. He removed approved ammunition boxes carefully taped to prevent spillage during transport with a utility knife even though each taped closure included a "tab" to facilitate removal. He cut the tape in two places for each of the four boxes and "inspected" a few random rounds of ammunition then closed each box. There was no attempt to re-tape or secure the boxes in the manner in which they were originally packed.

Then this officer proceeded to replace each item into the case with absolutely no regard to how it was originally packed. This case is custom designed to carry specific items in specific locations to preclude damage. When all the items were replaced in the case, the officer forced the case closed even though it was clear the items were not replaced properly. Luckily nothing was broken or damaged.

At no time did the officer speak to me or ask any questions (except asking for the keys to the gun cases).

I travel with this case each and every week through many different airports. At no time in the past were my personal belongings treated with the utter contempt this officer showed. I understand some "inspection" may have been necessary, but officers at other airports will at least ask how items are to be replaced.

This is not the first time this case has been "inspected," and other times it was obvious officers made little attempt to replace items as they'd been packed. However this was by far the worst and I observed the "inspection."

Frankly I have no idea how you prevent unprofessional behavior like this. Your officers are handling citizen's personal belongings and based on this, I feel violated by the very organization constituted to protect the citizen's of this country.

For the most part, your officers are courteous, helpful and efficient in their duties. This is in no way a broad-brushed comment applying to all TSA officers.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

ID Date Added_Date Only Contact Details

84 2/4/2014

Caller states he flew on United Airlines and his checked luggage was searched with NOI included. He found his tablet was damaged and he is missing a key. He wants to file a claim.

We regret that you were unsatisfied with the manner in which your bags were handled. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. I apologize that was not the case in your situation. What I can do for you is send you a claim form within 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident.

Airport: IAD

Airline: United

Flight#: 5739

Date: 01 31 2014

Time: 4:50 PM

Baggage#: (b)(6)

Gate: A4

Terminal: F

NOI: Yes

Description: Black (swiss gear) suitcase with wheels

85 2/4/2014

The caller was deployed and returned last week. He stated that his baggage was lost. He stated that he has a box in his luggage with a pouch including a knife and multitool. He stated that they are missing. He stated that there was NOI inside. He stated that there was tape all around the box. He stated that a TSA agent at IAD asked for the combination of his lock, so that it would not have to be broken. He stated that the lock was still broken. He stated that he does not have the flight number or time of the flight. He stated that there was several ice storms and his was delayed, however his baggage flew without him. He stated that the just got the bag back, and this is what he found.

I apologized to the caller for the manner in which their bags were handled and explained that the TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. Complete and return the form in accordance with the instructions.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Departing Airport: IAD

Destination: MSY

Airline: US Airways

Baggage Claim Number: (b)(6)

Baggage Description: Black Box with his name on the top and a sticker saying Gorilla on Wheels

Date and Time: January 28th, 2014 @ 3:00 pm

86 2/5/2014

The caller said she is flew on 1 26 2014 at 8:50am on JetBlue Airlines from Dulles to Chicago. The caller stated she was missing a bag of jewelry from her checked bag. The caller stated this is the second time this has happened. The caller said the first time she flew from St. Martin to Dulles. The caller does not have her flight number or a baggage tag number. The caller did have a NOI in her checked bag.

I told the caller I would forward the information to the CSM for further review. I sent the caller a claim form via postal mail. I told the caller once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible.

87 2/5/2014

Dear TSA Authority:

I left Dulles Airport on Tuesday evening February 4th on flight EY130 to Abu Dhabi. Two hours ago, I arrived in Islamabad Pakistan, after a stop through Abu Dhabi.

My bags were locked in Washington Dulles with TSA approved locks. One of my bags -- a black duffel bag -- included a new Microsoft Surface computer, which I had put inside an ipad type bag with the name of my company on the outside: "Engility". I packed the bag an hour before going to the airport in Washington, so I am 100% sure where in the bag it was placed, and what it was placed with. Also included in sack next to the Surface were two sheets of paper from Fairfax County Library about downloading books.

Two hours ago, having arrived at the Marriott Hotel here in Islamabad, I opened and unpacked all of my bags from the trip. The bag with the Surface was locked with the same TSA approved lock. On the top of the bag, a TSA "Notice of Baggage Inspection" slip had been placed. Also, the two sheets of paper from Fairfax Library were on the top of the bag's belongings. But when I went through the bag, the Surface and its Engility bag were both gone.

I have copied the IT Manager from my office in case you need more details about the Surface computer in question. I have also cc'd my office email as this was an office-provided computer.

Do not suggest that I (1) misplaced the computer, (2) never packed the computer, or (3) that someone else along the way (e.g. in Abu Dhabi) opened the bag with a TSA key and then stole the computer.

How else can I explain this but that someone from within TSA removed the Surface computer??

Please respond,

(b)(6)

88 2/6/2014

Caller was coming from Moscow. She stopped at the Washington Dulles airport. She was delayed at that airport. Her passport was checked taking a long time to do that. She was screened in a rude way. She missed her flight because of that. Her bag was inspected and an NOI was left inside. Some items are missing: A turquoise color scarf, and a winter hat that she had put in a clear plastic bag. She is very concerned about how bad she was treated at that airport. She said that she was not carrying anything prohibited. She also stated that because of being Mexican that does not mean that she cannot travel. She does it all the time.

She was supposed to fly out from Dulles at 4:58 pm on Feb.03, 2014 on UA flight 511 but because she missed her flight due to being stopped for questioning, she had to leave the next day, Feb,4 on the same flight UA 511 to fly to Mexico.

Washington Dulles Airport

United Airlines

Flight UA 937 from Zurich, Switzerland to Dulles, Washington.

Baggage claim: (b)(6)

Gate: C9

Bag: American Gear, blue and red, normal traveling size as checked baggage.

NOI: nothing on it.

Response:

-You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

- We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

-Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

-You may scan and e-mail your claim form to an e-mail address provided on the claim form, fax it to a number also provided, or mailed to a physical address.

89 2/6/2014

My wife purchased \$28 worth of hot sauce in the Bahamas at the duty free shop. Her flight was diverted to Dulles due to weather. The airline had all passengers disembark and get their bags at baggage claim. She was able to get another flight from Dulles to LAX that same day. She checked her bag and went through security with her carry on which included the duty free purchased hot sauce and her receipt showing the purchase made at the airport. The items were confiscated as they did not meet your requirements. Why would your people take items obviously purchased at the airport which had a receipt with the time/date stamp showing they were purchased within the airport? Now we are out the \$28 and have nothing to show for it.

Best regards

(b)(6)

Sent from my iPhone

90 2/6/2014

I was a passenger on ANA flight 0001 from Dulles to Narita (Tokyo) on January 21, 2013. I had a checked bag which was secured by a TSA approved combination lock. When I reached Tokyo and opened my checked bag at the hotel, there was a notice the bag had been inspected by TSA. The TSA approved lock had been forced, and the lock broken. The neck was bent and would no longer fit into the lock. I had to go purchase another lock. I was under the impression the purpose of using TSA approved locks was to allow the lock to be opened by TSA using a special key. I was rather upset the lock had been forced and broken.

Sincerely,

(b)(6)

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Internal Revenue Service regulations require that certain types of written advice include a disclaimer. To the extent the preceding message contains advice relating to a federal tax issue, unless expressly stated otherwise the advice is not intended or written to be used, and it cannot be used by the recipient or any other taxpayer, for the purpose of avoiding federal tax penalties, and was not written to support the promotion or marketing of any transaction or matter discussed herein.

91 2/6/2014

On January 16, 2014, the motor to my CPAP equipment was removed from my carry-on luggage as I was traveling from Dulles to Los Angeles. The TSA person told me my motor would have to be examined and asked me to stand at the end of the conveyor belt while that was accomplished. When the zipped luggage came down the conveyor belt to my position, it didn't occur to me to check to see that contents were all still in order.

In the 12 years I have been traveling with this equipment, this is the first time I have been told it had to be inspected.

Since I am 86 years old with relatively acute sleep apnea, it was necessary for me to get a replacement as quickly as possible while in California. My Virginia Physician faxed my prescription to a supplier in Los Angeles and I was able to purchase a used motor without a case for \$150. The motor is guaranteed for only 1 month. Inasmuch as that retailer was not a Medicare Participant, I had to pay cash for the equipment.

I would like my own Resmed CPAP motor and case returned to me or replacement provided by TSA. Please advise me how I may make a claim to that end.

Thank you for your consideration of my needs.

(b)(6)

92 2/6/2014

Dear Sir, Madam,

On Sunday 2 February I flew from Dulles airport to Amsterdam in the Netherlands. When I arrived in the Netherlands I found the notice of baggage inspection. When I was unpacking my suitcase I could not find my second glove (picture included)

Did anyone find a glove, or could you tell me where I could inquire about my glove!

Thank you for your help!

Regards,

(b)(6)

(b)(6)

93 2/7/2014

He has a question and then a statement. He had a transit flight in IAD after leaving Johannesburg, South Africa where he locked bag. The bag was also wrapped in cellophane. When he arrived in Toronto he noticed the cellophane was removed all he had were three pairs of shoes and clothes and the lock was broken.

Advised caller:

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage, which goes onboard commercial passenger airlines. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to inspect checked baggage by hand. Locked checked baggage may cause delays due to the need for TSOs to open locked baggage by using alternative measures, including force.

If the luggage does sound an alarm for whatever reason, then they may have to visually inspect the bag.

We can send a claim form, but he chose to not have those sent. He did not want to waste anyone's time.

94 2/7/2014

I was hoping to get a quote to see how much it would cost to recover the data of a 1.5 TB Seagate Expansion drive.

Thanks,

(b)(6)

Sent from my iPhone

Hello (b)(6)

Thank you for contacting Capital Data Recovery Inc. A price quote depends on several factors that can only be determined when an initial evaluation is performed. The evaluation identifies the source of the problem, whether it's physical damage, logical corruption, or a host of other hardware-related problems. The recovery fee starts from \$495- (economy/non-urgent service). However, an exact quote will be provided upon the completion of the evaluation. The evaluation itself is free if specified as non urgent.

Please fill out the Online Recovery Form found on this page: <http://www.capitaldatarecovery.com/shipping.html>. and send it to us with the media for the evaluation process. Alternatively, you may drop it off at one of our recovery labs.

Capital Data Recovery offers a "no recovery, no fee" policy. There is no risk or obligation, just our commitment to provide you with the best results.

If you have any more questions, feel free to contact me. I would be happy to provide further assistance.

--||--
Best Regards,

(b)(6)

From: (b)(6)
Date: Sat, 15 Jun 2013 12:09:12 +0300
To: Capital <info@capitaldatarecovery.com>
Subject: Hard drive recovery

Good morning,

I am currently filing a claim with the Transportation Security Administration (TSA) in regards to a damaged hard drive. My luggage was inspected and incorrectly repacked exposing my hard drive to the outside of my luggage versus wrapped in clothing and in the middle of my luggage. This resulted in damage along the way and I can no longer retrieve anything from my hard drive.

The incident occurred on March 25th, 2013.

As I was clearing customs, I was asked several questions about the items in my luggage prior to the bag being fed down the belt. It had gone through the TSA x-ray in the CYOW airport. I knew exactly which items would be deemed as suspicious. I was traveling to South Sudan and beginning a tour of 2 Months for the United Nations. I had brought 16 cans of canned Spanish Salad (Tuna Salad) as comfort food. These items were all taped together and would look suspicious in an x-ray scan. I answered all of the agent's questions and the bag did not undergo further inspection, or at least, not to my knowledge. When I arrived in Juba, South Sudan, the lock on my bag had been cut off and the zipper was % of the way open. I thought someone along the bag's travels had tried stealing items from it.

On closer inspection, all the items in my bag had shifted and all of my fragile items were now exposed at the surface of my bag closets to the top. When r further opened my bag, [discovered the "TSA notice of Baggage Inspection" pamphlet.

There are a few things that irritated me about this particular event. The first, is that I had answered all the agent's questions about my bag and there were no further questions, so why the additional screening? The second is that my lock was cut. I understand the warning posted by TSA, however, had there been an issue, or that my bag needed further inspection; I was readily available to unlock it and was in the TSA screening room. Thirdly, my bag was not repacked the way I had left it. All of my fragile items had been packed in the center of my bag and wrapped with clothing to provide additional protection. My electronics bag was left open and my hard drive exposed at the top of my bag. This is quite infuriating actually. If you plan on going through people's luggage, have the decency to pack them at least someone similar to how they had packed it. There may have been a purpose to which things had been packed. Not to mention, do you think that leaving a hard drive exposed to the surface of a duffle bag is ideal for it's protection? Or would you have it back in it's case and wrapped with clothing to protect it from being directly impacted by other luggage as I had done so? Lastly, I had a lock on my bag. Please take into consideration why people put locks on their luggage. If you wish to cut the lock, fine, but at least use a zip tie, zap strap, or plastic seal to re-secure it. Your zip tie could even have TSA printed on it giving you an immediate notification that your bag had been further inspected. Instead I found my duffle bag Y4of the way open. Items could have fallen out or been stolen.

The TSA inspected bag and left all electronics exposed to surface of bag rather than in the protective case and in the center of bag wrapped in clothing as I had done to protect it.

Cost: \$640.77

Departed: IAD UA6041 11:00AM Mar 27th 2013

Arrived: JUB

Baggage Tag: (b)(6)

(b)(6)

(b)(6)

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

From: elfashirscanner@voyageurairways.com
[mailto:elfashirscanner@voyageurairways.com]
Sent: Friday, February 07, 2014 7:18 AM
To: TSA-contactcenter@dhs.gov
Subject: Scanned Documents

Kodak Scan Station
v1.0.0.4

95 2/7/2014

Caller said one his shoes is missing from a pair. There was a NOI in the bag. They were almost new. They flew from San Pablo Brazil then to Washington then to Detroit.

RESPONSE: I will be sending you, by email, claim form SF95 and a cover letter. The completed claim form goes to our CMB. They will send you an acknowledgement letter and a control number. Contact them in the future if you have any questions or want to check the status of your claim. I will be sending your complaint to the CSM at the airport. I do apologize for the missing damage to your item. Thank you for calling TSA to make us aware of the incident.

Date and Time of the flight: Feb 4th, 2014 Departed: 8:05 a.m.
Gate or Terminal: Gate 20
Baggage description: Gray Brownish Bag, with 4 wheels
Bag Tag # (10 digit) (b)(6)
Flight #: 5686
airline: United
Airport: Washington Dulles
Email: (b)(6)

96 2/10/2014

Caller had traveled from Dulles on Sat, 2-8-14. He says his bags were checked and he had a connecting flight in Charlotte. He says when he got to Fort Myers he was missing his TSA lock on his luggage. He did not have a NOI in his bag.

Told caller

I explained to him there were really only 2 locks we recognized, Travel Sentry or Safe Skies. He thinks it could have been a Travel Sentry lock.

They can file a claim.

He could get a claim form from tsa.gov and download one for himself. I could mail, fax or email a claim form to them as well. He wanted to get it from the web site.

97 2/10/2014

Caller stated that she traveled from IAD to LAX on 02 06 2014 and returned from LAX to Washington DC and just arrived on 02 10 2014 and stated that she is in traveling show and stated that she had several banners that that were in Boxes and stated that the boxes were cut and in return the banners that she used for her show were also cut. She also stated that she had handles on one of the boxes that she used for maneuvering the boxes that were missing she stated that this is a occurrence that happens all the time and she wish that the Screeners would take better care of her boxes that she uses for her jobs. She was not very happy and stated that she wished the screeners would take more time in the screening process. Caller stated that damage occurred on both the departing and returning flights.

Advised the caller that I would FWD to CSM at both LAX and IAD.

98 2/10/2014

Caller says he was traveling from Billings Denmark to Frankfort to Washington DC, Dulles to Pittsburgh. He is missing an item, he has a NOI in the bag The bag was checked in under the name of (b)(6) He was missing a motorcycle shock from his checked luggage. He says he had 4 and was only missing one of them.

Told caller

Shock absorbers are allowed in checked baggage as long as they do not have sealed, compressed gas cylinders or hazardous materials. If the shock absorbers are sealed with compressed gas, they will not be allowed in checked baggage. Even if a shock absorber is not sealed with compressed gas, but contains a residue of oil or gasoline, it is considered a hazardous material and will be removed from checked baggage by the airline. Please be advised that although TSA screens checked baggage, airlines make the decision to remove dangerous or hazardous materials from checked bags following inspection.

I could not tell him why the other three were allowed. But if it was sealed or had an dangerous or hazardous materials on it they would have removed it. He can check with his airline.

99 2/10/2014

My baggage was inspected at Washington Dulles on 2.8.2014. I was very disappointed to discover the TSA security officer who went through my baggage failed to re-lock it with the TSA-approved lock I had on it. When I retrieved my it at SFO, the lock was missing and the zipper was partially unzipped. I would appreciate your agency reminding inspectors assigned to open passenger baggage to re-secure it. Thank you.

(b)(6)

100 2/10/2014

Dear TSA:

It is with embarrassment that I report to you the loss of personal items of clothing on my outbound trip to Paris on board Airfrance 54 of November 4, 2013. I am filled with embarrassment because someone working for TSA stole those items. I have no problems with my luggage being screened and searched but I have a BIG problem when the staff conducting the search helps himself to my property. In this instance, 8 designer shirts of POLO, BOSS etc as well as some boxers were removed from my luggage. And these shirts are xxlarge size so the culprit must be a huge fellow. In addition to making me whole, I would like TSA to view the camera for the day in question and fish out this fellow who does not belong to your noble establishment. Please send me a claims form so I can pursue my claims.

thank you

(b)(6)

101 2/10/2014

Hello,

My name is (b)(6) I was flying to Los Angeles from Washington DC on Feb 5 from Dulles airport. We were participating at the LA travel Show in Long Beach and we were carrying three large boxes with stands and banners. TSA representatives have opened the boxes in a very rude manner: the boxes were cut right in the middle, which made it very hard for us in LA to put the tools from the travel show back into boxes. Upon arrival to DC today, Feb 10 I discovered that handles from the largest box are missing, it makes it impossible to carry the box into the cart. Also, the boxes were falling apart, they didn't tape it back properly which damaged the contents. It is really disappointing to see how carelessly the items are being handled, I'm using these items for my business and really can't afford to repurchase it often

(b)(6)

102 2/11/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM
<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/10/2014 11:47:13 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 1165
from IAD to SAN; Gate C17; Departed IAD at 2:20PM

Comments: I entered the security checkpoint at 12:40pm and departed at 1:10pm due to poorly trained employee. I opted out of the scanning machine. As a result, I had to wait for the screener or male assist. Before my screener approached me, I noticed that he was already wearing the blue latex gloves and touching multiple items. In addition, he was touching himself and eventually opened the gate where I bypassed the machine. Again, while wearing the gloves he is touching the gate, his clothing, other equipment, and eventually the containers with my luggage. I ask him to change his gloves. He said the gloves were new and refused. He proceeded, and I received the standard pat down with the same gloves. After he was done, he went to the machine and pushed several buttons and then took the gloves off for the detection of foreign matter. Needless to say, the machine detected something and an alarm went off causing me to experience enhanced screening in a private room. The incompetent employee's name is (b)(6) I spoke to (b)(6) about it. At any rate, the screening was conducted again with new gloves by Elvis and I didn't have any problems. Note, I kept telling the employee that he was touching everything and he completely discounted my words. I spent 30 unnecessary minutes getting screened due to a poorly trained, incompetent employee.

103 2/12/2014

Caller wants to report a theft. She had a flight at 0600 to Reno via DEN. Her VA medications are missing. She flew from Dulles.

Was there anything in the bag that indicated that TSA had to open it?

The medications were Clonidine and Ambien. That latter is intact, but the former was opened and three of four pills are missing. She is a combat veteran.

Was there anything in the bag that indicated that TSA had to open the bag?

No.

When TSA inspects a bag, the screener will place a NOI inside the bag to indicate an inspection has occurred.

1. Airport: Dulles
2. Airline: Southwest
3. Flight number: it was the only 0600 flight to DEN then Reno.
4. Departure date and time: 0600 hrs this date.
5. Approximate time of incident: 0500 hrs.
6. Location (terminal or gate number): B-45, she thinks, and terminal B.
7. Description of baggage: dark navy blue, roller suitcase, medium to small, two front pocket zippers and a main zipper, nameplate Authentic American Design Est 1941
8. Baggage claim numbers: (b)(6)
9. Notations on the NOI: NA
10. Contact information: (b)(6)

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action. However, I explained at length that the lack of an NOI would indicate that the bag went through automated screening and did not have to be opened by a screener. Despite that, I will send her information to the CSM at the airport for review. She should also send her claim form in to have an investigation performed as well due to the theft of the scheduled medications. She should also pursue the matter with the airline.

104 2/13/2014

Hello, my name is (b)(6), and I have global entry. My PASSID is (b)(6) and I just tried to check in online for my UA 132 flight from IAD to MUC tomorrow, and I was told that I am not able to get an online boarding pass and that my documents need to be checked. This is odd since I fly overseas periodically and have usually had no issues obtaining an online boarding pass. I am traveling with my mother, and while she is not Global Entry, she was able to get an online boarding pass and secure TSA precheck. I just thought I would check into see whether this was normal. My number is (b)(6) if there are any questions.

Thank you,

(b)(6)

105 2/15/2014

Feedback Type : Complaint
 Categories : Professionalism/Customer Service Current Date/Time : 2/15/2014 7:07:14 AM
 Airport : IAD - Washington-Dulles International Date/Time of Travel : 02/15/2014 6:45 AM
 Airline & Flight Number :
 Checkpoint/Area of Airport : TSA precheck TSA Employee: (If Known) : (b)(6)
 Comment : (b)(6) should not address women as "honey." This is patronizing and unprofessional. Ma'am works just fine.
 Would you like a response? : False
 Passenger's Name :
 Phone Number :
 Email :
 To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

106 2/16/2014

Caller: Caller wants to file a complaint because her checked baggage items were in disarray after inspection. Caller states she does not have a problem with the search of the baggage if they would have taken some care in placing her items back in the baggage. Caller states her shoes was placed on top of her clothes. Caller states that nothing was placed back in the baggage the way it was before the inspection. Caller states this incident happened at Dulles Airport.

Response: Informed caller that I would forward this information to the CSM at Washington Dulles for her. Informed caller that we do take these complaints seriously and TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller refused to provide any flight information.

107 2/16/2014

Recently I came thru Dulles Airport in Washington DC. And my luggage was opened for inspection. I understand you have a job to do and appreciate the work you do. But one of your inspectors decided he or she had to Open a Sealed Bag of Potato Chips that were Oregano Flavored. I understand and don't object, but I do Object that the Bag Was Left Open, and you can imagine what the inside of my luggage looked like when I opened it. Why didn't the inspector re-seal it? This is just a common courtesy. Will you please instruct your inspectors to reseal all sealed up bags they open.

Your attention to this matter will be greatly appreciated by anyone having a sealed bag opened and then just left inside for the contents to spill out all over and cause a BIG MESS.

Sincerely,

(b)(6)

108 2/16/2014

I flew from Dulles airport yesterday on Southwest Airlines, flight 1837. My bag was searched, which normally I have no problem with. However, I do have a problem with my property being destroyed. One of my bags was RIPPED apart, and my drawing pencils snapped in half. Why would your agents do this to my stuff, and I need to know what is going to be done about it. I have pictures of my things that were ruined and am happy to forward them to anyone who can help me. I cannot express how upsetting this is. I am requesting a timely and appropriate reply.

(b)(6)

Sent from my iPhone

109 2/17/2014

Caller was in South America and on February 7th he flew from Cali, Columbia. He picked up his bag and then took them in the car. This is when he noticed that zipper is broken. He had a NOI. He said the zipper was ruined. On his return trip it happened again. Now he has two bags that are unusable.
He departed from Dulles on 1-15. Nothing happened on this trip.
He departed from Cali Columbia to Bogota, Columbia on February 7th. His zipper was destroyed.
On the return trip he flew from Bogota to Panama to Dulles. His zipper was destroyed on his other bag.
He has NOI in both bags. He said the locks were still on the bag.

I apologized to the caller and told him that TSA does not screen bags in foreign countries. You may call your airline because they would have transported the bag. You may visit TSA.gov and complete a claim form and TSA will open an investigation. I just cannot guarantee anything.

110 2/17/2014

Feedback Type : Security Issue
Categories : Missing or Damaged Items; Miscellaneous/Other Current Date/Time : 2/16/2014 10:01:39 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 02/09/2014 12:52 PM Airline & Flight Number : UA 1165 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My bag, checked as item (b)(6), was secured by a TSA approved lock when checked. When received in San Diego, the lock was gone. The bag was otherwise undamaged. There was no receipt for a TSA search of the bag inside. No items were missing, perhaps because there were no items inside that would have been worth pilfering. Mainly I want to report this to provide a data point if this occurs repeatedly from either airport.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

111 2/18/2014

To Whom It May Concern:

My name is (b)(6) and I recently flew from Dulles International (IAD) to London Heathrow (LHR) final destination Rome, Italy and I am writing to complain about the condition of my luggage.

Upon arriving in Rome and collecting my luggage, I found that the lower half of one of my suitcases was unzipped and open. Both of my bags had TSA stickers on the transit tags and one had a notice of baggage inspection.

The bag in question was not properly zipped shut and the zipper had been popped out alignment. I had to thread the zipper back on (and even then it did not work properly). My security tags had been put back on the bag (this time) but the zipper had been completely disrupted. This poor treatment of my luggage left the contents of my bag exposed. I was lucky not to have lost anything (one out of two shoes is hardly useful). Also, the contents of my bag had visibly been shuffled around.

I would appreciate it in future, if TSA took more care with my luggage and its contents. This is not the first time I have had TSA search a bag and not properly secure it afterwards/disrupt my items. I am a frequent traveler and understand TSA's need to search luggage, but I do not believe that this "need" includes mistreating travelers' items.

Thank you for your time.

Sincerely,

(b)(6)

112 2/18/2014

TSA,

I'm sure you have trained your staff on how to screen items but my family's baggage that you screened on February 12 all got damaged! We are military family PCSing from Washington DC to Beijing, China and one of our boxes full of Trader Joe's consumable items are now 50% damaged! We spent almost \$500 in Trader Joe's as there's not one in Beijing. These consumables are supposed to last my son for 4 months and now half of it is gone. When we checked in our box from IAD on Feb 12, it was neatly packed. Heavy items on the bottom and light items on top. But when we arrive to Beijing's airport (PEK) to pick up our luggages, the box was completely dismantled and at its last leg. There was TSA tape all over the box with the word "inspected" on it. Then when we arrive to our apartment to unpack, the items on the box were completely disarranged. The lighter items are now on the bottom and the heavy items are on top. When TSA put it back, it was reversed. So of course the light items (organic snacks such as popcorn, chips, cookies, etc...) are now crushed! I know you don't give a rats ass on other people's stuff but please, a little concern and consideration especially to military families moving overseas is greatly appreciated. I know you screen luggages thousands of times daily and you obviously don't care but this type of attitude is unacceptable! So what can TSA do to replace these items? I can't fly out to States now as it is not financially feasible. Or perhaps, TSA would like to send us a care package from Trader Joe's? Thanks for your time and I do hope that you reply to this email. Please please please, TSA need to step up on their customer service and do a better service for American people!

(b)(6)

113 2/19/2014

Caller just realized his bag has a NOI and his camera is missing. The camera is a little Sony digital camera. It was in a leather black case with a silver marking around the clasp. It had extra batteries in it.

Airport: Dulles to Midway to Columbus

Airline:Southwest

Flight Number:417

Date and Time:February 19th at 10 am

Terminal or Gate:B50

NOI:Yes

Baggage Claim Number:(b)(6)

Description of Bag:LL Bean napsack, copper in color that is medium in size with RAW 111 embroidered on it.

Name of Person involved:it was in his name

I apologized to the caller and told him that The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

If an item is left out by mistake during screening we would turn it in to the lost and found and you may call them at Dulles

Washington-Dulles International

703-662-2234

ID Date Added_Date Only Contact Details

114 2/19/2014

Caller and wife flew from Rome to Dulles to SFO. Caller found a NOI in his bag. Caller said he has indicator on his TSA locks had been opened. Caller said one lock was missing and caller wants to file a claim because the lock was expensive, it cost \$10.

Airport Dulles

Airline United

Flight numbers 647

Date and time of incident 02 17 2014 4 pm

Baggage tag number (b)(6)

Description of bag, color, style, size, brand - Briggs and Riley, forest green 24 inch bag with 4 wheels

NOI with Writing None

Terminal or Gate

Contact information (b)(6) direct line at work

Please note that TSA assumes a very limited role with respect to checked baggage handling.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

115 2/20/2014

Dear Sir,

I have just arrived to Milan Italy, coming from Washington Dulles and I found my 2 pieces of luggage inspected by you. An item (a brand new Michael Kohrs bag, \$180 of value), very carefully packed, was permanently ruined (please, see the 2 pictures attached), because of the way it was badly thrown back and squeezed inside the bag.

What is your policy for damaged items? Please, let me know asap. I can send you the receipt and claim a refund.

Sincerely,

(b)(6)

Le mail ti raggiungono ovunque con BlackBerry® from Vodafone!

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

From: (b)(6)

Date: Thu, 20 Feb 2014 13:26:09

To: (b)(6)

Subject: Foto

116 2/21/2014

Caller is at Washington Dulles. He went through security and he found out the soles of both his shoes are busted after he went through security. He said it was maybe because of some new screening process. He would like to file a claim for his damaged shoes.

RESPONSE: I will be sending you, by email, claim form SF95 and a cover letter. You should receive it within 24 hours. The completed claim form goes to our CMB. They will send you an acknowledgement letter and a control number. Contact them in the future if you have any questions or want to check the status of your claim. You can also, check the status of your claim on our website tsa.gov. I will be sending your complaint to the CSM at the airport. I do apologize for the damage to your shoes. Thank you for calling TSA to make us aware of the incident.

Date and Time of the flight: Feb 21, 2014 Departed 5:15 p.m.

Gate or Terminal: Terminal B Gate 40

Baggage description: Soles on both are broken in several places in the front and the back, Black Ecco Shoes.

Bag Tag # (10 digit): N A

Flight #: SK 0926

Airline: Scandinavian Air

Airport: Washington Dulles

Email: (b)(6)

117 2/22/2014

Caller states that she flew from IAD and had a little clutch bag in her carry-on that the TSO kept.

Advised caller:

We regret that you found your experience to be less than satisfactory.

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#43>

You may contact IAD lost and found at:

Washington Dulles International Airport

703-662-2234

I will send you a standard form 95 claim form.;

118 2/23/2014

Caller is missing her jewelry. She does have an NOI. She had a plastic container with 10 pieces. She flew from India to the US.

Airport: Dulles

Airline: US Airways

Flight Number: 4567

Date and Time: February 18 at 7:51pm

Baggage Claim: (b)(6)

Description of Bag: Large back pack, black and gray Olympia

NOI: Nothing stamped or handwritten on it

Location: Gate Z7

I apologized to the caller, emailed the claim and instructions which she will receive within 24 hours. The CMB will handle the claim so their email address and telephone number will be included. I will send this to the CSM for review.

119 2/23/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM
<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/23/2014 1:06:23 PM

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): United Airlines 3355

IAD to CVG Feb 16, 5:24 PM

Comments: My checked bag was opened and a TSA inspection tag was inside. Sadly TSA did not zip up any of the three zippers fully and several items are missing including a shirt, a small unused flask, and a small binocular. Total cost of approx. \$150. Since NONE of the three zippers (or the belt surrounding the duffle style bag) were secured this was not the result of the travel itself. I have no issue with the opening of my bag and I know you have a difficult job but this was a case of someone not having either the time or respect to handle my baggage with care.

Please advise what my compensation options are.

120 2/24/2014

She was in a wedding last Sunday leaving IAD. When going through TSA she had a little clutch bag that was taken because the handle looked as though it could be used at brass knuckles and she was wanting to know how to get it back. Caller stated she hadn't checked her email yet for the claim form so she is unsure if she has received it.

Response:

Advised caller that we sent her claim form to file a claim for the item on 2/22 and she could fill out the claim form and return it to us and it's possible it could be returned that way but generally forfeited items were not retrievable. You may also contact IAD lost and found at 703-662-2234

121 2/24/2014

Caller traveled on December 23rd from IAD to Africa and he believes shocks were retained by TSA. Caller wanted to know if he can get the items back because they cost \$500 each.

Advised Caller:

Shock absorbers are allowed in checked baggage as long as they do not have sealed, compressed gas cylinders or hazardous materials. If the shock absorbers are sealed with compressed gas, they will not be allowed in checked baggage. Even if a shock absorber is not sealed with compressed gas, but contains a residue of oil or gasoline, it is considered a hazardous material and will be removed from checked baggage by the airline. Please be advised that although TSA screens checked baggage, airlines make the decision to remove dangerous or hazardous materials from checked bags following inspection.

The aircraft operator is responsible for the control and disposal of the item, and there are no provisions for returning prohibited items removed from checked baggage.

122 2/25/2014

Caller took flight from IAD to Charlotte today. Her Ipad was missing. She had a NOI inside her luggage. The Ipad had a case for it which is missing as well.

Response:

Airport: IAD

Airline: US Airways

Flight Departure: 4552 1:40 p.m.

Flight Arrival: 3:02 p.m.

Baggage Tag Number (not as important): (b)(6)

Description of Baggage (color,style, size, brand): Samsonite, 25 inches height, Red with black trimming

Was there an NOI?: Yes

Anything on NOI?: No

Advised caller that I would send a claim form and forward the complaint to the CSM at IAD.

123 2/25/2014

Ensenada, Baja California, a 24 de febrero de 2014

TSA

QUIEN CORRESPONDA:

Recientemente he viajado España para participar en actividades que tienen que ver con mi trabajo como maestro universitario. De regreso a casa, apenas cuando desempacaba, descubrí que mi maleta había sido abierta y, al revisar, encontré el AVISO DE INSPECCIÓN DE EQUIPAJE que el personal a cargo está obligado a dejar en el interior de la maleta, cuando tal acción se realiza.

Deseo comentar que, aunque algunas personas les resulta molesto o incómodo, YO SOY DE LOS QUE CREO QUE ES MÁS CONVENIENTE, YA QUE SE HACE POR MOTIVOS DE SEGURIDAD, es decir, más vale despejar cualquier sospecha y hacerlo, que poner en riesgo la vida de muchas personas. POR ESO, siempre apoyaré cualquier acción preventiva que tenga el propósito de cuidar la vida de los viajeros, en los aeropuertos y aviones en el mundo.

Es por esa convicción personal que YO NUNCA VIAJO CON RIESGOS y mi equipaje no lleva medidas de seguridad que otras personas acostumbran (candados, combinaciones, amarres, etc.); mi equipaje siempre va dispuesto para abrirse rápido y sin complicaciones. POR ELLO ME RESULTÓ SUMAMENTE EXTRAÑO QUE, AL PARECER, FUE FORZADO Y, EN CONSECUENCIA ROTO... DEJANDO AHORA MI MALETA INSERVIBLE. TAL ES LA CAUSA DE MI RECLAMO, por lo que solicito una satisfacción. Estoy al tanto que si el agente de seguridad de TSA no pudo abrir para ejecutar la inspección, se pudo haber forzado la cerradura y que Ustedes lamentan cualquier inconveniente al respecto. Sin embargo, les reitero: MI MALETA NO TENÍA CERRADURA O CUALQUIER OTRO DISPOSITIVO QUE IMPIDIESE SER FÁCILMENTE ABIERTA Y REALIZAR LA REVISIÓN. AÚN ASÍ, PARECE DELIBERADAMENTE DAÑADA (adjunto fotografías).

Adjunto a este mensaje lo siguiente:

- 1) Datos de identificación (Credencial para votar, que en mi país funciona como identificación oficial);
- 2) Pases de abordar (Boarding Pass) de todo el viaje. Madrid-Munich, Munich-Washington (Dulles) y IAD-San Diego.
- 3) Ticket de identificación de equipaje (IDENTIFICATION BAGGAGE).
- 4) Fotografías de la maleta dañada.

Espero su oportuna y satisfactoria respuesta.

(b)(6)

124 2/25/2014

Dear Team,

I lighted from IAD to AUH on 23 Feb 2014. I face a problem ,my baggage 's lock won't work after baggage inspection. No matter how many time that I tried to reset the password. It is still opened by other combination code. I see a detail that the TSA lock is unlocked position on my baggage.

I would like to ask for help to turn it into locked position so that I could use it while I am travelling.

By the way, I am based in Dubai.

Thanks and regards

125 2/25/2014

Classification: UNCLASSIFIED
Caveats: NONE

Hello,

I am an Investigator from Office of the Staff Judge Advocate, HQ, 19TH ESC, Camp Henry, Daegu, Korea, United States Forces in Korea.

A (b)(6) filed a claim for his missing Nike Men's Combat Boots.

When he arrived at Home in Korea from Dulles International Airport, he found a pair of his combat boots were gone and there was a slip of 'Notice of Baggage Inspection' from TSA.

As you see the below, the TSA Security office could not find the boots.

My questions is that does (b)(6) can file a claim for the missing boots to your office? If he can, please give me the address or person who is in charge.

Thank you.

(b)(6)

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

From: LostandFoundTSA.IAD [mailto:LostandFoundTSA.IAD@tsa.dhs.gov]

Sent: Tuesday, February 25, 2014 11:35 PM

To: (b)(6)

Subject: RE: Lost property from the luggage after TSA inspection (UNCLASSIFIED)

(b)(6)

I have searched our inventory and have been unable to locate the boots. However, this office only handles items that were lost at the TSA security checkpoints throughout the airport. If your property was left elsewhere, or someone turned the property into an airport representative you should contact the Washington/Dulles Central Lost & Found office at (703) 572-8479 or lostandfoundIAD@mwa.com <mailto:lostandfoundIAD@mwa.com> for further assistance. Dulles Airport Police can be contacted at 703-572-2400.

Please feel free to contact us if you have any additional questions.

Good luck in your search,

(b)(6)

Transportation Security Administration

ID Date Added_Date Only Contact Details

Lost & Found

Washington/Dulles International Airport

P: (703) 662-2234

F: (703) 661- 6914

E: LostandFoundTSA.iad@tsa.dhs.gov

Transportation Security Administration

Lost & Found

Washington/Dulles International Airport

P: 703-662-2234

F: 703-661- 6914

E: LostandFoundTSA.iad@tsa.dhs.gov

From: (b)(6)

Sent: Tuesday, February 25, 2014 12:16 AM

To: LostandFoundTSA.IAD

Subject: Lost property from the luggage after TSA inspection (UNCLASSIFIED)

Classification: UNCLASSIFIED

Caveats: NONE

Hello, I am an investigator from the claims office, Office of the Staff Judge Advocate, HQ, 19TH ESC, Camp Henry, Daegu, Korea.

A soldier from this office file a claim for his lost Nike Combat boots from the TDY from Charlottesville, VA on 15 February 2014; Dulles International Airport to In-cheon International Airport on 15 February 2014. When he opened the bag after arrived at home, he found TSA notice slip to inform him that his bag was opened for inspection and found that his Nike combat boots were gone.

Could you search for the boots and also please let me know how he can file a

claim to your office.

Thank you.

(b)(6)

HQ, 19TH ESC, CAMP HENRY, DAEGU, KOREA

Classification: UNCLASSIFIED
Caveats: NONE

Classification: UNCLASSIFIED
Caveats: NONE

126 2/25/2014

From: (b)(6) [mailto:(b)(6)]
Sent: Tuesday, February 25, 2014 9:42 PM
To: tsa-contactcenter@dhs.gov
Subject: About unlocked problem

Dear team,
I flighted from IAD to AUH on 23Feb.I face a problem ,my luggage's lock isn't working after baggage inspection. No matter how many times I try to reset the password,it is still opened by other combination code.I see the TSA lock is on unlocked position on my luggage.
I would like to ask for help to turn it into locked position so that I could lock it while I m travelling .
I base in Dubai.
I wish you all have a wonderful day.
Thanks

Attachment 1
Etihad Airways
Flight Number EY 130
Feb 23
Depature Time 2130
Gate A 16

127 2/25/2014

To whom this may concern,

I am writing to you today to inform you about a lost Asus laptop that went missing during the security checkpoint in Dulles airport in Virginia. On Sunday the 23rd of February, my mother (b)(6) was flying through the airline Avianca to a flight leaving for El Salvador at 10am, when my mother was going to the security checkpoint, she took out her laptop out of her backpack and forgot to place it back. I already called the TSA office in Dulles and i got a machine response telling me to describe the item lost. However, i am greatly concerned about how long they will take to get back to me, as the information in this laptop is very crucial in my mothers work, without it, she cant complete her job. I hope that you understand the urgency of this situation, and ask if you can do anything to contact the TSA lost and found in Dulles and further investigate about a lost ASUS latop with a grey top and a missing key from the keyboard. I'm willing to give any type of information to make this process as fast and easy as possible. I look forward to hearing from you.

Contact info- Cellphone: 240-460-337

Sincerely,

(b)(6)

128 2/26/2014

Feedback Type : Complaint
 Categories : TSA Pre?™ ; Screening
 Current Date/Time : 2/26/2014 6:01:23 AM Airport : IAD - Washington-Dulles
 International Date/Time of Travel : 02/26/2014 7:00 AM Airline & Flight Number : Us
 airways 2745 Checkpoint/Area of Airport : Tsa pre screen TSA Employee: (If Known) :
 Comment : I am military and pre check passenger. When I attempted to pre check with
 my military id, I was told the scanner was down and that I was to go through regular
 screening. After seeing several passengers go through pre check I asked one tsa agent
 prior to going through the regular screening why I was not able to go through. Without
 hesitation or stopping his personal conversation with another tsa agent about
 Winchester guns, said "I don't know buddy, I work security not for the
 airlines." His condescending tone and laziness is unacceptable. When I went
 through security I asked to speak to a supervisor and a gentleman came over and
 proceeded to tell me that my ticket must not have scanned and that's why I was told to
 go through regular screening. I informed him that my ticket was never scanned so no
 way to know but he insisted without hesitation that that was the problem. The
 problem is the first sight person never looked at my ticket and sent me through regular
 screening not knowing that I was pre checked. I ended up leaving the terminal and
 going through screening again, this time with my ticket and my drivers license. Of
 course no issue going through. However, I stood near the same supervisor for several
 minutes as I listened to him and another supervisor having a personal conversation
 about coaching. I was going to continue to waste my time and explain but decided a
 formal complain to be the better option. I am very concerned that a person who can
 go through screening once, complain to a individual, minutes later go through and that
 individual not notice them. Maybe if doing their job, he would have. Especially at 0530
 in the morning. This type of behavior and incompetence continues to give the tsa the
 bad name that it has.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

129 2/26/2014

Dear Sir, Madam,

On Sunday 1 February I flew from Dulles airport to Amsterdam in the Netherlands.
 When I arrived in the Netherlands I found the notice of baggage inspection.
 When I was unpacking my suitcase I could not find my second glove (picture included)

Did anyone find a glove, or could you tell me where I could inquire about my glove!

Thank you for your help!

Regards,

(b)(6)

(b)(6)

ID Date Added_Date Only Contact Details

130 2/28/2014

Caller:

Caller flew from IAD. She had a NOI. The bottles of shampoo and creams are a quarter more empty than when she packed her luggage.

Airport: IAD

Airline: British

Flight #: 264

Date and time: 02 27 14 at 8:55 p.m.

Baggage tag #:

Description:

NOI: Yes

Response:

131 3/1/2014

Caller flew yesterday and he had a NOI in his bag. Caller stated that around \$2,000 worth of computers were destroyed that are used for presentations. Caller stated that he also had cough syrup in the bag and he certainly didn't care that we open the boxes but they completely destroyed the box. Caller stated that his items were smashed and destroyed. Caller stated that he doesn't care for the inspections but we need to have more respect for someone's belongings.

Advised caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport IAD

Airline United

Flight number 1208

Departure time 4:00 PM

Date and time of incident 02 28 2014 03:00 pm

Baggage tag numbers (b)(6)

Description of bag Aqua medium size rolling bag.

Was there an NOI Yes

Anything written or stamped on NOI No

132 3/3/2014

Dear Sir/Madam

I am writing to register my dissatisfaction at the length of the lines at Dulles yesterday afternoon. It took us over 35 minutes to get through the lines. If this was due to sheer passenger volume at peak times I may understand it but the fact that about half of the lanes were closed leads me to believe it was just bad planning.

(b)(6)

133 3/3/2014

(b)(6)

To Whom it May Concern:

I traveled from washington Dulles airport to Copenhagen - kastrup with Scandinavian Airlines flight SK926 Sunday 16 february 2014.

When my luggage , that was military equipment, arrived in Norway there was a note in the bag that said it was checked by American TSA. After I had gone through my things, i found out that there were two recreation ice axes (used for ice climbing) missing. I am just now reporting this due to the fact i had not inspected my luggage until now.

So i wonder if these two could have gone missing during the check by TSA. If you could please check if the TSA Agent(s) who checked my bag might have forgotten to put them back into my suitcase. My travel information is listed below, and as I live in Norway, the e-mail address used in this transaction is the best way to reach me. Thanks for your time.

my flight info is :

(b)(6)

Regards

(b)(6)

134 3/4/2014

The caller s bag has been inspected before and his lock never gets put back on his suitcase at IAD. The last lock he bought was TSA approved. This has happened 3 times. He had a NOI in the bag. He flew on American from Dulles to Fort Worth TX.

Advised:

What indication did you have that TSA was in the bag.

Airport where the incident occurred: Dulles

Airline: American

Flight numbers: 1243

Date and time of incident: March 4, 2014, 6 am

Baggage tag numbers: (b)(6)

Description of baggage: black 22 inch Briggs and Riley brand, purple snap tag on that says Ravin in purple and gold with Greek letters.

Was there an NOI?

Anything on the NOI? No

What terminal or gate? Terminal B73

Individual s contact information email

(b)(6)

135 3/4/2014

Dear Sirs

On the 19th of February I left Dulles airport on SAA 208 to Johannesburg. When I got to Johannesburg I found your note in my suitcase. Whilst I am perfectly happy for you to search my bag, as I do believe it is in my best interests to have a safe plane and I have nothing to hide, but if you open up a bottle of nail varnish remover, which is the correct travel size. Please kindly close the bottle properly.

I had very expensive dresses and shoes in that bag, as I had come to the US for a prominent wedding, the remover had spilt on my good clothes. I had sealed it very tight and put it in a zipped make up bag with my pills. My pills had remover on them and when I took them to the drug store they said they were too dangerous now to take.

I do travel with a US Samsonite bag, with standard locks, that can be opened easily.

I thought I should advise what has happened as you need to train your staff to close what they open securely.

Kind regards

(b)(6)

136 3/5/2014

Calling regarding her luggage that was screened by TSA, she had a connecting flight when she flew from India via IAD to DEN. When she arrived at IAD from India her baggage was delayed and she spoke with United and they gave her a slip and then they notified her the bag was found and it was shipped to DEN via another flight, not the one she was flying.

There was a NOI inside her bag when she retrieved and everything was shuffled and things broken and her clothing was stained and she is missing a gift item, something made with marbles which was a gift to her and an article of clothing, a Saree.

She remembered someone calling her at her hotel and asking what she was transporting and she stated clothing, said she received a call from TSA, a gentleman, and asked her what she was transporting and she stated just clothing because she states she had a bad experience previously with TSA.

She has photos of the damage to her items and wants to file a claim, how can she do that?

She arrived at IAD on 2-12-14 and missed her flight in WA because of the weather and was held up and didn't depart for DEN until 2-14-14. Her bag had already been sent via a different flight # 427.

She flew from India via IAD to DEN and her bag was inspected at IAD by TSA.

Flight Details:

1. Airport: IAD
 2. Airline: United
 3. Flight #UA427 was the flight her bag was sent on and her flight # was 1206.
 4. Gate: not available
 5. Terminal: not available
 6. Baggage Claim (b)(6) the bag is a navy blue cloth roller bag with 2 wheels, medium size bag, has a zipper and wasn't locked.
 7. NOI included? Yes, nothing written or stamped on the NOI.
- How long does the process for the claim take?

Response:

Apologized to caller and provided claim form via email.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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

Explained to caller an investigation will be conducted regarding the screening of her bag, if additional information is required she may be contacted via email.

137 3/5/2014

Caller just arrived from a flight. She found a NOI in her checked luggage, and her luggage was ruined, it was a 500 dollar piece of luggage. Caller is wanting to file a complaint and claim.

Advised,

She flew into the US and landed at IAD. The flights were cancelled and she had to drive to DCA to fly from there, but her checked luggage remained at IAD

Airport: IAD

Airline: US Airways

Flight Number: she doesn't have it

Date and Time of Flight: March 3, she landed at IAD at 2 or 3 PM, and flew from DCA at 10:10 AM

Baggage Tag Number: she doesn't have it

Description of Luggage: red in color, DVF all over the bag, fabric material, DVF is the brand, has 2 wheels, 2 zippers in the front.

NOI: Yes

Anything on the NOI: nothing

Contact Info: (b)(6)

I advised that I will send the complaint to the CSM at IAD Airport. I also advised that I will be sending the claim forms to the email that was provided.

Once the Transportation Security Administration's (TSA) Claims Management Office has processed a traveler's claim form, he or she will receive a letter of acknowledgement and a claim number. The claim number should be kept for future reference when inquiring about the claim. TSA will try to resolve claims as quickly as possible but may need time for a further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months of when it was filed, travelers may have a right to bring their claim to court.

She insisted that she left her luggage at IAD and it never went to DCA with her.

138 3/5/2014

Caller flew from IAD yesterday, checking in around 7 AM. She had medications in her carry-on. She checked 2 bags. Her husband is missing almost all of his Percocet medications from his carry-on luggage.

Advised,

Airport: IAD

Airline: Virgin America

Flight Number: 89

Date and Time of Flight: March 4, 7:00 AM

Description of Luggage: cloth canvas type, picture of a library on the front, zipper, like a book tote bag.

Location: Checkpoint B she thinks, Richard was her wheelchair attendant.

Contact Info: (b)(6)

I advised that I will send the complaint to the CSM at Airport. I also advised that I will be sending the claim forms to the that was provided.

139 3/6/2014

Caller and daughter, (b)(6) flew together. They had the same color Samsonite suitcases. When she picked them up in PHX. The locks were destroyed and the luggage was all taped up. She has an NOI. All the contents were thrown back in. It was not even locked. It was torn up by putting the contents back in. It was horrible. The frame is damaged. There was tape over every part of the suitcase. It was practically new, but now it looks terrible.

Airport: Dulles

Airline: Southwest

Flight Number: She does not know

Date and Time: March 4th around 4 or 5pm

Baggage Claim Number: (b)(6)

Description of Bag: Large, Forrest Green with four wheels, Samsonite Brand

NOI: Nothing stamped or handwritten on it.

Location: She does not remember

I apologized to the caller, mailed the claim and instructions to her. The CMB will handle the claims so their telephone number and email address will be included. I will also send this to the CSM for review. She asked if they will believe her. I told her she can take pictures of the suitcase.

140 3/6/2014

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 3/6/2014 8:03:55 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/06/2014 7:45 AM Airline & Flight Number : JetBlue Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : Agent directed me to the wrong location for TSA pre causing me to go through the regular security checkpoint. Additionally the agent operating the scanner was incredibly rude. An unpleasant experience with the TSA.

Would you like a response? : True

Passenger's Name : (b)(6) mail :

(b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

141 3/6/2014

On March 5th 2014 I accesses the TSA Employee Check line at 10:29 PM at Dulles International Airport. I was working a flight as a Flight Attendant but the employee check line was full of regular passengers, I asked the TSA agent if I could cut in line as a crew member and I was denied, I asked to speak to suervisor who was sitting texting and this guy was exreemely rude and yelled at me for NO reason. I replied well, this is horrible

I am offended by this supervisor s attitude thay instead of offering a solution just wanted to make more problems..

142 3/7/2014

To whom it may concern:

My name is (b)(6) and I traveled from IAD to Columbia, SC on 3/6/14. When I arrived at my destination there was two inspection notices in my bag that stated my bag was inspected. I have no issue with this, however someone to the top off my coconut oil and did not replace it properly causing all of it to spill all over my clothing and ruin them. I had several business suits in there. I would like to know how I can be reimbursed and how this is going to be addressed so no other passengers have this experience. The airline was United, flight 5731 departing at 12:23. Thanks and I look forward to hearing from someone.

(b)(6)

143 3/8/2014

I just arrived to Dulles from Cairo by way of Frankfurt. I had a connecting flight through Dulles to Columbia, SC. I rechecked my bags and proceeded to the security check point with a clearly labeled, sealed Duty Free bag with a \$75 bottle of wine. The TSA member opened all the seals, sent the bottle through the machine again and then proceeded to tell me I couldn't take it. I had 20 minutes to meet my next flight and was told I had to surrender the bottle or go check it with United and wait in the line. I am an active duty service member and have carried duty free bottles through numerous flights before. I think this was a shake down and my bottle was taken illegitimately. I am willing to give the TSA a chance for rebuff, though. I am very disappointed.

(b)(6)

144 3/8/2014

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 3/8/2014 6:36:17 PM
Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/07/2014
11:00 AM Airline & Flight Number : UA 224 Checkpoint/Area of Airport : Main Terminal
TSA Employee: (If Known) :
Comment : 2 things:
A person had a large 12-16 OZ bottle of Dayquil. The line was held up while they tested it and gave it back to her. I thought the rule is a little over 3 oz? The rule should be the rule.

After the screening machine an officer of middle eastern descent came up to me and started feeling my chest with a blue glove. No notice, no warning.

Almost always TSA is really great in all areas. Yesterday was quite the disaster in many ways.

Thanks
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

145 3/9/2014

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/9/2014 2:50:20 PM
Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/02/2014
11:45 AM Airline & Flight Number : AA 0148, UA 3542, UA932 Checkpoint/Area of Airport : IAD, MIA, Frankfurt, CAE TSA Employee: (If Known) :
Comment : I have noticed a constant Security Screening in the last three months of flying. Every departure from every airport I have flown in the last three months I have been flagged as a possible security issue. I am currently employed as a Special Agent in the Federal Government and understand that a occasional check is required do to some of the locations I travel to but since Dec...it has been every flt. Any help would be appreciative.

(b)(6)
Would you like a response? : True
Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6)
(b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

146 3/10/2014

Feedback Type : Complaint

Categories : Locks

Current Date/Time : 3/9/2014 8:46:59 PM

Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/09/2014 5:50

PM Airline & Flight Number : Southwest 3692 Checkpoint/Area of Airport : ISD TSA TSA

Employee: (If Known) :

Comment : I haven't traveled much lately when I had to give my luggage to a free standing TSA screening station, but today I did. They are 100 percent in losing my locks (TSA) when I got to my destination. When I gave them my luggage there was a lock. When I picked up my luggage in Chicago, no lock. Since they cost from \$8 to \$12, it is a not insignificant cost over time.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

147 3/10/2014

Hello

We went through TSA after arriving in a flight from Brazil to Washington Dulles Airport. I was with my husband and my son.

We went through TSA and we left the airport after that to take public transportation and go to our final destination by car. Our flight to LGA was cancelled. Our Iphone 4 and an orange flashdrive disappeared after passing by TSA.

I appreciate any help in the direction of recuperating them.

Sat, 04JAN14UA860QRIO DE JANEIRO, BRAZIL

(GIG) 8:40 PM WASHINGTON, DC

(IAD - DULLES) 6:40 AM 777-200Snack

Sun, 05JAN14UA5736QWASHINGTON, DC

(IAD - DULLES) 8:16 AM NEW YORK, NY

(LGA - LAGUARDIA) 9:37 AM CRJ-200

(b)(6)

HYPERLINK "mailto:(b)(6)"

ID Date Added_Date Only Contact Details

148 3/10/2014

I flew from IAD to BDL through Cleveland on United today, Sunday, March 9. I am a frequent flyer and I check two bags. Every time I check bags, I always zip them closed a specific way.

When I picked up my bags in Hartford, CT, I noticed that my bag had been obviously opened because of how the bag was zipped. When I opened my bag, I expected to see the paper from TSA that they had searched my bag.

Instead I found a bottle of water in my bag.

I DID NOT pack that water. I never do for fear that I will leak all over my clothes.

That bottle of water was placed in my bag by someone AFTER I handed it over to United when I checked in. To me, THAT is the issue.

I do not see anything that might have been taken out of my bag (like someone was trying to steal something) but the bottle of water that was placed in my bag is the issue.

If you would need or want any more information regarding the specifics of my travels, I will be happy to provide that information.

Thank you.

(b)(6)

149 3/11/2014

hi iam captin khalid koshak i was on sva 036 from iad to jed my bag was opened by tsa every thing inside my bag was turned upside dpwn which i didnt complain about but the bag tsa louk missing and i could not find it

150 3/11/2014

Dear Sir Madam. As a (b)(6) and former colleague of your Director, the Honorable John Pistole, I am very supportive of your role and mission in protecting the traveling public; and, we appreciate what you do! However, I am extremely frustrated by the fact that on two occasions during the past year traveling overseas out of IAD, my suitcase was checked, Notice of Baggage Inspection enclosed, but TSA combination lock NOT REPLACED. What happens on the other end, Russia, Korea and Thailand! Although the locks cost me about \$15.00 to replace, not sure if anything was taken on the other end, why can't the examiner put the lock back on the bag! These are the things that undermine your reputation.

Thank you.

151 3/11/2014

No wonder no one likes you people. I checked in at IAD for an Air France at 4pm for a 7:55pm flight. Someone inspected my bag, which is normally no big deal, but not this time. Who ever went through my bag just crammed my pants and shirts back in without even trying to put them back correctly. I now have to go to the cleaners to have them pressed AGAIN! There is no excuse to ruin US citizens clothing when you search the bag. If you can take the time to search you can at least make an effort to put the clothing back properly.
I'd love to see how you'd react to arriving at your destination with your clothing totally messed up and not wearable. John Pistoris always dresses very smartly and I don't think he'd appreciate his packed items looking like mine did when I arrived. Everything repressed for over 8 hours in the hold of the plane.
JERKS!!!
P.S. Don't insult me further by a form reply of how "every attempt is made to blah, blah but mistakes are sometimes made in making your flight safe" Whomever looked at my stuff just didn't give a shit period.

Sent from my iPhone

152 3/11/2014

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 3/11/2014 6:38:08 PM Airport : IAD - Washington-Dulles
International Date/Time of Travel : 03/10/2014 1:30 PM Airline & Flight Number : United 560 Checkpoint/Area of Airport : Closest to United Check-in Counter TSA
Employee: (If Known) : Unknown Comment : I believe that \$300 was stolen from my wallet by TSA. The wallet was taken by TSA when it alarmed the scanner machine (the one you stand in) and carried back to be taken through the carryon x-ray machine (in the past I have just had to hold the wallet over my head). I believe that the money was probably stolen at this time - though it could have been later when I was taken to a small room for additional pat downs (unknown why - I travel frequently and this has never happened before). I did not realize the money was missing until I arrived in San Francisco a few hours later. There were two different TSA personnel involved - one of whom acted nervous and distracted the whole time. I can provide a lot more additional details. I called Dulles Complaints at the number give to me (first 703-662-2222) - this was an operator who transferred me to a voice mail (703-662-2273) which I called back a couple of times and never reached a person. I left a message on the voice mail but it was not returned. I need to know what to do to submit a formal report.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

153 3/13/2014

Caller flew last Saturday from IAD to DEN. He went on a snowboarding trip. He had TSA approved locks on his bags, but when he received his luggage, neither of the locks were present when he got his luggage. He did have a NOI in the bags. Caller would like to file a claim.

Advised,

I advised I would send claim forms to his email address he provided

154 3/13/2014

Caller flew from Cancun yesterday into Dulles and connected to LaGuardia. He had a NOI \$200.00 bottle of tequila opened and because the seal was broken it spilled out onto his wife s clothing and those are ruined. He said he cannot believe how stupid TSA is to do this or why they did it. Caller was extremely upset. He wanted to know how likely he is to get money for this.

RESPONSE:

Advised I am sorry no matter what happened that he had this experience. The NOI does not mean it happened at Dulles and could have happened in Cancun but I will send to him a claim form and send his complaint to the Customer Support Manager. Advised the claim form instructions will arrive via email within 24 hours and the Claims Management Branch processes those and makes the decisions.

CSM Referral Information:

Airport: Dulles

Airline: United

Flight #: 5742

Date: 3-12-14

Departure time: 9:50 PM (was delayed 3 hours late and departed at 12:30 PM).

Baggage tag #: (b)(6)

Description of baggage:

Was there a NOI?: Yes

Any Information on the NOI?: NO

Phone #: (Cell): (b)(6)

Email: (b)(6)

155 3/13/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 3/13/2014 9:42:19 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 03/12/2014 4:00 PM Airline & Flight Number :

DL2015/DL221 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) :

Comment : I had 3 books in my suitcase (TOEFL, TOEFL iBT and Master English Pronunciation) that went missing.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

156 3/13/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 3/13/2014 1:24:25 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 03/12/2014 4:00 PM Airline & Flight Number : DL 2015 connecting to DL 221 in ATL Checkpoint/Area of Airport : Baggage screening TSA

Employee: (If Known) :

Comment : I've already filed a complaint before, but I also noticed that 2 packages of fabric softener (Bounce) were missing from my luggage. The same suitcase from where the books were taken (Barron's TOEFL iBT, Barron's Practice Exercises for TOEFL and Perfecting your English Pronunciation). One of them was 80 counts and the other one was 120 counts (one scented and the other unscented). It's really disappointing traveling back home from abroad to find out that your stuff is missing! Especially when it's so hard to be found in your own country!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

157 3/13/2014

To whom it may concern,

My husband and I were taking a business pleasure trip to Mexico on February 26, through March 3rd 2014. On our way to Mexico we flew out of Washington Dulles International airport Delta flight 1693 to Atlanta, the flew from Atlanta to Cancun Mexico on Delta flight 533. When we arrived at our hotel and began unpacking I noticed that my luggage had been inspected. First let me say I m all for safety and I understand that safety procedures are set in place to keep me and others safe when traveling at home and abroad. However, I have a problem when my stuff has been so badly rummaged through that I had earrings missing,a broken pearl bracelet and makeup is all over my personal things as well as the luggage they were packed in. Honestly it looked as if someone was trying to destroy my belongings, which is of real concern. I can only hope that someone will take the time to look into my concerns. I can follow rules and safety procedures without any problems but please don t disrespect me or my personal belongings. I have paid the price of a ticket, I get there hours in advance of my flight, I waited in lines for security, I wait for the plane to take off on time which it rarely does and sometimes due to passengers who feel the need to have take on luggage which I can see and I don t work for an airline isn t going to fit in any overhead bin. Seriously! Only for delays to begin so their luggage can be stored properly, when it should have never got to that point. However, maybe they to have had their luggage so badly treated that they won t even check it in anymore. I will be waiting for a response to this email. Thanks in advance for any help or insight you may have to this concern and problem.

(b)(6)

Sent from my iPad

158 3/14/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/14/2014 5:56:56

PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/09/2014

7:00 AM Airline & Flight Number : United Checkpoint/Area of Airport : Initial TSA

Employee: (If Known) :

Comment : My wife and I arrived at IAD at 6:50am for our flight to TPA. We have been pre-screened but it seems like none of the TSA employees directing passengers to the security areas knew where the Pre-screened area was. A lot of young TSA employees and even several of the older employees directed us into massive lines which almost made us miss our flight. After questioning around 8 employees we finally found one employee that gave us valid directions. Was this bad training or just incompetence? I have always given them a break but this is inexcusable. No wonder passengers are disgruntled and upset.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

159 3/14/2014

Name of the passenger(s)

(b)(6)

Dulles Airport

Arriving from flight UA 860 going into exiting airport from the in transit area due to next flight cancellation

Date January 5th 2014 7-8am

United Airlines

No gate number

contact number (b)(6)

Incident: disappearance of I phone 4 and orange flash drive

(we had about 3 carry on luggage and one suitcase coming from Brazil)

- Specific name of the airport where the incident occurred
- Date and time of incident
- Airline
- Gate Number
- Contact number

If your e-mail is related to mishandling of your baggage, in addition to the information above, please also include:

- Baggage Claim Number
- Description of your bag flight

UA860

On Mar 9, 2014, at 10:54 PM, (b)(6) wrote:

Hello

We went through TSA after arriving in a flight from Brazil to Washington Dulles Airport. I was with my husband and my son.
We went through TSA and we left the airport after that to take public transportation and go to our final destination by car. Our flight to LGA was cancelled. Our Iphone 4 and an orange flashdrive disappeared after passing by TSA.

I appreciate any help in the direction of recuperating them.

Sat, 04JAN14UA860QRIO DE JANEIRO, BRAZIL
(GIG) 8:40 PMWASHINGTON, DC
(IAD - DULLES) 6:40 AM777-200Snack

Sun, 05JAN14UA5736QWASHINGTON, DC
(IAD - DULLES) 8:16 AMNEW YORK, NY
(LGA - LAGUARDIA) 9:37 AMCRJ-200

(b)(6)

HYPERLINK "mailto:(b)(6)

(b)(6)

HYPERLINK "(b)(6)

160 3/14/2014

Caller has traveled overseas and filed a claim through United and they are missing a rear dirt bike shock. Caller stated that there is a NOI stating that they removed the item because it was prohibited. Caller has been speaking to United and they told her that she would need to contact us provide her baggage tag number and get a confirmation that the item was removed from her bag so they can get it back from the airline.

Advised caller:

As TSA screens bags for prohibited items, TSOs may find dangerous or hazardous materials inside checked baggage, which could include common household items. When carried in checked baggage these items may present a threat to the safety of the aircraft. Aircraft operators are notified when these items are found, and they will make the final decision to remove or allow dangerous or hazardous materials from checked bags following inspection. Advised caller I would send this to the CSM at the airport and see if there is anyway they can give her confirmation that the item was removed from her bag so she can get it back.

Airport IAD

Airline United

Flight number 3888

Departure time 9:30 PM

Date and time of incident 02 09 2014 09:20 pm

Baggage tag numbers (b)(6)

Description of bag Black carry on suitcase.

Was there an NOI Yes

Anything written or stamped on NOI: The removed due to it was prohibited and her sons name and (b)(6)

161 3/16/2014

Good morning and GREETINGS from (b)(6)

My mother, who is making her first visit to Africa, just left DC (Dulles) arriving in Dakar (DKR) less than 12 hours ago, March 15th at 5:40pm, arriving March 16th at 5:15am. However, the flight, South African Airways, was delayed for 24 hours because of mechanical trouble, she was supposed to arrive yesterday.

This gave your 'inspectors' plenty of time to go thru everyone's luggage and take what they wanted.

She is missing, and I am serious...

WATERMELON KOOLAIDE AND A DOZEN PAIR OF MEN'S SOCKS

It's a damn shame and a disgrace that I have to sit here and write this letter but I am doing it because, as you already know, your TSA employees steal with impunity. I personally had 15 bags TOTALLY STOLEN out of JFK years ago when I moved here and never got a dime of compensation. Another time coming and going thru the US I got an entire bag of new clothing for my children stolen.

Again, nothing with regard to compensation but runaround.

This time, THANK GOD they didn't steal more but because she was traveling with (b)(6) they had better stuff than she did!

I have been living in Senegal since 1999, I'm American and am in the tourism business so I see this type of thing happening to travelers (who don't know to pack lightly and don't check ANYTHING).

They always think it happens here, it does not. We both know it's the US side that steals oh, confiscates KOOL AID AND SOCKS for 'security' reasons.

The really sad part, what makes me ashamed of my people... not only did they go thru her stuff, she brought tropical fruit punch koolaid, grape koolaid, something else, I forgot, but I specifically asked, at the last minute, for her to get the watermelon and peach too, that's been stolen as well, but anyway, she got it and ADDED IT to the rest of the koolaid. One or two of your employees decided she didn't need to bring ALL the koolaid for the grandson she hasn't seen in 16 years... so they ACTUALLY WENT THRU THE PACKAGE AND TOOK OUT ALL THE WATERMELON AND PEACH KOOLAID.

Who on earth would do that? American TSA agents.

Start small - and you'll catch the big fish that are stealing, if you even care. It's an easy thing to do - just check the employee lunch area for the next few days and see if anyone is drinking watermelon or peach koolaid (or if someone is making it for the crew). Catching your thieves is not rocket science - you just have to have the will to do it.

The black crew socks for my son were probably split up between them already but watermelon koolaid would be a dead giveaway.

I look forward to a response and follow up to my complaint.

Sincerely,

(b)(6)

--

So many people struggle for a lifetime and never arrive at a place of contentment... (b)(6)

(b)(6)

(b)(6)

Also Featuring:

(b)(6)

Our Rankings & Reviews:

(b)(6)

(b)(6)

(b)(6)

We are also Listed and Verified on:

(b)(6)

162 3/17/2014

March 17, 2014

(b)(6)

Email: HYPERLINK

(b)(6)

Tel: (b)(6)

(H)

(b)(6)

(C)

Sub: Stolen MacBook Air Laptop (Report No. (b)(6))

Attn: Metropolitan Washington Dulles Airport Authority

I would like to place before your highest office, a personal grievance and request your authority to use fairness, justice and responsibility to offer me an appropriate judgment.

On February 28, 2014, at approximately 6.30 pm, I was passing through the security gates at the Dulles International airport, to catch flight EY 130 of Ethihad Airlines to Abu Dhabi en-route to Chennai, India. My wife was traveling with me.

Following the routine, I placed my carryon luggage along with my wallet, belt, phone, pen and wristwatch on one tray and my Apple Mac Book Air 13 computer (Serial no (b)(6)) on another tray, separately as directed. When I questioned on how I could identify my computer on the other end, I was told to just place it on the belt and push it through the security channel.

As guided, I stood in line and passed through the security electronic gate. There were two or three passengers ahead of me and it took a few minutes before I could reach to collect my belongings.

I found my carryon bag and the tray with my belt, wallet, phone, wristwatch and pen but could not find my computer on any of the trays. I looked around several times but my computer was missing. Anxiously I asked the officers where I can get my computer, but they waived me off to the pile of trays at the end of the belt. Since there was no computer, I frantically appealed to a lady officer who took note of my concern and looked around for it. Since she couldn't find it, she consulted with the other officers who checked my carryon to ensure that I had not already kept it in. Finally they seem to realize that my computer was missing and it may have been stolen since there was no other computer left behind.

Once they realized that my computer was stolen, as per my request, they contacted the police at the airport. An officer came and took my information like my SS number, Drivers License and passport along with my flight details. He took pictures of me and of the documents.

I was repeatedly told that they were checking the cameras and have located some suspicious individuals and that they will retrieve my computer. The officer told me to go and wait in the lounge and that he will contact me.

At about 8.30 pm, the original officer came along with (b)(6) not legible) to me at the lounge and explained that they could not find my computer or any suspect, but the case is registered and the Report No is (b)(6). They said that they will follow through and keep me informed.

As I wait frustrated about my loss, some of my family members are taking measures to locate the computer, erase the important personal information on it and locate the

offender.

The purpose of my request is to register a complaint to the airport authorities and to all the concerned departments who are responsible for the much crucial security, about my loss and my anxiety of its implications.

I have so far received no communication from TSA.

I have very sensitive personal information like my investments, passwords and IDs, access to my funds, precious photos and documents that took several hundred hours of my work stored on the computer. I am concerned of how the thief will be using such information and damaging my privacy and my assets.

There is no system at the security at the airport that personal belongings of passengers are protected until it is claimed by the right owner. In many countries, the owner is given a token with the same number placed in the trays so that the correct person only can claim their belongings. With the present security system, there is no care about personal property as the officers are only focused on screening for safety as thieves walk away with stolen property.

As a tax paying, responsible citizen, passing through the security, my personal belongings were left at the mercy of the security officers who showed no concern for my loss or their role in protecting citizens' property which was stolen from right under their nose.

It is extremely disturbing that no measures are instituted at the highest security points of the nation's capital that as the officers are screening passengers for security items, absolutely no measures are provided to correctly hand over the screened possessions or to prevent or catch thieves walking away with stolen items.

I politely demand that I may be compensated for my loss - my intensely personal information, and priceless possessions of my life stored on it, as well as my agonizing anxiety, all because of an inadequate system that is presently prevailing at the highest security offices.

I request that my grievance is heard. I request that appropriate measures are taken to ensure the protection of citizens' property.

I expect that the authority vested with the protection of safety of people may also be vested with the responsibility of the protection of people's property.

I hope that the authorities listen to my complaint and act. I hope they care.

And I hope to hear from you.

Respectfully submitted,

(b)(6)

ATTN: Metropolitan Washington Airport Authority, (b)(6) IG, DHS, Kip Hawley, Asst. Secretary, DHS.

(b)(6)

163 3/17/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/17/2014 8:21:28

PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/16/2014

4:00 PM Airline & Flight Number : United 919 Checkpoint/Area of Airport : Baggage

Claim TSA Employee: (If Known) : Not sure of name....he had a beagle with him

Comment : I had just received my baggage after over 12 hours of traveling and almost no sleep...I still had to drive 2 hours to my destination and I just wanted to get out as quickly as possible. As I turn to leave a man with a dog approaches me and the dog proceeds to jump up on me and begin sniffing my backpack. The man tells me to stop and is very rude to me. I apparently had an apple in the bottom of my bag that I had completely forgotten was there and because of it I had to go through a whole other set of secondary security measures. I couldn't believe it. I'm a citizen of this country and the way the man looked at me and talked with me was as if I was the scum of the earth...like he was judging me and assuming since I'm young and returning from spring break, surely I must have drugs on me or something illegal. This isn't the first time I've dealt with rude TSA agents. I'm all for security and proper safety measures, but I have had more trouble in my own country than anywhere else, and that's just not right.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

164 3/17/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 3/17/2014 6:19:27 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 03/16/2014 9:00 AM Airline & Flight Number :

QR708 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello

My checked bag was inspected by TSA, I was carrying groceries, they damage some products and put everything back in a complete disorder, this actions does not show professionalism from TSA agents.

it is not my fault and not because it was sent to revision mean the have to be make a mess of it. Is not even safe for them their actions must be more sensitive or respectful.

Would you like a response? : False

Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

165 3/17/2014

I completely understand why TSA physically inspects checked baggage, and normally I do not have an issue. My bags are frequently subject to a physical inspection and this is the first time that I have had a problem.

I was on United 145 from Dulles to Honolulu on Friday, 14 March 2014. Since I had to bring my military uniform along for this trip, I had my combination cover (hat) in its originally box to prevent damage. Unfortunately, the physical inspector did not properly stow the hat back in the box and closed the box so that my hat was warped - totally defeating the purpose of packing the hat in its box. I am very frustrated that a costly hat was warped out of shaped because the inspector was in a hurry.

Please ask your inspectors to be more respectful of people's property - it may not look important or costly to the inspector, but it may be just that to the owner. I cannot stand in front of my crew with a warped hat when I require that they should be properly uniformed... luckily I own a second hat.

v/r, (b)(6)
(b)(6)
(b)(6) ship
(b)(6) fax
(b)(6) cell

166 3/18/2014

Hello,

I had two checked bags go through TSA search at Dulles airport on March 15 for a flight leaving at 7:55 pm. I checked them at about 5 pm at the Air France counter.

I am writing because the person or people who searched my bags did not close them. I have a suitcase with a TSA lock so that TSA agents can open the bag and then LOCK it again. When I retrieved my bag after my flight had landed, I saw that the zippers were hanging loose right next to the lock, far enough away that they couldn't have just popped out of the lock, somehow. I found the TSA tag in my bag as well as a sloppy re-packing job.

My second bag was a large trekking pack. As well as opening at the top, it is also equipped with a side zipper. That zipper was left open by the TSA agent, the straps around it were fastened but the zipper was completely open. I had made very sure to zip everything and secure the zippers under the flap when I packed.

With both bags, I followed your rules. I made it possible for the agents to open the bags with no need to break anything. However, not only did the agents not close the bags properly, but the fact that it happened with both bags makes this look less like someone just forgot and more like someone acted deliberately.

When I give my bags up to be checked and inspected by TSA, I am putting my trust in your agents to be responsible with my belongings. I expect your agents to be respectful and professional as they fulfill their duties.

I would like to speak with someone about this.

Thank you.

Sincerely,

(b)(6)

167 3/18/2014

Dear Sir,

The undersigned flew to Islamabad (Pakistan) via American Airlines Flight No. AA-6014 (Etihad Airways) which departed from Washington Dulles Airport on Saturday March 16, 2014 at 10:30 pm. Two luggage bags duly locked were booked at the time of departure. Upon receipt of luggage at Islamabad airport i was shocked to see one lock missing from the luggage bag. The subject notice was found after scrutiny of bag. As a law abiding citizen of Pakistan, i have no objection on inspection of checked baggage but have my serious reservations the way inspected bag was loaded in the plane without putting any proper seal by the Transportation Security Administration. In other words, bag was left at the mercy of loaders during transit.

My humble suggestion is that all such inspected bags should be properly resealed by plastic seals by TSA to avoid theft of passengers belonging during transit.....SMART SECURITY SAVES VALUABLE ITEMS OF PASSENGERS :))

Warm Regards,

(b)(6)

(b)(6)

Ph: (b)(6)

Fax: (b)(6)

Cell: (b)(6)

E-mail: (b)(6)

Website: (b)(6)

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168 3/19/2014

The caller stated she flew from South Africa and her tab on her zipper was missing. The caller stated she landed in the U.S. and she flew out of Dulles on 3 19 2014 at 8:24am on United Airlines flight# UA764. The caller stated her baggage tag number is (b)(6). The caller is upset because her handcarved chess board was damaged. The caller stated the chess board was wrapped in plastic and surrounded by clothes. The caller stated her bag was inspected and the chess board was not re-wrapped. The caller stated she also had bottles of wine in the bag and they were also not re-wrapped and they scratched the chess board while in transit. The caller stated the chess board was in a Tume green and brown bag. The caller stated she had a NOI with no timestamp on it.

I told the caller I would forward the information to the CSM for further review. I sent the caller a claim form via e-mail. I told the caller TSA tries to resolve claims as quickly as possible. TSA monitors the number and nature of complaints we receive to track trends. I told the caller we want to see if specific employees or screener teams are the subject of repeated complaints.

169 3/19/2014

Hola buenas tardes

Hace aproximadamente un mes hice un viaje destino paris con escala en Washington, y al llegar a paris descubro q mis maletas están totalmente destruidas!!!!!! Yo de q se checa el equipaje pero están brutalmente destruidas y quisiera saber si me dan alguna indemnizacion para arreglar mis maletas

De antemano muchas gracias

(b)(6) mi iPhone

170 3/20/2014

Caller flew from Paris to Dulles then to SFO yesterday at 3:00pm. His luggage was inspected and his TSA lock was broken and many items are missing from his luggage. He stated that his samsonite luggage was destroyed and he is needing to be reimbursed for the \$600 it will cost for a new one. There was a NOI in the luggage and it does not have anything written or stamped on it. He ask the screeners at SFO for information on why his luggage was damaged and they informed him that they could not help them since they were a private contractor not TSA. He is needing to know if this is true.

I advised him that I am sending claim forms to him so he will be able to file a claim for reimbursement for the missing items. I am also forwarding his complaint to the CSM at Dulles so they will be aware of his issue. The screening at SFO is conducted by a contracted company that is not TSA.

171 3/24/2014

Caller said her brother flew on Thursday from IAD via London to Ghana and there was a NOI inside his bag and she has items missing from her bag. The checked item was a box which didn't arrive until Saturday. The box was torn up when she returned to the airport to retrieve on Saturday.

She is missing an Anne Klein watch, shoes, toiletry items, medications, malaria pills. Flew from IAD via London to Ghana.

Flight Details:

1. Airport:IAD
2. Airline: British Air
3. Flight #65BS5X, departed 10PM, approx. 5 hr. layover in London and he arrived at Ghana at 10PM on Friday, 5-21-14.
4. Gate:not available
5. Terminal:not available
6. Baggage Claim # not available, the checked bag was a heavy cardboard box, Home Depot Box, there was Styrofoam wrap on the outside of the box and double sealed.
7. NOI included? Yes, nothing written or stamped on the NOI.

Response:

Apologized and provided claim form via email.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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

Advised if additional information required, CSM may contact via email.

Suggested she may want to contact the airline to file a claim, if investigation by TSA determines the items weren't left out of the bag during screening, may deny claim. TSA only has the bag at the departure airport.

172 3/25/2014

The caller flew from IAD on Monday and he had baggage in his tool bag with his toiletries on the top with medications in a waterproof case. He stated that his medication is missing. He stated that it is blood pressure medication and heart medications. He stated that if he has a heart attack his wife will sue. He stated that realized that he did not take his medications yesterday, and then he was not able to find them today.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. Complete and return the form in accordance with the instructions.

I explained that since this concerns his medications, I will forward this information to the CSM at IAD so that they can be aware. I explained that I would recommend he contact them also at his earlier convenience, however they may not be available at this time. He can call them tomorrow.

The CSMs number is as follow:

Phone: (b)(6)

The callers flight details are as follow:

Departing Airport: IAD

Connection: CLE

Destination: MIA

Airline: United Airline

Flight Number and Time: UA3875 @ 6:00 am

Baggage Claim Number: (b)(6)

Baggage Description: bright red roller bag, husky tool bag

Date and Time: March 24th, 2014 @ 4:00 am

173 3/25/2014

Caller states he flew from Dubai to IAD to EWR on United and states his checked baggage was ransacked with a NOI included. His jewelry box was empty and his hard drive was broken. He states he had a very expensive bracelet and pendant inside. He states there is no doubt in his mind that a tsa member stole this and this is a crime. He states there is no way for them to hide from this crime. He wants to know the name of the tsa member and will file charges with the police. He states he must have the items back.

We regret that you were unsatisfied with the manner in which your bags were handled. What I can do for you is send you a claim form within 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident. Gave caller EID (b)(6)

Airport: IAD

Airline: United

Flight#: 977

Date: 3 24 2014

Time: 8:17 AM

Baggage#: (b)(6) on his tag

Gate: D8

Terminal: NA

Email: (b)(6)

NOI: Yes

Description: Travel pro black suitcase on wheels

174 3/25/2014

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 3/25/2014 9:22:51 PM Airport : IAD - Washington-Dulles
International Date/Time of Travel :
Airline & Flight Number : Southwest 183
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : To Whom it May Concern,

I understand the need to inspect luggage for security reasons and have no issue with the practice as a whole. However, please show respect when placing the contents back into the bag. My Fiance's bag contained her sisters Bride's Maids dress, which was clearly balled up and shoved into a corner of the bag. It is now a wrinkled mess. The lack of respect shown for such a special item was very disappointing.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

175 3/26/2014

Disability Description: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip.

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

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

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

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

I asked the caller if he would like an email of this information and he said yes.

(b)(6)

Incident Details: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip. The caller states that normally the TSOs do the body search on the traveler but this time the agents refused and said she had to go through the xray machine which destroyed her computer. The agents were adamant and rude and she showed them a card that she cannot go through the xray because it can cause the computer to malfunction but they required her to go through the xray machine. The caller states that the traveler travels regularly and she informs the officers of the device and that they will have her go through either the AIT or do a patdown historically.

FLIGHT INFORMATION:

March 6th, 2014 1700 scheduled but departed at about 1830 out of Dulles on United Airlines 1156 (or 1186) flight number to TPA arrival at 2130

The traveler came through the check point at 1230.

The traveler s name is (b)(6)

176 3/26/2014

Good evening,

Today I flew from Washington Dulles International Airport via Iceland to Amsterdam (The Netherlands) - flight information below.

I opened my suitcase when I came home and found the note that my bags were inspected. I don't have any problem with that.

I only find it completely unacceptable that my personal belongings are ruined in my luggage; all the books are soaked, my clothes are wet with stains (one of them is my graduation dress) and I needed to throw away special gifts I got from my family. It was snowing/raining outside at departure and I seems like my suitcase was opened in the rain.....

For your information: My suitcase was unlocked so there is no damage to the lock, only on my personal belongings!

I was wondering if there is any way I can get compensation for this. I hope you can get in contact with me about this soon.

Kind regards,

(b)(6)

Flight information:
FI644 from IAD to Reykjavik (Iceland)
FI502 from Reykjavik to Amsterdam

US address:

(b)(6)

Dutch address:

(b)(6)

ID Date Added_Date Only Contact Details

177 3/26/2014

Caller flew back to the US from overseas and connected in IAD. Caller stated that there was a NOI inside of the checked baggage and the lock on it was broken, along with a leather shoe missing.

Advised caller:

816 am 03 19 2014

Ethiopia Airline

IAD

Black checked bag with 4 wheel spinner 3 zippers

(b)(6)

black leather shoes, dress, made in Italy or Ethiopia

Very sorry this happened

We can send this to the CSM and also send you claims forms for your missing or damaged items.

178 3/27/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/27/2014 5:33:05

AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/27/2014

Airline & Flight Number : Employee Checkpoint/Area of Airport : Z gates TSA Employee:

(If Known) :

Comment : I am an employee of United Airlines at IAD. Today I came thru the employee access point into the Z gates. There were 2 TSA agents, 1 male, 1 female. The male agent conducted a bag screening, but referred to me as "Hun". This is inappropriate. I see this person frequently, but I do not engage in chatter. He's doing his job, but I expect him to be professional.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

179 3/27/2014

Hello,

I would just like to inform you that we had another encounter with a TSA employee who would not accept a Province of Ontario driver's license as acceptable ID. Just as in my case last year, we were checking in for a domestic flight. This time we were at the Pre-Check line at Washington Dulles. In this case the agent would not accept my wife's driver's license and requested either a US photo ID or foreign passport, so she had to dig into her bag and produce her passport. Of course this just causes an unnecessary delay for all the other Pre-Check passengers in line.

(As we were leaving the pre-check area I asked another agent about acceptable forms of ID and he confirmed that the first agent was mistaken, but by then the first agent had left for his lunch break)

Generally speaking, and as a frequent flyer and Nexus card holder myself, I find the Pre-Check line to be a real benefit and the agents to be very efficient and helpful. Even the agent who would not accept my wife's driver's license was very polite and otherwise efficient - he just needs a little remedial training!

Thanks and best regards,

(b)(6)

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

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Friday, June 21, 2013 13:34

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding identification (ID) requirements at the security screening checkpoint. Specifically, you felt that the ID you presented should have been accepted.

We regret that you found your screening experiences unsatisfactory. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Adult passengers (18 years of age and older) are required to show a U.S. Federal or State-issued photo identification (ID) in order to be allowed through the security checkpoint and onto their flight. We are unable to determine why the Transportation Security Officer (TSO) did not accept the ID that was presented at the screening checkpoint.

Acceptable IDs include:

- Drivers Licenses or Other State Photo Identity Cards Issued by Department of Motor Vehicles (or equivalent)

- U.S. Passport
- U.S. Passport Card
- DHS Trusted Traveler Cards (Global Entry, NEXUS, SENTRI, FAST)
- U.S. Military ID (active duty or retired military and their dependents, and DOD civilians)
- Permanent Resident Card
- Border Crossing Card
- DHS-Designated Enhanced Driver s License
- A Native American Tribal Photo ID
- An Airline or Airport-issued ID (if issued under a TSA-approved security plan)
- A Foreign Government-issued Passport
- Canadian Provincial Driver s License or Indian and Northern Affairs Canada (INAC) Card
- Transportation Worker Identification Credential (TWIC)

For more information about ID requirements, please visit TSA's website at www.tsa.gov.

Furthermore, we have forwarded a copy of your e-mail to the appropriate Customer Service Manager for review.

We hope this information is helpful.

TSA Contact Center

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180 3/29/2014

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 3/29/2014

2:56:01 PM Airport : IAD - Washington-Dulles International Date/Time of Travel :

03/29/2014 2:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : entry scanner checkpoint TSA Employee: (If Known) :

Comment : My wife is pregnant and asked to opt out of the electro scanner because there are concerns of its effects on unborn babies. She was made to wait by the side for 10 min after her bags passed through the scanner. Durring this she notified two officers that she was waiting for a pat down in order to opt out of the screening. She finally had to just go through the scanner to collect her belongings. Please encourage the officers to be more responsive to the needs of those who opt out.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

181 3/30/2014

Dear TSA: While your flyers says that ".. your bag and its contents may have been searched for prohibited items [and] At the completion of the inspection, the contents were returned to your bag" that was definitely not/not the case with my bag. One box of Ferrero Rocher chocolates is now missing from my bag as a result of your search. As a result, you may want to check your TSA agents working at Dulles ((AD) on the afternoon of Friday, March 28 for sweet teeth and sticky fingers. Thanks. All the best.

(b)(6)

182 3/30/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 3/30/2014 9:57:08 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 12/18/2013 11:30 PM Airline & Flight Number : TK 8 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : We had a bottle of whiskey in our luggage that was meant as a Christmas gift for my parents in Germany. We had wrapped the bottle in paper, then a plastic bag and then a towel. We had placed the bottle in the middle of the suitcase surrounded by clothes. When we opened the suitcase upon arrival in Germany we found the towel laying flat on top of everything else in the suitcase and the bottle of whiskey right underneath. The bottle was shattered and the whiskey leaked into the suitcase. The TSA employee who inspected our suitcase obviously did not have any respect for other people's property. While we understand that he was just doing his job by inspecting our suitcase I don't understand why he couldn't put everything back the way he found it. It is obvious that the towel was wrapped around the bottle for a reason. While he did not willfully damage our property it should have been apparent to him taking into regards how suitcases are handled that the whiskey bottle was most certainly going to break if it is not wrapped in a towel and if it is put on the top in the suitcase instead of the middle surrounded by clothes.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

183 3/31/2014

Callers stuff was damaged today after an inspection. NOI was in the bag. A bottle was broken and the contents of the bottle were all over his suitcase. He traveled from Washington Dulles to LAX onto Santa Marie.

Advised:

I apologized the items were damaged and offered to send him a claim form which would be sent within 24 hours.

Form sent via email.

184 4/1/2014

The caller stated she flew from Dulles to Hartford on United Airlines on 4 1 2014 after 1:00pm. The caller stated her baggage was inspected and she had agave that had spilled onto her clothing. The caller stated she had the item in a sealed jar that was placed in a plastic bag. The caller stated when she opened her bag she noticed the jar was removed and left out of the plastic bag. The caller stated she is out of town and all of her clothes need to be cleaned.

I apologized to the caller for her experience. I offered to send the caller a claim form but she declined. I told the caller if they inspect a bag they are supposed to re-pack the items. TSA monitors the number and nature of complaints we receive to track trends. I told the caller we want to see if certain screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

185 4/3/2014

Caller flew home from overseas. Before his flight from IAD to IND, his bag was checked by TSA and it is now in bad disarray. He had a strap that he used to keep it closed. That is also missing. He used a twist tie to keep it closed. That was not there. He wants his strap back. He wants to tell us to be more considerate when screening his bags. He has a NOI that was in the bag.

1. Airport: Dulles
2. Airline: United
3. Flight number: 6097
4. Departure date and time: March 2nd, at 1215 flight, but delayed.
5. Approximate time of incident: He got his bag and rechecked it with United. 0900 hrs.
6. Location (terminal or gate number): Terminal Am Gate 4E.
7. Description of baggage: larger bag, close to United limits, dark blue cloth with a black strap around it that snaps.
8. Baggage claim numbers: (b)(6) there was just a hand-written sticker placed over the Ethiopia Airlines sticker.
9. Notations on the NOI: nothing stamped or written on it.
10. Contact information: (b)(6)

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

186 4/3/2014

Hi,

I recently flew from DC Dulles to Chicago O'Hara and I just wanted to leave some feedback. Inside of my luggage I had a closed bag of candy and a closed bag with shampoo, conditioner, etc. During the search they opened both of those closed bags. That's fine, but they were both left open and returned to my luggage. During the flight the candy mixed with the leaks from the shampoo (which is why it was in a plastic bag) and that got all over my clothes. I appreciate the security, but would just like bags that were open to be closed again.

Thank you,

(b)(6)

187 4/3/2014

Caller just arrived in Chicago and had flown from Washington Dulles on Southwest. NOI in bag. Her luggage was broken and pieces of luggage are in the bag.

Advised:

I apologized the luggage was broken and offered to send her a claim form which would be sent within 24 hours for possible reimbursement.

Claim form sent via email.

188 4/4/2014

Hello,

My name is (b)(6), my wife and daughter took flight UA 803 from Dulles International airport yesterday the 3rd of April. There was a laptop computer bubble wrapped in my daughters suitcase, upon arrival at Narita, my wife's suit case had been opened and a TSA flyer was placed inside, my daughters suitcase had been opened, locked with the key that was inside the suitcase and the lap top computer was taken, who can I speak to about getting her computer back?

(b)(6)

189 4/5/2014

The caller just came from Europe on Thursday night. She had a sewing machine wrapped in bubbles and put it in her suitcase. There is a TSA NOI in her suitcase with tape wrapped around the sewing machine but after the inspection they did not buckle the suitcase strap and now the sewing machine is damaged. The caller states that after she cleared customs and before she checked it with UA the strap was on the suitcase and everything was intact. The caller traveled from Russia to Vienna to Washington DC Dulles IAD to Colorado DEN to Reno.

AIRPORT: IAD
DATE OF TRAVEL: 04-03-14
DEPARTURE TIME: 1755
CHECKED BAGGAGE TIME: 1500
AIRLINE: United Airlines
FLIGHT NUMBER: 980
NOI PRESENT: Yes
MARKS ON THE NOI: No
DESCRIPTION OF BAG: Blue dark navy suitcase hard sided with wheels and pockets made out of heavy fabric
BAG TAG NUMBERS: (b)(6)
TERMINAL OR GATE: D11
CONTACT: oxana0307@hotmail.com

I informed the caller that I would send a copy of this record to the CSM at IAD and also send the caller a claim form.

190 4/6/2014

Caller is filling out a claim and she can not do that over the phone. Her fragile items were packed and tied within clothing with a fragile note on top of it to let the officers know. She is really angry because her fragile items were shattered and some were missing from her bag. She has an expensive rare and sentimental seashell and its broken completely. She stated she traveled from on Delta from Washington Dulles to Detroit to Kalamazoo. She actually flew from Reagan to Detroit to Kalamazoo after getting bumped to a different flight. Her luggage did not fly with her though it went on the ticket flight. She did not have a notice inside of her luggage, so she thinks they knew they broke it and were ashamed to leave anything. Everything was rearranged because she had it packed neatly and had a note to inform them to be careful because there were fragile items.

Airport: Dulles

Airline: Delta

Flight number: 3637

Date and time: 4 4 14 at 9:40 am

Terminal or gate: Gate 19 but passenger got bumped to another flight

Baggage claim number: (b)(6)

Was there a NOI, was there anything on it: No Notice in Bag but caller states the bag was clearly opened because everything was rearranged.

Baggage Description: Red wheeled duffle bag and they bag inside that was searched is a brown vintage hardsided makeup case

Items Damaged: Large expensive rare and sentimental seashell that was wrapped in orange tissue paper and padded with cloth

email (b)(6)

Told caller I would send this complaint to the CSM at that airport who is over the TSA so they can be aware that it happened. Apologized to the caller for her experience, explained that we track trends in complaints in order to address areas of concern.

Told caller they should receive the claim form within 24 hours. The claim comes with a cover sheet that provides the instructions and address of where to send it once its complete. If there are any questions about the process or the status contact CMB, their number is on the cover sheet. Once its complete send it back so they can investigate to see if the issue happened in TSAs care.

191 4/6/2014

TSA, on March 29th i traveled from NUE Germany to Dallas Fort Worth. From NUE i stopped at FRANCE then flew to Washington dulles and then dallas. After receiving my bag, i noticed that my personal computer wasnt in my checked bag. My luggage had a notice of baggage inspection. After searching every where nobody were able to find info in regards to it. I have submitted a claim to united Airline in regards to the PC. Please, if you have any information in regards to the computer will be well appreciTed.

The computer is a HP Pavilion 7v black in color , 17.3 inch screen. It inside a black case with a zipper.

My phone number is (b)(6)

Thanks.

Sent from my iPad

192 4/6/2014

My Apple computer was wrapped in layers of cloths as it always is when I travel. My bag was searched at IAD for my travel to Addis Abbaba Ethiopia and put back into my suitcase on top with no padding. The screen is now smashed and all I have is this damn piece of paper saying my bag was searched. Maybe if you hired someone with the intelligence of a gnat they would have put the computer BACK WHERE THEY FOUND IT. I will follow up with this on return to the USA.

--

(b)(6)

This message contains confidential information and is intended only for the individual named. Disclosing, copying, distributing or taking any action in reliance on this email or any of its contents is strictly prohibited.

193 4/7/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 4/6/2014 9:23:24 PM

Airport : IAD - Washington-Dulles International Date/Time of Travel : 04/04/2014 6:48

PM Airline & Flight Number : United Airlines Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : When I got home and opened my luggage, I found a notice that my suitcase had been inspected. After I unpacked, I realized that two items were missing from my suitcase:

- Permanent/fixed retainer (which was in a small plastic bag in the top front outside pocket)

- plastic wig stand (which was in the bottom front outside pocket).

I need both items back, especially the permanent retainer, which I just paid \$190 for two weeks ago.

Please let me know how those items will be returned to me. Thank you.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

194 4/7/2014

Madam / Sir,

On April 4 I took flight BA 217 from IAD to LHR , departure time 18:30 hrs. One of my pieces of luggage was a large cardboard box containing a double stroller of the make "Bob", which I had purchased in the US to take to Nairobi, Kenya, which is my current posting. My wife and I are expecting our second child early May, hence the need for the double stroller. Also in the package was an accessory manufactured by Bob, specifically an adaptor which enables the easy attachment of our infant seat to the stroller (see image).

Upon arrival in Nairobi I noticed the white TSA tape around the box, indicating that it had been searched. The box, however, seemed well sealed, thus excluding tampering with the contents after the search in IAD. When opening the box at my home I found the adaptor to be missing, it had evidently been removed during the search and not returned. Unfortunately TSA provides no information on who performed the search of the specific item, no process record, tracking number or other reference.

I have to say that I am pretty upset and disappointed, not because of the financial value (under 100\$) but of the hassle factor. I cannot, frankly, imagine a security-related reason for its removal, and am also disinclined to believe that someone would intentionally abstract items so evidently intended for a small infant. While, as a frequent flyer, I entirely understand and appreciate the need for security, TSA's demonstrated disrespect for property, and the consequences of losing passenger's belongings, are worrying and unpleasant. It is impossible to get the part delivered to Kenya, and with the due date early May we are looking at now having a 500\$ stroller that cannot be used for the newcomer, because a 70\$ part has been lost.

I would hope that TSA makes every effort to recover the lost item and expedite it to Nairobi asap, hopefully still in time before my wife's due date. I will be happy to supply any additional information you may require in order to track the item.

Regards

(b)(6)

(b)(6)

195 4/7/2014

Hello, I am writing to inform you of a rough and thoughtless inspection of my luggage by the TSA that has caused loss and damage of my property.

I traveled from Washington-Dulles on the evening of April 6th, I had packed 2 bottles of wine in my luggage, and did so with significant care to make sure they were protected from breakage. When I arrived home I found my suitcase had been opened and inspected by the TSA, and that the wine bottles had been removed from their protective packaging and replaced without any protection. One of the bottles broke and ruined most of the clothes and other items that were in the luggage.

I understand that there is a risk involved in packing wine in a checked bag, and that the TSA needs to inspect luggage periodically for security reasons, but the TSA agent who inspected my bag all but ensured the wine- and my clothes and shoes- would be damaged by removing the protective packaging around the wine and not replacing it. Even a small amount of care would have prevented this from happening and it is disappointing that someone in your agency would not show any regard for another's property when performing an inspection.

Thank you for your time,

(b)(6)

196 4/7/2014

Caller: Caller states he flew from Dulles and does not think mini bottles of alcohol are prohibited in checked baggage but they were not in his bag when he arrived in Orlando. Caller states that he does not recall if he received a NOI or not.

Response: Caller could not remember his flight information or if there was a NOI present in his bag. Informed caller that I would email him a claim form and cover sheet and forward this information to the CSM at Dulles for him.

Airport- Dulles international

Airline- United

Flight number- Not provided

Date and time of incident- 03-30-2014 8:00 Am

Baggage and tag numbers- Not provided

Description of baggage- big silver with 4 wheels on the bottom and a handle on top

Was there and NOI- Caller could not remember if there was a NOI

Anything on NOI- Not provided

Specific location of incident- Not provided

Contact information (phone number or email)- (b)(6)

(b)(6)

197 4/7/2014

Hello. On April 5, 2014 I traveled with United Airlines from Montego Bay, Jamaica (flight number 1148) to Washington-Dulles then on to Hartford, CT (flight number 3800). My husband and I were returning from our honeymoon. When I arrived home I opened my suitcase to find my camera stolen. My camera had been packed in its case and stuffed between clothing. Someone who must have known that the camera was in there, took the camera and left the case. This was a devastating find. The camera contained irreplaceable pictures from our honeymoon. Someone who worked for the airline violated me and stole from me. I would like to know how I go about filing a report about this. I have already contacted United for information on how I do the same with them. I have been told it will take 14-21 days for a response - a absurd amount of time.

I would appreciate a prompt response.

Thank you,

(b)(6)

198 4/8/2014

Dear Sir or Madame:

On 7 April 2014, I flew from Amsterdam to Dulles on UAL 947, baggage tag number UA (b)(6) I usually use no or TSA approved locks. My bag was search by TSA and of this I have absolutely no problem. My husband is a pilot for UAL and we both appreciate the job that TSA does. I would like to provide a small amount of feedback about the search of my luggage.

It appears that the two bottles of flavoured Armanac (Pousse Rapiere) were of concern. These two bottles were individually wrapped in clear bubble wrap (though not taped up) and then each inserted into a grocery style bag with handles and the handles were tied in a single knot rather loosely so that they could be easily opened for inspection. However the inspector tore open the bags rendering them useless and then just tossed the torn bags on top of the bottles. I had inserted the bottles into the plastic bags in case of breakage as the plastic bags would contain some, if not all of the liquid from leaking out into the other contents of the bag or even outside the bag and on to the airport equipment. I have been fortunate over the many years I have traveled to and from Europe that this type of packing has been very successful in not only preventing breakage but permitting easy access to inspectors. It would have been appreciated if the inspector could have noticed this and taken the appropriate steps to return the items to their wrappings.

Again thank you for your attention to my comments and to the service that TSA renders.

Regards,

(b)(6)

199 4/9/2014

Caller says her bag was searched and they took off her luggage strap and did not put it back on. How can she get it back. She traveled out of Washington Dulles.

Told caller

I told her she call the lost and found incase it was left off during screening.

Washington Dulles International Airport

703-662-2234

They can file a claim.

She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim form to them as well. She wanted one mailed to her.

200 4/9/2014

Feedback Type : Complaint

Categories : Lost and Found; Permitted Items Current Date/Time : 4/9/2014 9:31:02 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/04/2014 9:40 PM Airline & Flight Number : qatar airlines & QR708 Checkpoint/Area of Airport : washgiton dull TSA Employee: (If Known) : no Comment : Hello sir/madam

This is (b)(6) I travelld on above date in dull international airport.I forgotod my mobile in tsa screening area brand Samsung's basic mobile in TSA. I sent my brotherto get my mobile but they did not give him.so how can I get my mobile now? Please let me know.that's contains some important details have it.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

201 4/10/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 4/10/2014 6:06:00 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 04/10/2014 5:30 AM Airline & Flight Number : Delta 6062 Checkpoint/Area of Airport : #9 TSA Employee: (If Known) :

Comment : The elderly man at checkpoint #9 - gray hair, glasses, mustache - was incredibly obnoxious. He held up the line for several minutes because I could not read his mind. He did not ask me to move, but expected me to know to move without asking me. I told him he just needed to ask, which seem to offend him. After I go through, he pulls my bag and makes me wait while a bag and laptop go through the metal detector again.

Flying out of Dulles is already bad enough without TSA going out of their way to make it worse.

Now that TSA is unionized, I know there are no consequences to the behavior of any screeners, but would still like a response.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

202 4/10/2014

Dear Sir or Madam,

I flew from Washington Dulles airport to Frankfurt, Germany on Monday.

Once I arrived in Frankfurt and opened my suitcase, I realized once again that my suitcase got inspected by your colleagues. I don't mind that, but what I saw was that my newly bought (expensive!) suitcase had now a hole (see picture below).

I'm really disappointed and upset, because this suitcase is so new and was so expensive and I don't lock my suitcase anyway, so why did one of your colleagues had to cut this open?!

Once again, I'm really upset, I don't mind that my suitcase is being checked, but please let your colleagues know that the passengers opening their suitcases and seeing that it was damaged are really upset.

Thank you.

Sincerely,

(b)(6)

203 4/10/2014

April 7, 2014

IAD to Vienna via Austrian Airlines (#OS94)

Departure: 5:35 PM

NOI: Present

Caller has a bottle of ink that is missing from her luggage. Caller is wanting to possibly retrieve the item.

Resolution:

Caller is informed that we do not have any information as to what happened during the screening of the baggage. Caller is advised that if she is trying to see if the item can be sent to her, it will be best if she speak with the CSM. Caller is advised on how she can speak with the CSM at the airport. Caller is informed about the claims process but expresses no interest in seeking reimbursement at this time.

204 4/10/2014

The caller stated she is needing to speak to a manager. She is 65 years of age and her baggage was inspected. She stated that all of her items were thrown back in the bag and they did not care about her items. She stated that she is a very carefully packed. She stated that she had expensive clothing and it was a mess. She stated that she had an NOI in the bag. She flew from IAD to SFO and she had a layover in CLT.

I apologized to the caller for the manner in which their bags were handled and explained that the TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

The callers flight details are as follow:

Departing Airport: IAD
Connection: CLT
Destination: SFO
Airline: US airways
Flight Number and Time: 2874 @ 3:48 pm
Baggage Claim Number: Unknown
Baggage Description: Hard Canadian bag Leopard print
Date and Time: 04-08-2014 @ 2:15 pm

205 4/11/2014

Caller flew out of Dulles and had bag inspection. He has NOI and wants to fill out a claim for missing clothing online; the items may have fallen out during screening.

Advised caller that he could contact Washington Dulles International Airport 703-662-2234 Lost and Found office. If his items were not re-packed, they would be in that office.

206 4/11/2014

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/11/2014 12:48:04 AM Airport : SMF - Sacramento International

Date/Time of Travel : 04/10/2014 3:30 PM Airline & Flight Number : 988 United

Checkpoint/Area of Airport : International transit screening TSA Employee: (If Known) :

N/A Comment : Well first of all it is hard to complain about Wash DC when you don't have it as a choice on the drop down form and I could not type it in the form, and I had to put an airport in so I put Sacramento but this complaint is about IAD. This complaint is about the horrible service at Dulles in the international transit screening area. I was able to get through the Immigration quickly with Trusted Traveler and then I spent approx. 1.5 hrs in the TSA screening line. There were hundreds of people waiting to be screened and only 2 X-ray machines open, ABSOLUTELY Unacceptable. TSA wants to tell travelers that they are there to help but it is not a help when only 2 lines are open and many, many people miss their connections. Whoever was the supervisor should be disciplined for lack of personnel. No business could get by and stay in business with such terrible customer service. This type of service continues to make TSA look like a joke and just provides ammo for people who want to abolish TSA. I had to run thru from the area where you come up the stairs (approx. C8 all the way to D3) and I am 63 years old and it was not fun. Lucky United kept the doors open a couple mins. longer than normal because they heard of the horrible lines at TSA. I could do a better job of employee management, all you have to do is look at the airline loads and schedule employees accordingly. Poor, Poor, Poor Service Would you like a response? : True

Passenger's Name : (b)(6) Phone Number : (b)(6) :email :

(b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

207 4/12/2014

To whom it may concern at the TSA Contact Center,

On April 10th, I flew from Frankfurt to Washington, DC (IAD) with United. I had a connecting flight to Pennsylvania and 2 hours in IAD, which should be sufficient. When exiting, I found it very efficient that passengers with a connecting flight could go directly to the passport control, baggage claim, and customs. All of these 3 steps were INCREDIBLY efficient. Passport control took less than 5 minutes, my suitcase came relatively quickly, and there were only a few people in line at customs.

I was so thrilled that everything went so quickly, but then arrived at the security. There were probably around 150-200 people in a line with 2 x-ray machines and 1 body scanner and all passengers here had connecting flights. We were only told "Everyone in this line has a connecting flight, so no one can move to the front." Many passengers had flights leaving within less than half an hour, which they obviously missed. Since everything went so smoothly before, I had some time and with some jogging to the tram, I made my next flight.

However, many people were in line knowing they missed their flight.

I know you do the best to ensure the safety of all passengers, but if they miss their flight, it really defeats the purpose for everyone. I understand that there are limited resources for x-rays and staff, but the organization could certainly be better. For example, passengers with short connections could have a more expedited line with proof of there tickets.

Just an idea to ensure the experience is expedient!

Best regards,

(b)(6)

208 4/14/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 4/14/2014 3:06:16 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA,

after reporting a damaged piece of luggage (it was cut apart instead of opened via clearly visible clips) I received a timely response referring me to claims forms. Also, I was threatened with a \$5000-\$10000 fine for making false Statements - in a multi purpose form which is very error prone.

Great way of dealing with this: in return to cutting my luggage into pieces you threaten me with a fine for making false statements. You have a very pleasant way of dealing with international travellers.

I need to say that I feel threatened by the way TSA deals with this.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

209 4/14/2014

The caller flew from IAD to Amsterdam and on from there. He had items missing from his luggage and items that were mishandled and destroyed. The caller had a bag of corn chips crushed and spilled in his luggage. Chewing tobacco was missing completely from his luggage. The caller had a NOI in his luggage. The caller stated that this is the second time this happened and that last time he was traveling with coffee. The caller stated that his luggage was not delayed and arrived on time.

The caller was advised that if he feels as though TSA is at fault and wished to seek reimbursement, he can follow through by filing a claim. The claim form will arrive to the provided email address within 24 hours and will include information on how to complete the form where to send it to and what to include.

The caller was advised that TSA recommends not placing foods in checked luggage due to the fact that a lot of food items have properties that cause luggage to alarm.

When luggage alarms TSA must screen it by hand in order to clear the item to allow it to be placed on the plane. The caller was explained that TSA only has contact with the luggage for the short amount of time it takes to screen and clear the luggage. After it is screened the luggage is given to the airline and they are in charge of getting the luggage to the final destination.

The caller was advised that several departments such as TSA, the airline and CBP have contact with the luggage especially on an international flight. The caller was explained that it would be hard to determine how the chips were crushed and spilled in the luggage since the baggage was handled by so many. I ensured the caller that if he felt like TSA was at fault that he could follow the claims process.

210 4/14/2014

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 4/14/2014 2:04:55 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 04/14/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : TSA Appointment made for 12pm 4/14/14. Was not told that the computers were down initially. 5 people waiting. After I was told that the computers were down, I waited till 1pm. Computer still down as I left. This inconvenience was a total waste of my time and energy. This fiasco cost me \$ 10 to park. Reconsidering if this is worth the hassle. I actually went through faster lines at security and the issue today.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

211 4/14/2014

Caller flew from Dulles to Daytona on the 10th. Her bag was opened which she understands but some of her items were not returned in the same manner she packed them and her curling iron is broken in two. This she does not like.

Airport:Dulles

Airline:Delta

Flight Number:1292

Date and Time:April 10th at about 12:50 pm

Terminal or Gate:Not Sure

NOI:Yes

Baggage Claim Number:(b)(6)

Description of Bag:Black and wide with wheels and handle and has extendable pockets and a red address tag and red ribbon on the handle.

I apologized to the caller and told her that it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). I emailed the form to her. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

212 4/14/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 4/13/2014 8:54:24 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 04/11/2014 12:21 PM Airline & Flight Number :

UA4096 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : They opened my bag and moved everything around in a way that damaged my books, (I had packed specifically in a way to protect items from breaking, broke my \$70 sunglasses, and spilled liquid over my coat and pants, ruining them. This is not the first time something like this happened and I would like compensation.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

213 4/14/2014

I flew into Kuwait today to work. I came from Charleston-Washington Dulles. I had a spring assist pocket knife for work in my bag. It was not a switchblade. I had just bought this knife for \$50. Was there a reason why they took it? I would really like it back if possible?

Thank you,

(b)(6)

Sent from my iPhone

214 4/15/2014

Caller said she had a Note in her checked bag and a bottle of tequila was taken away. She can speak but not read English that well and states nothing in Spanish written on the note.

Flew from IAD to San Juan? States there is a picture of a lighter and battery and thinks it is an air freshener on the paper in her bag and she thinks it states Hazmat. Asked if she would be able to retrieve?

Response:

The Department of Transportation (DOT) limits quantities of alcohol permitted on board planes based on the alcohol content (proof). Alcoholic beverages with more than 70 percent alcohol content (140 proof), including 95 percent grain alcohol and 150 proof rum, are not permitted in either carry-on or checked baggage.

If hazardous materials are found in a passenger's checked baggage, those items are brought to the attention of the aircraft operator on which the passenger is booked. Once the aircraft operator determines whether the item is permitted or prohibited, TSA officers accept the aircraft operator's determination. The aircraft operator is responsible for the control and disposal of the item, and there are no provisions for returning prohibited items removed from checked baggage

215 4/15/2014

Caller: Caller states she just got off a flight and her bag was checked for inspection and her zipper was damaged. Caller states she did find a NOI with nothing written on it.

Response: Informed caller that I would email her a claim form and cover sheet and forward this information to the CSM at Washington Dulles for her.

Airport- Dulles

Airline- United

Flight number- Not provided

Date and time of incident- 04-15-2014 3:15 pm

Baggage and tag numbers- (b)(6)

Description of baggage- Medium sized hard baby blue case with 4 wheels

Was there and NOI- Yes

Anything on NOI- No

Specific location of incident- A1

Contact information (phone number or email)- (b)(6)

(b)(6)

216 4/15/2014

We are in line at Dulles right now! Only two lanes open???? Ridiculous wait.

What happened?

Thanks, (b)(6)

Sent from my iPad

217 4/16/2014

As a Global Entry member I had my first experience with TSA Precheck at Dulles International Airport on April 6. While the process was a great improvement overall, the one area where I encountered a problem was with the requirement to remove belts. The signs in the waiting area stated that belts did not have to be removed, but when I reached the screening point the TSA officer told me that belts have to be removed if they contain metal that will activate the metal detector. I suggest that the signs in the screening area be revised to clearly indicate that belts with metallic parts will still have to be removed.

Thank you.

(b)(6)

218 4/16/2014

Caller said she has a complaint and said she and her family flew out of Washington Dulles on Delta and had a Japanese foreign exchange student with them. She said the student and her Mom went through special screening. She said her dad opened his luggage when they landed and got a note inside the bag and he had 4 packs of cigarettes that are missing. She said he is 60 yrs. old and he has worked ever since he was 14. She said he is not going to file a \$20 claim and she said she hopes I am proud of where I work at and she hung up.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I offered to email the claim form but she declined. I asked if I could have a few minutes of her time and I wanted to go over with her the brief amount of time that TSA has the bag to inspect it but she hung up.

219 4/17/2014

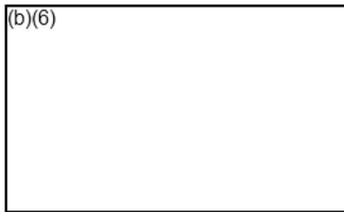
Yesterday flying Airfrance (Flight AF0039) Dulles VA to Paris my wife's suitcase was broken open, ruined really, for some reason. OK TSA clearly has the right to do this.

But a very expensive bottle of perfume (Alien \$70) was removed in the process - I don't think TSA has the authority to do that.

I'd like a response this this email. I know TSA has a tough job and takes a lot of criticism. But removing personal property is not right.

I appreciate your attention in this matter.

(b)(6)

A rectangular box with a black border, containing the text "(b)(6)" in the top-left corner. The rest of the box is empty, indicating redacted content.

This email is UNCLASSIFIED.

220 4/17/2014

I flew from Washington Dulles to Tampa today on United Flight #749. When I arrived in Tampa my backpack was broken and TSA taped it together. Thanks for taping it so I did not lose the contents, however now my backpack is broken due to TSA. It was NOT locked, however the zipper is now broken and cannot be fixed. I would like to be compensated for the backpack. It cost \$50. Please see pictures attached.

I can be reached at (b)(6) or at HYPERLINK
(b)(6) or HYPERLINK
(b)(6) if further information is needed.

Thanks, (b)(6)

(b)(6)

This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message and any disclosure, copying, or distribution of this message, or the taking of any action based on it, by you is strictly prohibited.

v.E.1

221 4/17/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 4/17/2014 5:27:38

PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 04/17/2014

Airline & Flight Number : UA 670 Checkpoint/Area of Airport : Security checkpoint TSA

Employee: (If Known) : N/A Comment : The lines of travelers at the security checkpoint

in IAD is consistently long and marked by delays. The few open TSA checkpoints usually

cannot keep up with the traffic causing delays and people to lose their flights even

when arriving on time at the airport. Today i was in line a just over one hour before my

flight was departing, at the end I even had cut in line thanks to other polite travelers,

and I still did not make my flight. I travel often to many busy airports around the

country. The delays in IAD (the nation's capital) due to possibly understaffing of TSA

officers at the security checkpoints is unacceptable. Thank you.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

222 4/17/2014

There was a NOI tag in the bag and TSA tape all over revealing the bag so to allude that the loss was probably more due to the airline is not a fare accusation. Somebody in TSA ripped it off and ruined our luggage also. Probably nothing we can do and your bureaucratic response gives us little satisfaction especially since we pay your salary.

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

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, April 17, 2014 07:32 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding missing and or damaged items for your checked baggage.

The Transportation Security Administration (TSA) regrets that you found items missing and or damaged from your checked luggage. TSA is required by law to screen all property, including checked baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags, and are required to exercise great care during the screening process so that when bags are opened passenger's belongings are returned to the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

TSA encourages travelers to pack valuables including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item, such as a laptop computer, purse, small backpack, briefcase, or camera case. This information, along with additional travel tips, is found on the TSA Web site at www.tsa.gov.

We hope this information is helpful.

TSA Contact Center

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223 4/17/2014

Caller: Caller states she flew on April 4 from Dulles and everything is gone. Caller states she is a heart patient and all of her medication is gone. Caller did not find a NOI inside.

Response: Informed caller that I would mail her a claim form and cover sheet and forward this information to the CSM at Dulles for her.

Airport- Dulles

Airline- Southwest

Flight number- 144

Date and time of incident- 04-16-2014 12:00 am

Baggage and tag numbers- (b)(6)

Description of baggage- Kmart luggage beige maybe tope with black trimming with wheels on it

Was there and NOI- No

Anything on NOI- No

Specific location of incident- B 50

Contact information (phone number or email)- does not have email address

224 4/18/2014

Callers sister left for Cierra Leon yesterday and two of her 3 suitcases were missing items. Caller did not have a NOI or notice stating that they were remove. Caller flew IAD with brussels airlines. Caller is missing 4 car parts and he is wanting to know why. Caller wanted to know if they inspected her bag would they have to break the locks. Caller stated that there were other similar parts left in the bag and he is wanting to file a complaint to find out what happened to them. Caller stated that they did not contain hazardous chemicals. Caller wanted to know if the CSM will contact him.

Advised caller:

As TSA screens bags for prohibited items, TSOs may find dangerous or hazardous materials inside checked baggage. When carried in checked baggage these items may present a threat to the safety of the aircraft. Aircraft operators are notified when these items are found, and they will make the final decision to remove or allow dangerous or hazardous materials from checked bags following inspection. Generally what happens when car parts are missing form checked luggage is because they contained hazardous chemicals like oil or gas or residues of hazardous chemicals or they would not properly packaged. So you may want to contact the airline regarding this and see what there policy is for things that are removed.

If it has a TSA approved locks then they generally have pass keys that can open them without having to break them. If not then they would have to break them to inspect the bag. Generally they do place a notice alerting you that the bag has been opened and it will generally let you know if it was removed due to hazardous materials regulations.

I will forward this to the CSM so they know what happened. I don't know if they will contact you but they will review the complaint that I am forwarding to them. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Advised caller that once a claim is file they would investigate to see if TSA is at fault. If they were removed due to hazardous materials then the claim would likely be denied.

Airport: IAH

Airline: United Brussels

Flight number: WA 950

Departing time: 5:25 pm

Date and time of incident: 04 17 2014 02:00 and 3:00 pm

Baggage tag number: (b)(6)

Luggage description: One bag was black and the other was a gray ash color both were rolling suitcases.

NOI: No

Anything written or stamped on the NOI: No

225 4/19/2014

Caller arrived from Dulles Washington to Barcelona Spain. He is missing a small leather document holder with \$20,000 in the bag. He has a NOI in the bag and his phone number is +(b)(6)

Airline: Lufthansa

Airport: Dulles

Time: 6:10pm

Flight: 419

Date: 04 18 2014

Terminal:

Gate: B45

NOI: Yes

Baggage Tag: (b)(6)

Items:

Advised caller:

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

We do, however, recommend that passengers speak with a TSA screening supervisor before screening begins to request a private screening. This will help maintain the passenger's security by ensuring the currency is screened out of the view of the general public. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing. If TSA discovers a passenger carrying a sum of currency that appears to be in excess of \$10,000, and the passenger is traveling to or from a location outside of the United States, TSA may notify U.S. Customs and Border Protection (CBP) to ensure compliance with international currency-reporting requirements. For more information on how to comply with these requirements, travelers should visit CBP's website at www.cbp.gov. TSA may notify law enforcement officers if TSA comes across money during the security screening process that appears to be related to criminal activity. Money may appear to be related to criminal activity based on factors such as the quantity, packaging, circumstances of discovery, or the method by which it is carried. If law enforcement officers are notified because of the discovery of suspicious currency, it is up to the law enforcement officers—not TSA—to determine whether any laws have been violated.

226 4/19/2014

Callers daughter flew from IAD and she placed her items in a bin at the checkpoint. Caller stated that she forgot her items and when she went back she got her earrings and bracelet but the Michael Kors watch was missing.

Advised caller:

You may want to check with the lost and found. Caller stated that he had already called there and they gave him our number.

Washington-Dulles International
703-662-2234

A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: IAD

Airline: United Airlines

Flight number: UA 925

Departing time: 7:35 pm

Date and time of incident: 04 18 2014 04:30 and 5:00 pm

Baggage tag number: NA carry on bag

Luggage description: It was in a bin at the checkpoint. Caller stated that the watch was a Rose pink color with diamonds crystals in faceplate.

Gate or terminal of incident: Terminal 1

227 4/19/2014

Caller came from quake on monday. He had traveled through Washington DC Dulles. He is missing an electronic device from the checked bag. It was a PlayStation 4. He had the bag locked and the lock was broken off. He did not have a connecting flight.

Told caller

I told him he can call the lost and found incase it was left out during screening.

Washington Dulles International Airport
703-662-2234

He can file a claim.

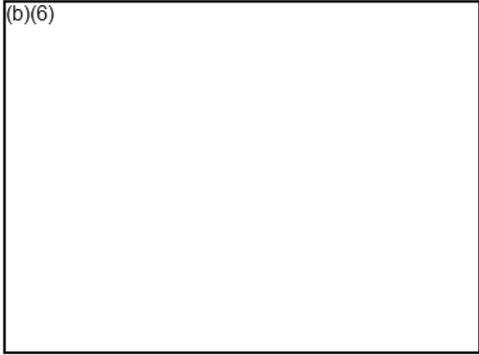
He could get a claim form from tsa.gov and download one for himself. I could mail, fax or email a claim form to them as well. He wanted one emailed to him.

228 4/20/2014

DEAR SIR / MADEM

MY was on 07 April flight no VS 22 Departure from Washington Dallas airport , with virgin Atlantic airways . my suitcase was opened by the baggage inspection , it was wrapped in plastic and secured with tape ,notice been lift in my suitcase , ok they have the right to do so but many item were missing like Burberry ladies perfume 100ml one leg of ladies boot and other small items ,and black ladies hand bag .

thank u for your attention



Virgin Atlantic airline on 07 APRIL 14 , 18 , 40 FLIGHT NO , VS 22

THE BAG TAG NO IS (b)(6) LONDON , L H R

--

Noor

Please if you forward this e-mail, please DELETE my e-mail address &use Bcc to reduce spam, viruses & identity theft.

229 4/21/2014

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 4/21/2014

3:59:21 PM Airport : IAD - Washington-Dulles International Date/Time of Travel :

04/21/2014 2:15 PM Airline & Flight Number : KLM. 0652 Checkpoint/Area of Airport :

Security TSA Employee: (If Known) :

Comment : Very slow screening lines..we have traveled many times and never have had such a long wait....perhaps the TSA is trying to get more people to pay extra for pre screening.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

230 4/21/2014

Dear Madam,
Dear Sir,

I was on Lufthansa flight (LH 415) from Washington DC (Dulles Airport, IAD) to Munich, Germany (MUC) one week ago (departure: Monday 14th April).

When I arrived in Germany, I noticed that my lock was gone and found the "notice of bag inspection" inside my suitcase.

I know from my past trips to the USA that bags are opened for inspection. I respect that this is necessary and in my own interest and the safety of all passengers. I realize that failing to use locks that can be opened by the TSA results in the lock being broken. None of this is a problem.

What upsets me is the disrespectful nature with which the person inspecting my bag handled my things (please see picture attached):

1)

Before my return trip, I had stepped in dog excrement while jogging and after rough cleaning of my shoes had placed them in plastic bags. During inspection of my bag, the shoes had been removed from the bag, but instead of putting them back, one shoe stuck vertically amongst my other belongings. I ended up taking my suit, which was on top, to the dry cleaner.

2)

I was on a business trip and had important documents with me. I had carefully packed and placed the documents flat in my bag. After the TSA was finished with my bag, things were stuffed back into the suitcase, ruining many of my documents.

I would like to know if the persons checking bags are responsible for damages caused?

In order to not only be one of many persons that complains, but has no good suggestions, I would like to suggest that the TSA card that is placed in each opened bag states a code, so that you can trace, who is responsible for the handling of the bag. I am sure that such a mode of operation would cause the responsible officers to be more respectful with the personal belongings of others that they are handling.

I look forward to hearing from you: how you and your superiors feel about this suggestion.

Thank you in advance for taking my complaint and suggestion for improvement seriously.

Many kind regards,

(b)(6)

Berlin, Germany (lived in the USA for six years in the past)

.....
(b)(6)

231 4/22/2014

Sir,

I flew from Dallas airport through British Airways on Tuesday the 15th. My bag was sent to standby at 17:25 hrs. and was "inspected" by your employees. Leaving a tag, and AGAIN my bag was missing small items. Stolen by your employees. This is the THIRD time I've had this happen at Dallas. This time was a seaman's knife, a Calmilus folding knife with a marlin spike and a tube of boat life caulk. Total value of approx. \$100. I don't expect anything to come of this any more than the last time I reported your thievery. So from here on out, send me a working phone number and a name I can contact to make an appointment so I can physically be present during one of your "inspections" before my bag is sealed and loaded on the plane.

I understand you have a job to do, but I'm damn sick and tired of having to replace what your employees steal. I'm in the Azores now and can't replace locally what has been pilfered.

(b)(6)

232 4/22/2014

The caller flew from Dulles to Tampa yesterday. The caller's lock was removed and thrown away. The caller stated that her luggage belonged to her mother, who was murdered in 2012 and her lock meant a lot to her. The caller was very unhappy that the lock was not returned to her after it was removed from her luggage. I asked the caller if she received a NOI and the caller was adamant that she received a letter that stated that the lock was removed. I apologized to the caller for the missing lock and advised her that we did make notice of the complaints received here at the TSA contact center.

233 4/23/2014

Caller flew from Washington-Dulles International via US Airways and checked two gifts, trivet propellers. Upon arrival she found that her luggage is covered in grease and she is now missing those two gifts. She also found an NOI from TSA stating that it had been inspected and she wishes to file a claim.

Advised caller:

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

Airport: Washington Dulles International
Airline: US Airways
Flight #: 2874
Date and Time: April 22, 2014 at 4:18 PM
Baggage Tag #: Unknown
Bag Description: Aqua, soft sided, large, roller suitcase (4 wheels).
NOI: Yes
Stamp on NOI: No
Email: (b)(6)

234 4/23/2014

Caller stated that he would like to file a complaint in regards to an incident that happen to him while he was going through the Screening Check point at IAD he stated that he had a rather unpleasant encounter with a TSA officer by the name of Officer (b)(6) he further went on to state that officer did scare him and he feels that the officer may have some issue that may need addressing. The incident started over him accidentally bumping a Traveler that was in front of him and he stated that he did apologize to the traveler and the traveler was ok with the apology. He went on to state that Officer (b)(6) made it a point to interfere and come to the travelers defense when it was not necessary. (b)(6) requested to speak to his supervisor and finally did but was given the evil eye the whole time that he was speaking to the Supervisor. When he asked for the officers last name the officer stated you do not did my last name because you would not be able to pronounce even if I gave it to you. During this whole time this was taking place (b)(6) was feeling intimidated and threatened by Officer (b)(6) (b)(6) feels that the officer went out of his way and there was not need for the way he was treated.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

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

235 4/23/2014

Dear,

On flight BA 292 on April 22 (from IAD to LHR) my checked bag was inspected by TSA. Upon arriving at home I noticed the standard form in my case. However my TSA approved lock was missing. My bag was not relocked, nor was the lock put in the bag itself.

I would like your insights concerning the replacement of this Samsonite TSA lock.

Best regards,

(b)(6)

236 4/23/2014

Caller traveled through IAD yesterday. She said that her luggage was inspected and damaged. There was a NOI in her bag. She said that they ripped the zipper off to get in the bag because it was locked. They damaged the whole bag to complete the inspection. She flew on Virgin Atlantic.

Told the caller that I would send her a claim form. She should receive it within the next 24 hours. She should check her SPAM and junk folders for it.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. The contact information for the CMB should be on the claim form.

237 4/23/2014

From: (b)(6)
Sent: Wednesday, April 23, 2014 12:55 PM
To: TCC-Referrals
Subject: External Complaint (Cadogan, Armando)

Good Afternoon,

The attached correspondence(s) are being forwarded to your office for appropriate handling of info regarding a passenger addressing a complaint.

Thank you for your assistance,

Anna Fischer
TAPE Contractor: Administrative Assistant
Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement (CRL/OTE)
Transportation Security Administration
Ph: (571) 227-(b)(6)

Attachment:

Complaint Information

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

Name: (b)(6)
Phone#: Cell: (b)(6)
Mailing Address: (b)(6)
Email: HYPERLINK (b)(6)

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

Travelers Medical Conditions

I checked In 2 and 1/2 hours early at Washington Dulles Airport. When I arrived In Panama my suitcase did not arrive with me nor did my daughters. I was informed by copa employees that my suitcase was held by TSA in Dulles Airport for screening. My suitcase was held for 24 hours with all my meds when I checked In 2 hours and half prior to departure. My Meds Is A Requirement For My LIFE. I experienced excruciating pain and swelling In my legs for that 24 hour period, due to TSA holding my meds, recap•• I checked In 2 1/2 hours prior to departure ••wherefore TSA had ample time to check, xray, etc. both my suitcase, as well as, my daughters suitcase (she was left without clothing for 24 hours). Anything that may seem suspicious Is usually screened by X-ray or physical by a TSA person; I had no Idea that my suitcase would be detained otherwise I would have kept my meds on my person because my LIFE Is at risk.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

This happened on April 12, 2014 approximately 2pm. My flight did not leave until 5pm.

Where did this happen?

Place (name of the airport or other facility): Washington Dulles Airport

Who treated you unfairly?

TSA security treated me and my daughters personal property unfairly, inappropriately and did

not execute this in a timely manner, more Importantly did not give any reason or attached

notation to our suitcase disclosing why I was retained.

Passengers should always be informed when their personal property is withheld for ANY

reason. It Is my perception that TSA screen via x-ray or personally.

238 4/24/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 4/24/2014 10:02:25 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 04/23/2014 10:15 PM Airline & Flight Number :

EY130 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA,

I am writing in regards to a missing item from my bag.

I flew as part of Etihad crew on the 23rd of April and when I reached home and started unpacking my bag I notice that one of my items was missing from the bag. I am

wondering how to go about getting the item back as it was brand new.

Thank you and hope to be hearing from you soon.

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

239 4/24/2014

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 4/24/2014 12:24:10 PM Airport : IAD - Washington-Dulles
International Date/Time of Travel : 04/24/2014 12:15 PM Airline & Flight Number :
United 3801 Checkpoint/Area of Airport : United security TSA Employee: (If Known) :
Comment : There was only 1 gate open and there were long lines. Ridiculous. Missed
my flight.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

240 4/25/2014

Caller traveled on 4 24 2014 on United airlines from Mexico to IAD to Pennsylvania,
baggage claim number (b)(6). Caller stated that her powdered milk was not
close properly and all her clothes was damaged. Caller wants to file a claim for the
damaged items. Caller found a NOI inside of her burgundy large sized bag

I advised the caller

We regret that you were unsatisfied with the manner in which your bags were
handled.

You may wish to file a claim for missing and or damaged items by completing a
Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this
response. Claim forms are also available on our Web site.

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

241 4/25/2014

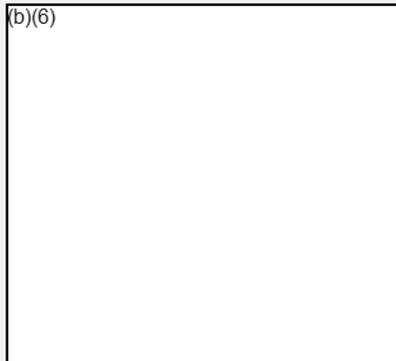
On my return flight AA #263 from Dulles to LAX, my checked luggage was opened and a notice was placed inside by TSA. Upon unpacking, I noticed a pair of swimming goggles and a bottle of cologne were removed. Worth about \$100.

I fail to see why this happened; both items were in the same luggage when I flew to Dulles in the first place, and they were not taken on that flight. Surely neither item poses a security risk.

I recently read about the theft ring of TSA agents in Los Angeles, and am concerned as the caliber of people you are hiring. Is there a procedure for me to get reimbursed by your agency?

This is not the first time this has happened.

Thank you for your reply.



242 4/25/2014

The caller stated she flew from South Africa from the Victoria Falls Airport to Dulles. Caller stated she flew from Dulles to Cincinnati and it looked like her bag had been cut with a box opener. The caller stated she flew on United Airlines flight# 5705 5:24pm on 4 23 2014. The caller stated she wanted to report the incident.

I offered to send the caller a claim form but she stated she had called yesterday and she received a claim form already. Once the Transportation Security Administration's (TSA) Claims Management Office has processed a traveler's claim form, he or she will receive a letter of acknowledgement and a claim number. The claim number should be kept for future reference when inquiring about the claim. TSA will try to resolve claims as quickly as possible. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

243 4/26/2014

Dear Ladies and Gentlemen from Transportation Security Administration

My Name is (b)(6) and i travelled on the 24th of April 2014 from Washington Dulles in the direction to

Munich/Germany.iam giving you a detailed Information about my flight:

Date:24 Apr Flight:US 2743 Board: 1030A Depart IAD 1100A Arrive CLT 1223P Gate: 27 Board ZONE Group:2 Seat: 5A

Date:24Apr Flight:US 1705 Board:1234p Depart:CLT 113p Arrive PHL 258p Gate:C5 Board: Zone Group 3 Seat 25F

Date:24Apr Flight US 716 Board 550p Depart PHL 635p Arrive MUC 850A Gate A22 Board Zone Group 5 Seat 24H

The reason i contact you through this mail is that during my travel my bags were opened and many of my things were stolen...Like my jewellery(Diamond Ring, & Gold braccellets and a small bag of jewellery containing some normal jewelleries) My Shoes and my Cosmetic stuff...the value of all my things is about 7000 Dollars...I just found in my bags a notice of your Company...i hope you find my things back and contact me or otherwise iam going to take the help of my lawyer...

With many greetings

(b)(6)

ID Date Added_Date Only Contact Details

244 4/27/2014

The caller flew from IAD with Air France, and his TSA approved locks were missing from his luggage.

Advised Caller:

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

245 4/27/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM
<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/27/2014 7:45:59 AM

Name: (b)(6)
Email: Semper (b)(6)
Complaints: My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Dulles international airport
Comments: On April 27, 2014 my father and I were traveling to Los Angeles, while going through security my father had his hand screened for residue. The test came up positive and I inquired what substance it was, I am an infantry marine with 12 years experience and recently returned from Afghanistan and my father helped me carry my bags. When I asked the tsa rep, lead officer (b)(6) what substance it was, he did not know. Now from my training, in order to operate something you have to know everything about it. The tsa stated that the print out was just numbers and he didn't know what that meant. Being a fellow federal employee with an expert knowledge of explosives, I would think that my expertise might of been valuable to explain why a certain substance was detected. So either your training is lacking severely to the point of not being able to adequately defend or detect an explosive properly or your staff prefers to lie to US military. An explanation would be nice

ID Date Added_Date Only Contact Details

246 4/28/2014

Caller s baggage was inspected and there was an NOI. It was a belt bag and the luggage strap is missing.

Advised:

It is possible that they inadvertently left the item out of your bag when they searched it. I can give you the number to lost and found and you can check with them and see if it is there.

Washington-Dulles International
703-662-2234

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller s email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at Washington Dulles to notify them of what happened.

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it or complete it and scan it and send to the email address on the form.

Airport where the incident occurred: Washington Dulles

Airline: United

Flight numbers: 1154

Date and time of incident: April 28, 2014, 0600 am

Baggage tag numbers: (b)(6)

Description of baggage: Maroon Samsonite, hard shell suitcase, small carry on size, wheels and a handle, yellow ribbon on the handle

Was there an NOI? Yes

Anything on the NOI? No

What terminal or gate? Gate C2, originally C6

Individual s contact information email

(b)(6)

247 4/28/2014

Caller from Dubai to Washington Dulles then to Orlando. Caller stated his luggage was inspected and he had 2 laptop in his luggage and the caller wants to make a complaint about the way his luggage was left after TSA inspected the luggage.. Caller stated he has called about the screening complaint. Caller stated he had a NOI inside his luggage.

Advised caller the caller the information:

Advised caller to make a complaint at a specific airport he can call back at the 866-289-9673 press option 5 and he will be given the CSM the number.

Advised caller to call back at the 866-289-9673 press option 5 and put in the airport and he will be given the CSM number at that airport.

248 4/28/2014

Dear TSA official,

I am asking for help to file a complaint against the crew responsible for my delay yesterday in Dulles airport(IAD) and therefore missing two flights. I believe that this is a case of religious discrimination as I have never faced a longer time for security check. My flight was 10:20 and I was walking around the airport for two hours pushing a stroller and carrying my bags looking for an answer.

Please help me finding an answer or direct me to the proper authority.

(b)(6)

Sent from my iPad

249 4/28/2014

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 4/27/2014 10:54:55 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 04/27/2014 6:15 PM Airline & Flight Number : jetblue 356 Checkpoint/Area of Airport : dulles TSA Employee: (If Known) :
Comment : I am fine with screening bags for safety purposes, but there is no excuse for damaging the item. We had a carseat in a carrying case to minimize damage when we check it, only to have it come out at baggage claim with TSA tape all around the case as it lay open with the car seat exposed. I have pictures to prove it.
How does one get this situation fixed?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

250 4/28/2014

Sir/Madame,

I travelled from Dulles on Saturday 12 April on flight SA 209 via Dakar to Johannesburg and then to Cape Town (Flight SA376)

My suitcase was opened by your authorities for a security check and the locks was damaged. I have the notice in my baggage that you do not take responsibility for damage. Unfortunately this is not enough for my baggage insurance that I have with Absa.

I would like you to confirm that you opened my baggage....the security tape was around my suitcase....(photo attached) so that I can pass it on to Absa for a claim.

The tag on my baggage reads (b)(6)

(b)(6)

To CPT SA 367
Via JNB SA 208
12APR 17.40

I hope for a response of you and your cooperation.

Regards,

(b)(6)

Sent from my iPad

251 4/28/2014

Caller wants to file a complaint against the TSA crew at IAD because they delayed her and she missed her flight. She was flying internationally and states she was told by the airline that arriving 30 minute arrival prior to departure was okay. Caller was supposed to fly at 10:20PM and she arrived at the checkpoint at 9:50PM but caller had to go back to the airline counter to have another boarding pass printed because it was lacking some information. Caller went through the WTMD and had a patdown on her back because she was holding her child through screening. The TSO told her she had to swipe her hands. She was carrying food for her child and it was hand inspected and when she arrived at the gate it was closed and she missed had her flight. Caller was flying on Lufthansa to Munich, Germany. She was upset and got sick and went back to the TSA and spoke with the same lady and there was no sympathy for her issue.

Response:

Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure to allow for going through passenger security screening, and having checked and carry-on baggage screened. These times may vary depending on the airport and the day and date of travel.

252 4/29/2014

His grandson and son flew out of IAD on Sunday. They had to forfeit a pocket knife because it wasn't permitted on the aircraft he was wanting to know if there was anyway they could possibly retrieve the knife.

Response:

Generally items that are forfeited are not retrievable however I'll give you the contact information for the TSA lost and found at IAD in case they have the knife and they may possibly be able to work something out with you. 703-662-2234

253 4/29/2014

Caller flew from London Heathrow, connected in IAD, then transferred to DCA via United. He had checked 4 luggages on the original flight with fragile stickers on them and upon arrival he found an NOI in them all. In one of the luggages he found a shattered picture frame and wishes to file a claim.

Advised caller:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: IAD
 Airline: United
 Flight #: 3894
 Date and Time: April 28, 2014 at 5:03 PM
 Baggage Tag #: (b)(6)
 Bag Description: Black, gray stripe on the bottom, Atlantis brand with a seahorse
 NOI: Yes
 Stamp on NOI: No
 Email: (b)(6)

ID Date Added_Date Only Contact Details

254 4/29/2014

Caller:

An issued occurred in Washington DC. His son was there for a wounded warrior project. Caller states his son went through TSA screening at Dulles? after flying from Detroit. He was stripped down and fell on his face while at the checkpoint. They took his medical dog, de-harnessed it and screened it. He was stripped of his wheelchair and denied use of a cane.

He flew from Detroit to Dulles, according to the father.

He states he will be contacting the media about this and other caregivers will be complaining.

Advised Caller:

Caller does not have any flight details to send to CSM. Encouraged caller to call back with CSM necessary information: Airport:

Airline:

Flight Number:

Date and Time:

Terminal or Gate:

Contact Information:

255 4/30/2014

I am concerned about recent inspections to my baggage at Washington Dulles airport even though i use TSA approved padlocks. I am contacting you today to understand why a TSA approved lock cannot be opened by the inspectors at the airport and replaced at the end of the inspection.

Is it possible to use some other alternative form of securing passengers luggage to avoid loss of personal items?

I would also like to k ow if it is possible for passengers to be present during the inspection so that we can ensure that our luggage is closed before it is transferred to the aircraft.

As a frequent traveler, your responses to the above will be very helpful.

With thanks

(b)(6)

256 4/30/2014

Caller stated that she just came back from traveling and she is missing a pair of sandals that were in her suitcase. She is wondering if they may have fallen out of the suitcase during the screening. She did have lock on it, so she knows that they would be able to get in it. She asked what she should do if they find them, and how the process would go when she contacts the lost and found.

Flight details below:

Airport: IAD

Airline: JetBlue

Flight #: 1308

Departure Date: 4-26-14

Departure Time: 1:55 pm

Checked Luggage: 9:00-10:00 am

Baggage Claim # (b)(6)

NOI: Nothing written or stamped on it

Description of Bag: Black suitcase, medium sized rolling. Bright lime green ribbon on it, with a black and gray luggage strap around it.

Advised Caller:

I provided her with the lost and found number for IAD and told her that if they fell out during the screening, they would be able to let her know if they have the shoes and the process she would need to go through to get them back.

Washington DC - Loudoun County Virginia

Washington Dulles International Airport

703-662-2234

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

I told her that if she did locate them when she contacts the lost and found, she can call us back if she wants to to let us know that she found the items and we can make the CSM aware of that.

257 5/1/2014

Hi there

I recently travelled back from Washington Dulles to London Heathrow, whilst I am more than happy for you to search my bag I do have issues every time you do it. The first time my padlock, (left open for your convenience) was 'lost', the second time the bag was packed so badly several items were broken and on this occasion my bag was left unlocked. I specifically bought a TSA approved suitcase so that I could lock it and you could open it without breaking anything, problem solved I thought, clearly not. If you have the technology to open my TSA approved locked suitcase why did you not lock it again? There is a lot of evidence that items go missing from luggage during the transfer process so I bought an expensive suitcase to enable me to lock it and you to search it and nothing would go missing, clearly to no avail.

Please continue to search luggage to keep us safe but also please lock it again to keep my personal items safe.

Regards

(b)(6)

258 5/1/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/1/2014 11:20:28 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 04/30/2014 5:45 PM Airline & Flight Number : United 1536 Checkpoint/Area of Airport : ID check TSA Employee: (If Known) :

Comment : The agent checking identification for our lane was much slower than the agents screening for premium passengers. On average the agents screening premium passengers checked 3 passengers for every 1 passengers checked by our agent.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

259 5/1/2014

Dear Sir,
I am writing this mail from Washington Dulles airport. I just arrived together with my wife and my 12 year old niece who is returning to Switzerland. At the United check in desk I was told only one person could accompany an unaccompanied minor to the departure gate for security reasons as determined by the TSA. Can you please explain what security risk I am supposed to be and why I have to wait outside for a couple of hours while only my wife may escort my niece to the departure gate? The TSA cannot handle one more passenger? I suggest it is these silly pointless restrictions that continue to propagate the bad name that the TSA already has. I look forward to receiving your explanation.
Kind regards,

(b)(6)

HYPERLINK

"mailto:(b)(6)

T: HYPERLINK "tel:+1%(b)(6)

M: HYPERLINK "tel:+1%(b)(6)

260 5/2/2014

2 pounds of curating salt in my luggage, all over, curating my belongings and presents for loved ones! (SCREAM!!!)

I understand you might think it is drugs and may open it. That's why I put the whole bag of salt inside a zipper bag!! I knew!! But whatever is that inspector thinking, cutting open the bag of salt in the middle, returning it to the zip bag, but NOT ZIPPING IT??!!!! What's wrong with that person? So irresponsible and is this the high standard of inspection work we can count on you?

My luggage tag number is (b)(6)

Flying UA 897 Apr 30 1220 IAD to PEK

(b)(6)

Sent from my iPad

261 5/2/2014

To Whom it may concern:

I am writing this email to inquire about your policy concerning damages caused by your baggage inspection.

I was on Lufthansa flight LH1445 leaving Moscow (DME) traveling to Frankfurt on April 22nd than on the 23rd of April to Washington DC (IAD) on flight UA 0988.

Upon my return home when I opened my bags I found the Notice of Baggage Inspection. That is fine however what I find disturbing is the damage caused by the inspection. Specifically 3 items were damaged and 1 is missing. First a missing watercolor picture purchased as a remembrance of the trip to Moscow. The cardboard protective cover for the watercolor was open, there was no watercolor and there is a shoe footprint on the cardboard.

Second a totally damaged, ripped, bent watercolor done of a palace in St. Petersburg. It was signed by the artist. Third the glass was broken on a watercolor picture from Tallinn Estonia. Fourth a Cloth Tea Cover had a footprint on it. I have attached pictures showing the damage.

I was in Europe as a Fulbright Specialist and was representing the US in teaching at a Estonian University.

I would like to know what will be done about this ridiculous handling of a US citizens property by the TSA?

I look forward to your reply.

Regards

(b)(6)

262 5/2/2014

To whom it may concern,

I have flown back and forth to Germany for the past 7 years. Each year when I come to visit my brother I have brought him a couple of packs of Bic lighters. This year your employees removed and confiscated the lighters. Your web site indicates that "torch lighters" are forbidden as well as "fueled lighters" which I would think would be Zippo or other such lighters. There is even mention made in the "prohibited" section that states one can have "normal" lighters in checked baggage!

I assume that I may retrieve these lighters from you upon my return. I will be flying into Dulles on 22 May 2014. In the meantime I need to know exactly where at Dulles Airport may I retrieve them?

Thank you for your co operation in this matter, (b)(6)

263 5/2/2014

I flew from IAD last evening and the routing of passengers to have their id verified was being managed by an agent with an ipad. This was so strange. This random routing, resulted in a line at one end of the checkpoint and 2+ TSA agents at the other end with no passengers in line. Not sure what this screening process is intended to achieve? When I inquired about getting into the shorter line (as I am a premium traveler and have been promised a more speedy path to an agent at the check point - FYI the ipad was directing passengers to merge with the premium line) I was told that the ipad determined where I went and I would have to stay in the longer line.

Can you explain how this is intended to work? I just sent the following message to jetBlue (my current carrier) – I’m all about security believe me. But I just couldn’t figure out how the ipad was selecting passengers and how that was supposed to enhance security and the screening process...

Sincerely,

(b)(6)

Message to jetBlue sent 5/2/2014:

I am very disappointed in the manner in which jetBlue participates in the TSA pre-check program.

For several years I had achieved and maintained top tier status (Executive Platinum) with another major carrier, AA. When the pre-check program was announced, trialed and rolled out, AA sponsored its frequent flyers and we would automatically be flagged and have boarding passes that were accepted at the pre-check line.

From what I understand, jetBlue is sending a % of its passenger load but assigning those to pre-check randomly. Not only do I think that is unfair to your loyal frequent flyers, but it also represents a risk to all your passengers. What sort of screening are you doing on these individuals? Do you really know that you have selected appropriate individuals for expedited and a more limited screening?

I think you should reconsider how you select passengers for pre-check. I think this is in your best interest and the best interest of your other passengers.

Thanks!

(b)(6)

"This message is intended for the individual or entity named above. If you are not the intended recipient, please do not read, copy, use or disclose this communication to others. Also, please notify the sender by replying to this message, and then delete it from your system. Thank you."

Please consider the environment before printing this email

264 5/3/2014

Caller: She traveled from Montreal, Canada to San Paulo via Washington. She found an NOI inside her checked baggage. Her checked baggage zipper was broken and now cannot close it. She wanted to file a claim.

Airport: Washington Dulles Airport

Airline: United Airline

Flight: UA861

Baggage Tag: not available

Description: Blue, 30 inches

NOI: No info

Gate: not available

Advised: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

265 5/3/2014

Hello,

I wanted to inform you about my recent experience at IAD and what I feel was a potential security breach during the TSA Pre-Check.

I will also forward this email the Jet Blue as they made the same mistake.

My husband and I recently flew out of IAD Washington Dulles on 4/25/14.

We flew Jet Blue from IAD to SMF -flight 203

(b)(6) confirmation GMXOYH

(b)(6) confirmation GHYCWJ

My husband dropped me off at the terminal and went to park the car. We would meet up at the gate. It was dark and I did not know that I accidentally handed him my boarding pass instead of his.

I dropped my bag off at the Jet Blue bag drop. The agent looked at my boarding pass and checked my bag.

I then proceeded through security. The TSA agent looked at my passport which clearly shows my name as (b)(6). He stamped my boarding pass and I proceeded to the gate. I sat waiting for my husband, and Jet Blue began the boarding process. I was looking over my ticket for my seat assignment and I realized I had my husband's ticket. It clearly said (b)(6). I was surprised that I got all the way to the gate with his boarding pass.

I realize that many women with the name (b)(6) also go by (b)(6). However, I have never used that as a nickname.

My concern really is that my Passport ID clearly states my name and the boarding pass I had did not match. The TSA agent either did not catch it, or he assumed that I used the nickname (b)(6). I think this is an unacceptable error.

Furthermore, foreign travelers and citizens alike have such complicated names that can be reversed or spelled similarly, I would think attention to detail would be even more important.

I know there is only so much we can do to protect ourselves, but it seems like the simple mistakes are sometimes the ones that cause the most harm.

I hope you will use this example as a training measure to help tighten the process. Feel free to contact me if you have further questions.

Sincerely,

(b)(6)

266 5/5/2014

Caller flew Abu Dhabi-IAD-IAH on Saturday aboard United Airlines. Caller arrived at his destination to find a TSA Notice of Inspection along with his bag wrapped in plastic. The caller states the bag was likely cut to inspect it as it was wrapped in plastic. He has contacted United Airlines and was advised the bag was cut by TSA.

Resolution:

Apologized to caller for the damage and advised the NOI does not necessarily indicate the bag was damaged by TSA, only that it was inspected. I will send you a claims form to request compensation for the bag via email. You will receive this within 24 hours. Please complete and return the claims form and this will trigger an investigation.

267 5/5/2014

The caller traveled last night from IAD to London on May 3rd. The caller has a NOI and his business documents are missing. He is there doing business in London and Nigeria but he is unable to conduct his business without his documents and therefore is losing a lot of money and his customer is not happy. His London number (b)(6) (b)(6) The caller wants to be contacted immediately.

Airport IAD

Airline British Airways

Flight Nu# BA216

Date and Time 5-3-13 departing at 18:30

Baggage Claim (b)(6)

Description of Baggage Black medium sized with wheels.

Was there a NOI Yes

Anything Written on NOI No

Contact Information (Email (b)(6) or

(b)(6)

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at IAD.

I tried to give the caller the number to the lost and found but he did not want the number.

268 5/5/2014

Caller stated that he was missing documents and that was all that I could get from him.

269 5/5/2014

The caller stated her husband flew from IAD and his strap from his checked bag is missing. The caller stated her husband had a NOI in his checked bag.

I sent the caller a claim form via e-mail.

270 5/6/2014

To the TSA,

Last night (May 5, 2014) I arrived at Dulles Airport from Istanbul Turkey on Turkish Airways Flight 7. After passing through US Customs, I rechecked my suitcase at the US Airways luggage belt and proceeded to the check-in counter for my boarding pass and then to the gate of my Washington-Charlotte, NC flight. I then went on from Charlotte to Wilmington, NC only to discover that my luggage had not accompanied me. Due to a processing problem (US Airways equipment apparently does not "read" Turkish Airlines' baggage tags) my suitcase remained at Dulles Airport and at some point my suitcase was checked by your officers before being sent on today to my home in Wilmington.

I am writing to issue a very strong complaint. Your officers, after making their investigation, did an extremely sloppy job of repacking my possessions. Two very fragile items made out of ceramic - and these were two quite expensive gifts purchased overseas - were so carelessly placed back at the very bottom of my suitcase that they broke in transit. Also, all my clothing and my papers arrived in complete disarray and several will have to be either washed or dry-cleaned.

I am extremely upset over this. I have had security checks before but have never experienced such a terrible mess as I found this evening when I finally received my suitcase. I wonder if the Transportation Security Administration will at least take responsibility for the two broken items due to the extremely careless repacking.

Although I well recognize the need to protect my country's security, I cannot accept the utter lack of normal consideration showed to my property - particularly when I was not there in Washington to protect my possessions.

May I ask you to respond to this message at once.

(b)(6)

271 5/7/2014

Caller states that she arrived from Istanbul to Dulles and her luggage was left the night at Dulles and she received her bags and her items were broken, she has a NOI.

Airport: Dulles International

Airlines: US Airways

Date: 05 05 2014

Time: 7:55pm

Flight: 2887

Baggage Tag Number: (b)(6)

Terminal: Z

Gate: 7

Description of Bag: Large red bag, with a green strap with her name on it, and its a red swiss cross on it.

Items damaged: There were three ceramic pieces that she bought over seas that were all broken, they were wrapped in clothing.

NOI: Included

Advised caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

272 5/8/2014

To whom it may concern,

Upon arrival in London from Iceland Air through flight FI644 on May 7th, I was outraged to find that a bag that had undergone TSA inspection was missing two cans of Canadian maple syrup, one pot of peanut butter, as well as a jewelry box with a number of cufflinks and perfumes.

To my knowledge, none of these items is under any restriction and their unlawful removal from my luggage begs an explanation.

Cordially yours,

(b)(6)

A rectangular box with a black border, containing the text "(b)(6)" in the top-left corner. The rest of the box is empty, indicating that the signature has been redacted.

273 5/8/2014

The caller flew from IAD to SFO and her bag had a NOI in it. Her TSA lock is missing and a jar was opened, causing clothing to get damaged. She did not want a claim form.

Complaint:CSM

Claims Damaged and Missing Items

Airport:Dulles

Airline:United

Flight Number:492

Departure Time:05-8-14 at 12:20 pm

Arrival Airport and Time:SFO at 3 pm

Description of Bag:Dark Red Samsonite Carry On Small Roller Bag that she put in check bag

Was there a NOI? Yes

Location: She took the check bag to the airline ticket counter

Terminal: United

Gate:C27

Contact Information (b)(6)

Baggage Claim Number (b)(6)

I advised her I will refer this to the CSM at the airport.

Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I offered to email the claim form but she declined. I advised her she can go online to file the claim.

274 5/8/2014

BELOW IS THE LETTER I SENT YESTERDAY. YOUR EMAIL RESPONSE TO ME STATED THAT YOU FORWARD SUCH COMPLAINTS TOO THE CUSTOMER SERVICES MANAGER AT THE AIRPORT WHERE IT TOOK PLACE, BUT THAT I HAD NOT PROVIDED THAT INFORMATION. I AM NOW DOING SO. I WOULD APPRECIATE IT IF YOU EITHER PROVIDED ME WITH A CONFIRMATION THAT YOU HAVE FORWARDED THIS EMAIL, OR PROVIDE ME WITH THE CONTACT INFORMATION NEEDED. I HAD SIMPLY SENT MY ORIGINAL COMPLAINT TO THE EMAIL ADDRESS LISTED ON THE STICKER PLACED ON OUR PACKAGE AFTER THE SEARCH. PERSONALLY, I THINK EACH SEARCH SHOULD BE PERSONALIZED WITH A SIGNATURE, SO THAT OCCURRENCES SUCH AS THE ONE BELOW, CAN LEAD TO REPERCUSSIONS. I AM SURE THAT WE ARE NEITHER THE FIRST NOR THE LAST BECAUSE THERE IS NO WAY OF FOLLOWING THIS UP. OR MAYBE THAT IS BY DESIGN? THANK YOU FOR YOUR HELP. LOST SLEEP OVER THIS LAST NIGHT. JUST SEEMS INTENTIONAL, FOR WHATEVER REASON. THE BOX CUTTER HIT METAL AND YOU KNOW WHEN IT DOES...YOU DO NOT PROCEED TO CUT INTO METAL AND PAINT ON THREE SIDES OF A CHEST MARKED..."PLEASE HANDLE WITH CARE!"

WE FLEW OUT OF WASHINGTON IAD AT 5.15 PM ON THE EVENING OF MAY 5TH.
THANK YOU FOR YOUR ASSISTANCE.

I AM NOT THE TYPE OF PERSON THAT USUALLY PURSUES SUCH MATTERS, BUT THIS WAS SO FLAGRANT, I COULD NOT LET IT GO.

Hi!

Absolutely nothing is going to come out of my taking the time to write this email, but I feel nonetheless that it is something I want to do, in hope of some action being taken.

My dad died in Dec 3rd of last year, at 87 years of age. He had emigrated to the USA from the Netherlands about 55 years ago, arriving with a chest filled with his belongings. I emigrated to Sweden 25 years ago with a chest of my own. The symbolic worth of my dad's chest is priceless, despite it having little monetary value.

We checked the chest as baggage, paying an extra 120 dollars for the service. It was wrapped in a plastic protective layer. We wrote on all sides, fragile, please handle with care.

When saw when we picked up the chest that TSA had opened it. It was first when we arrived home and removed the plastic protection, that had been taped by TSA to reseal the opening, that the cut made by the person taking away the plastic was done VERY CARELESSLY...and left a cut by the box cutter that goes from the right side, around to and along the whole front, and then to the left side. Removing the plastic with a box cutter could have easily been accomplished WITHOUT LEAVING A CUT MARK ON THREE SIDES of a 100 year old chest, left to us by our father...as a reminder to us of his life's journey.

The person that did this was VERY CARELESS or DELIBERATELY DAMAGED our goods. Either way, it saddens me that you people at TSA do not take greater care. It hurts.

We cannot look at my father's chest without having "the gaping wound inflicted upon

it" stare back at us. Gaping wound is an exaggeration, but it is quite noticeable, and that this was totally avoidable...makes the wound a gaping one.

Like I said, nothing will be done, but you need to know that this kind of thing sucks. Not good for PR...we will be sharing our experience and it is TSA who has its name on the story. Sorry to say.

Sincerely,

(b)(6)

275 5/8/2014

Name of the passenger(s)

- Specific name of the airport where the incident occurred => Washington Dulles (IAD)
- Date and time of incident => 02 May 2014
- Airline = United Airlines
- Gate Number => 36
- Contact number => (b)(6)
- Baggage Claim Number => (b)(6)
- Description of your bag => non-zippered, hard, side horizontal, suitcase.

During the safety inspection of my two suitcases flight UA 861, 10:05 PM, Washington to Sao Paulo, on May 2, 2014. Both my bags, new, on his first trip were damaged, not only in the locks as on its wheels, in the fiber of the bags, the fabric of the inner lining, the elastic holding the clothes and the structure of the bag, ETC. As shown in photos and video attachment.

The bags were damaged in a way, that is not possible to repair. Therefore I request reimbursement of the value of my bags.

I agree that the bags are inspected for the safety of all passengers, but I can not agree with the damage the bags and carelessness with my personal items, because after inspection traveled suitcases open, as there was the possibility of closing them. My bags were new. It was the first trip of them.

Receipt of bags. (b)(6) CERQUEIRA / AN REC LOC-EZPVL4

Durante a inspeção de segurança das minhas duas malas do voo AU 861, 10:05 PM, Washington to São Paulo, no dia 02 de maio de 2014. As minhas duas malas, novas, em sua primeira viagem foram danificadas, não somente nas fechaduras, como em suas rodas, na parte de fibra das malas, no tecido do revestimento interno, no elastico que prendem as roupas e na estrutura da mala, ETC. Como mostram as fotos and video anexo.

As malas foram danificadas de tal forma que não é possível o seu reparo. Portanto solicito o ressarcimento do valor das minhas malas.

Concordo que as malas sejam inspecionadas, para a segurança de todos os passageiros, mas não posso concordar com os danos causados as minhas malas e com a falta de cuidado com os meus itens pessoais, pois depois da inspeção as malas viajaram abertas, pois não havia a possibilidade de fecha-las. Minhas malas eram novas. Foi a primeira viagem delas.

Recibo das malas. (b)(6) CERQUEIRA / AN REC LOC-EZPVL4

-----Mensagem original-----

De: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

(b)(6) 2014 12:40

Para: (b)(6)

Assunto: In Response to your inquiry.

Thank you for your e-mail.

The Transportation Security Administration is unable to respond to your inquiry with the information you have provided. In order for TSA to properly address your inquiry, we request you provide the additional information below.

If your e-mail is related to a specific incident, please include the following details:

- Name of the passenger(s)
- Specific name of the airport where the incident occurred
- Date and time of incident
- Airline
- Gate Number
- Contact number

If your e-mail is related to mishandling of your baggage, in addition to the information above, please also include:

- Baggage Claim Number
- Description of your bag

You may also provide us with this information by calling the TSA Contact Center, toll-free at (866) 289-9673. If you are outside the United States or cannot use the toll-free number, please call us at (571) 227-2900.

TSA Contact Center

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276 5/9/2014

Caller traveled from IAD via Southwest and stated TSA searched his bag and completely destroyed all of his tools because they did not place them back properly. Caller also had a NOI. Caller stated this has happened alot and he has called and complained and has never got a response back so he wants the CSM s number.

Advised Caller:

Our officers are trained to properly inspect luggage and I apologize that was not the case in your situation. Since you had a NOI I will forward your complaint to the CSM for further investigation.

Caller refused the claim form.

Date: 5-9-14

Time: 6:00 pm

Terminal: Southwest Terminal

Gate: B50

Airline: Southwest

Baggage tag number: (b)(6)

Description of luggage: Big green plastic box with latches

You can get the CSM number yourself by calling this number back, selecting option 5 and entering the airport code for Dulles.

277 5/9/2014

Caller came from Washington (IAD) last night. He said when he got to Tampa he found he is missing a crystal garland and a wooden garland like a necklace. He said there was a NOI in his bag. He said he would like to file a claim.

REPNSE: I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing garlands. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: May 9th, 2014 Departed 8:00 a.m. (Scheduled to Leave May 8th, 2014)

Gate or Terminal: Gate D19

Bag Description: Black, soft bag, 2 wheels, Red something tied to his handle and a blue rope on it.

Bag Claim Number: (b)(6)

Airline: US Air

Flight Number: 749

Airport: IAD

Email: (b)(6)

278 5/9/2014

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 5/9/2014 4:38:33 PM

Airport : IAD - Washington-Dulles International Date/Time of Travel : 05/09/2014 2:00 PM Airline & Flight Number : UA 919 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I just had one of my worst TSA experiences every upon my international arrival back into IAD. Immigration and customs went smoothly, but the TSA re-check was very poorly executed. People have connecting flights to make and the poor operation of this checkpoint is not the right message we should be sending our citizens and visitors.

1. The checkpoint was VERY understaffed. Our membership in Global entry put us through Immigrations and Customs quicker than many other passengers on our flight and our wait time was still over 35 minutes. The line was at least 5 times longer when we reached the front, backed all the way up to customs. There are a known number of flights with known arrival times and a known number of travelers. This should not happen.

2. There was no TSA pre-check at the re-screening. Why offer expedited services at customs and immigration but not at security? The whole idea of Global Entry is to offer an expedited re-entry into the country for passengers who are have submitted to additional screening ahead of time. Only expediting 2 of the 3 steps seems short-sighted.

3. Both the poor staffing planning and the lack of TSA pre-check notwithstanding, the whole process was very disorganized. Whole lines would fail to move for 5 or 10 minutes while it appeared they were training new screeners on the x-ray. It seemed like a lot of activity with very little actual screening going on.

Last, I don't want to lose sight of the fact that these are all passengers who submitted to screening at Heathrow 8 hours prior. I am aware that they need to be re-screened according to our procedures, but surely, there has to be some risk assessment performed and expedited screening.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

279 5/9/2014

It is 230pm on may 9th. A short haired lady with glasses came out to switch up lines indicating that the other set of lines for quicker clearance would be used. Many of us stuck in the traditional line asked if we could move over there

She said no. She said no one currently in line could move over to the expedited line because it is random screening and starts at a certain time.

Then she proceeded to move people in the back of the line over there. Their hands weren t tested for material and they just moved over there contrary to what she said.

Three issues.

1- don t lie to passengers about being able to move if you can. If you can t because of security, that s fine, but none of those in line used the arrow system for direction or were randomly screened. Both are against your policy.

2- please plan better with staffing to accommodate rushes.

3- please if you are going to use random expedited process for clearance do it correctly. She failed in her leadership. [HYPERLINK https: overview.mail.yahoo.com?.src=iOS](https://overview.mail.yahoo.com?.src=iOS)

Sent from Yahoo Mail for iPhone

280 5/9/2014

This was an inappropriate response. Your TSA agent was the individual not following security protocol. This wasn't about an airline. HYPERLINK <https://overview.mail.yahoo.com?.src=iOS>

Sent from Yahoo Mail for iPhone

From: (b)(6)
To: tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com ;
Subject: RE: In Response to your inquiry.
Sent: Fri, May 9, 2014 10:21:38 PM

This was your tsa agent. Not an airline HYPERLINK <https://overview.mail.yahoo.com?.src=iOS> \n

Sent from Yahoo Mail for iPhone

From: tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com ;
To: (b)(6)
Subject: In Response to your inquiry.
Sent: Fri, May 9, 2014 9:37:11 PM

Thank you for your e-mail regarding special passenger screening lanes.

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities. Airports are responsible for security of airport access, and air carriers are responsible for identifying passengers, controlling gate access, and controlling baggage before and after screening. In addition, air carriers are responsible for passenger lines up to security checkpoints and, therefore, may choose various ways to manage these lines. Some airlines have chosen to create separate lines for their first-class, frequent-flyer, and business-class passengers. TSA does not regulate this practice, nor is it a policy that TSA endorses.

If you have questions regarding an airline's practices, we encourage you to contact them directly. If the airline has not satisfied your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 (TTY [202] 366-0511). You may also fill out and submit an online complaint form at <http://airconsumer.ost.dot.gov/escomplaint.es.cfm> or write to:

Aviation Consumer Protection Division, C-75
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

At some airports, travelers may notice lanes reserved for participants of TSA's passenger pre-screening initiative, TSA Pre[®]. For more information, including a list of participating airlines and airports, please visit <http://www.tsa.gov/tsa-pre>.

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

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer. --

281 5/10/2014

The caller flew from IAD on Thursday with 4 suitcases. One suitcase had a catapult part missing from it and did not have a NOI inside. He flew from IAD to Heathrow then to Africa via British Airways.

The caller was advised that TSA is required by law to place a NOI in luggage if they inspect it. TSA is not located outside the US.

Even the item contains a residue of oil or gasoline, it is considered a hazardous material and will be removed from checked baggage by the airline. Please be advised that although TSA screens checked baggage, airlines make the decision to remove dangerous or hazardous materials from checked bags following inspection.

If hazardous materials are found in a passenger's checked baggage, those items are brought to the attention of the aircraft operator on which the passenger is booked. Once the aircraft operator determines whether the item is permitted or prohibited, TSA officers accept the aircraft operator's determination. The aircraft operator is responsible for the control and disposal of the item, and there are no provisions for returning prohibited items removed from checked baggage.

282 5/10/2014

Caller:

Caller s husband flew from IAD internationally to Ghana recently with British Airways. He is missing a small engine part. It is similar to an air filter. He did not have a NOI or a hazardous material notice.

Email: (b)(6)

Response:

Car engine parts may be placed in checked luggage only if the parts are packed in their original box and free of hazardous chemicals, such as gasoline and oil. I recommended that she file a claim with the airline as well.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

283 5/12/2014

Caller said she is a lot disturbed about a TSA baggage inspection. She flew from Washington Dulles into Long Beach on JetBlue. She said she found a NOI in her bag. She said they completely tore everything up and did not put it back the way they found it. She said they did not re wrap her breakable items. She said she did not mean ripped just messed up and not replaced the way she had packed it. She said she would like to file a complaint. She said she does not know yet if anything is broken or missing. She said she did not get through the bag yet.

RESPONSE: The TSO is to return your items the way they found them. I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your disarrayed items. Thank you for calling TSA to let us know about the incident. Advised caller she also find the claim form at tsa.gov.

Date and Time of Flight: May 12th, 2014 Departed 6:30 a.m.

Gate or Terminal: B 70

Bag Description: Bright Purple Cloth, American Tourister, Large Size, 4 wheels, extender handle

Bag Claim Number: (b)(6)

Airline: JetBlue

Flight Number: 203

Airport: IAD

Email: (b)(6)

284 5/12/2014

The caller wants to report items lost from her checked in luggage. There was a big box of chocolates missing along with 2 other boxes from a different set. There is an NOI in bag. She flew from IAD to SFO to Taiwan. When they arrived in Taiwan it was 1830 local time and when they got to the claiming area the agents at Taiwan told her that her luggage had been opened. There was TSA tape on the luggage.

AIRPORT: IAD
DATE OF TRAVEL: April 8, 2014
DEPARTURE TIME: 0800
CHECKED BAGGAGE TIME: 0545
AIRLINE: United Airlines
FLIGHT NUMBER: 492
NOI PRESENT: Yes
MARKS ON THE NOI: No
DESCRIPTION OF BAG: Hard Sided Samsonite black rectangular shape with 2 wheels
BAG TAG NUMBERS: Not Available
TERMINAL OR GATE: Gate C27
CONTACT: The caller does not have an email.

I asked the caller if she wants to file a claim for the missing chocolates and she said no. She just wanted to inform us to try to protect the next passenger. I advised the caller that I will forward a copy of this record to the CSM at IAD and that we regret this situation occurred. I informed the caller that the TSA only screened her luggage at the departure airport and that the luggage was in the hands of the airline the whole rest of the way.

285 5/12/2014

Hi there,

I need to claim for damage received to goods (computer monitors) as a result of a baggage inspection on my return flight from Washington Dulles airport to Amsterdam > Edinburgh.

Please advise how I go about making this claim. The damage has resulted in two monitors no longer working as a result of damaged screens.

Thanks,
Richard

(b)(6)

(b)(6)

286 5/13/2014

Feedback Type : Request for Information

Categories : Screening

Current Date/Time : 5/13/2014 2:43:30 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : At Dulles airport as I entered the shoots for the screening area I was a bit disturbed to see that business class passengers and above had a seperate, shorter line. Could someone explain that policy? It would appear to me that the USG/TSA is providing preferential treatment to those that pay the airlines more.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

287 5/14/2014

Caller took a flight from Dulles to Kansas City through ORD. Caller states that when he arrived in Dulles from his international destination, he placed items from his carry on bag into his checked luggage. Caller states that upon arrival to KC he noticed an NOI. Caller states that he is now missing a pair of Bose head phones.

Flight Details:

United Airlines 799

Date Time: 05 11 2014 at or around 0630

Gate Terminal: Unknown

Baggage Claim #:

Baggage Description: Black suitcase with yellow lining and a tag that says NOT YOURS.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

288 5/14/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/14/2014 5:33:20 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 05/14/2014 5:15 AM Airline & Flight Number : United 567 Checkpoint/Area of Airport : Economy Checkpoint TSA Employee: (If Known) : many Comment : I'm a DoD Fed and was appalled at the performance ofbthe TDA team. Baggage backed up. Approximately 30 minutes to get thru checkpoint. Most disturbing was screeners not even looking at the Dray screen for screening.Very unprofessional and poor leadership. Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

289 5/14/2014

Caller will be flying from Dulles to LAS on United. The caller stated he just printed his boarding pass and he does not have TSA Pre-Check on his boarding pass. The caller stated he called United and they told him to contact TSA.

I told the caller passenger s are randomly selected for TSA Pre-Check. I told the caller passenger s are randomly selected to keep terrorists from infiltrating the system. Caller thinks that applicants should be aware that passenger s are randomly selected for TSA Pre-Check.

290 5/14/2014

Dear TSA Contact Center:

I am compelled to write you regarding my recent experience with Delta Airlines. I felt I have no other option but to write as I had attempted to reach out to their company, with no luck as their "management team" contact information is locked up tight and they are essentially, inaccessible.

On Saturday, May 10th both myself, as well as quite a few other travelers experienced a very frustrating day of travel but most importantly, I was shocked at the lack of concern shown by anyone I encountered at Delta; the customer service that myself and 17 other passengers received was unacceptable.

The early morning flight I was initially scheduled for (at the Washington Dulles Airport) was postponed until the following morning and only after some argument with the airline and several rerouting attempts, I was planning to arrive home the same day, late afternoon. Then, while at the MSP airport, after already waiting over 2 hours for my connecting flight home to La Crosse, WI, we were told that the flight had 48 passengers booked and only 30 would be allowed. Needless to say, I was one of the lucky ones that wasn't allowed to board but most importantly was given ZERO options from Delta to return home. Frankly, every associate I interacted with seemed to be callous and preferred to avoid dealing with the situation. We were told that there was a shuttle to La Crosse, however there were only 5 seats remaining on it. At no point, was anything mentioned about scheduling another flight other than there were no more flights leaving that evening. From what I understand, we were all given a \$600 voucher for our trouble and they also have offered to reimburse me for the flight I didn't take but again, that wasn't what I am requesting.

I needed to rent a car in order to make it home and simply wanted a reimbursement for the expense of that car rental. So I contacted the airline and offered to return the voucher and pass on the credit for the flight I never took. All I wanted was reimbursement for the car rental I needed to get home. I was told by the gentleman I spoke with that morning that (1) This is not an option (2) There really is no one else to speak with as the leadership team and board of directors don't deal with customers. He is the last point of contact and anyone else I reach out to will tell me the same thing (3) I could file a complaint with Delta that will go into their records but they will deal with the matter internally. When I asked him what that meant, he simply said they would review the issue but nothing would change regarding my request.

Sometimes circumstances are out of anyone's control and those that fly frequently understand travel plans aren't always able to happen exactly as we would like them to. But the way this situation was handled exposes to me, a very poorly run and unorganized operation. Thank you for your time in listening to this formal complaint.

Thank You,

(b)(6)

HYPERLINK "mailto:(b)(6)"

(b)(6)

291 5/14/2014

Hi

I travelled on the 12 May from Washington Dulles, travelling to Heathrow and then on to Manchester, my flight details are as follows; this was the 6.30 pm flight

VS307937

I have had my baggage searched, and one of your leaflets has been put in, in the luggage was a small bag of chocolate bars, for a present, this bag has disappeared, but other items of chocolate were still left in the case,
I have contacted Virgin Atlantic who had advised me to contact your selves to look at this further, to see were the missing items have gone
Look forward to a reply.

Regards (b)(6)

292 5/14/2014

Good morning,

I received a "Notice of Bag Inspection" note in my checked luggage on my trip from Washington DC (IAD) to Amsterdam (AMS) on KLM Airlines (flight KL652) on April 25. The note reads, "At the completion of the inspection, the contents were returned to your bag," but my bag was missing:

1. a bag of apples,
2. a new black backpack with "ICRHK" and "PMA2020" on the front,
3. a new pink Cortex rain jacket, and
4. a copy of "The Immortal Life of Henrietta Lacks" by Rebecca Slot.

Please let me know how I can have these items returned to me.

Thank you,

(b)(6)

--

(b)(6)

293 5/16/2014

Caller flew on 5 16 2014 from Kuwait to Dulles and then to Chicago on United Airlines. She has a NOI. She has two locks, some empty ziploc bags, and some empty garbage bags missing from her checked luggage. She said that she counted the bags before the flight and the count does not match. She will get a claim form from the website. She asked how the items could have fallen out of the bag when they were in the bottom of the bag.

I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

I gave information per: http://apps.tsa.dhs.gov/mytsa/cib_results.aspx?src=tsaweb
Washington Dulles International Airport
703-662-2234

I told her that I did not say that the items fell out of the bag. I told her the items may have been accidentally left out of the bag during the inspection. I advised that items that are accidentally left out of the bag are taken to lost and found.

294 5/17/2014

Hello,

My name is (b)(6) I flew today from Washington DC (IAD) to Mexico City on flight UA511. My bag was inspected. I am missing a pair of athletic shoes (Asics brand, grey with orange). Please let me know if you have them, or how I should present a claim for them.

Thank you!

Cell (b)(6)

(b)(6)

295 5/18/2014

Dear Reader,

Thank you for leaving a "Notice of Bagage Inspection" in my crew bagage.

At IAD we are asked to leave our crew bagage unlocked for inspection. But collecting my suitcase at Amsterdam I find my crew bagage still unlocked. Which makes it very easy for ill-willing persons to put anything in my suitcase. And that gives me an uncomfortable feeling.

So, would you be so kind as to lock my suitcase after inspection?

Thank you for your cooperation.

Yours Sincerely,

(b)(6)

296 5/19/2014

The caller stated that his bag was inspected at IAD and that he was missing a baggage strap. He stated that he had flown with United.

Advised the caller that I would send him a claim form and that he should get it in about 24 hours.

297 5/19/2014

Caller s bag did not arrive in Singapore when he flew from Dulles. It has been several days and now the airline has told him that TSA has the luggage. He wants to know how to get it back and why it is being held.

If hazardous materials are found in a passenger's checked baggage, those items are brought to the attention of the aircraft operator on which the passenger is booked. Once the aircraft operator determines whether the item is permitted or prohibited, TSA officers accept the aircraft operator's determination.

If the airline does not satisfy your inquiry, the Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

He asked if I could check a number for him. I told him we could not do that here. We do not determine if something is allowed on the plane, the airline does.

298 5/20/2014

My name is (b)(6) I boarded a flight from IAD to LHR (BA 292) on May 19th.

One of my checked bags was opened for inspection. I understand the need for random checks. However, I do not appreciate how my bag was repacked. My slacks and business suits which were neatly folded are now hideously wrinkled and I arrived with nothing to wear for my meetings.

Your agents also forgot to relock my suitcase. Again, if you open something - return things as you found them. I do not like traveling with unlocked baggage. There was a reason that my suitcase was locked in the first place.

I would appreciate receiving a reply and reimbursement for my luggage lock.

(b)(6)

299 5/20/2014

The callers mother in law flew in from South Africa to the US with a connecting flight in Washington DC. The mother wrapped her suitcases but when she got to her destination there was a note with the suitcase that it had been inspected and when they cut the wrap off the suitcase with a knife they cut suitcase. The mother in law is not with the caller during the call so she has limited flight information.

AIRPORT: IAD
DATE OF TRAVEL: 05-15-14
DEPARTURE TIME: 1200
CHECKED BAGGAGE TIME: unknown
AIRLINE: US Airways
FLIGHT NUMBER: unknown
NOI PRESENT: Yes
MARKS ON THE NOI: unknown
DESCRIPTION OF BAG: Black large soft sided with a red strap to recognize it on the handle
BAG TAG NUMBERS: unknown
TERMINAL OR GATE: unknown
CONTACT: (b)(6)

I advised the caller that I will send her a claim form and also send a copy of this record to the CSM at IAD.

300 5/20/2014

I recently went through IAD Pre-Check and was surprised to not have a good experience. When I got to the pre-check, I noticed there was no "scan". As a result, I had to get out of the line, go to the regular screen and be "told" that "this was NOT pre check." I did ask if there was any expedited process and the answer was no. I don't mind the answer no, but I do mind the manner in which it was said.

As background, I have a knee replacement that makes it important for me to go through the scanner. To not have a scanner at IAD pre check astounds me.

On my way back to IAD, I went through the pre-check in Atlanta and I will tell you that was a perfect experience! It was everything that IAD was not.

I don't know if any change can be made, but I will say it makes me more likely to go through DCA.

(b)(6)

301 5/20/2014

Feedback Type : Complaint

Categories : Permitted Items

Current Date/Time : 5/20/2014 2:38:26 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 05/13/2014 Airline & Flight Number : UA803

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I checked in at IAD for my flight to Tokyo / Singapore 3.5 hours prior to departure. One piece of checked luggage (a box containing an icemaker that I understand has freon in it) was never boarded. I was not informed until 2 days after I arrived in Singapore. I was told by UA that "TSA refused UA to board the box; they did not inform UA until too late to inform me; and that I had to collect the box back directly from them"; I spoke to the TSA and was told "We don't 'refuse boarding' or hold any luggage. We only advise the airline and return the package to them if they don't want to board it." After many calls back to the US to both UA and TSA, I have no idea why the ice maker really could not be shipped. Freon is not listed anywhere on UA, TSA or DOT as a hazmat and I shipped the same item by UA through BWI last November. Also, I have two versions of who is holding the unit and who can release it. Either way, it is no good to me in the US as I live in Singapore. I don't have any way to pick it up either. SO.... 1) could you please add Freon to your list of PUBLISHED prohibited items, if it really is prohibited? and 2) if I can not get my icemaker and I really have lost \$300, could you please at least give me an honest written explanation so that I can try to claim from an insurance company?

TSA# (b)(6) UA Tag # (b)(6) Would you like a response? : True

Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

302 5/21/2014

Callers phone number is international: (b)(6)

Caller wanted to make a complaint. He had a series of laminated cards in his luggage. There were 50 to a pack and each pack was wrapped in nylon and placed in a bag. He said that he carries between 5 and 20 packs of the cards when he travels. The cards were unwrapped and not put back in the bag the way he had them. He stated that they were loose in his luggage. He said that they are wrinkled and he can not use them. He is going to have to print the cards again. He stated that it is going to cost him time and money. He said that TSA should have put the cards back the way he had them. He stated that he has had excellent care in the past. He said that the card were dumped back in the luggage and that is not good enough. He waned a claim form emailed to him. He asked how long it takes before he gets a response when he files a claim. He asked if the address to send the claim to is on the form.

Airport - Washington - Dulles International

Airline - American Airlines

Flight Numbers - 6167

Departure Times - 18:30

Arrival Times - He arrived at Dulles at 5 pm

Date And Time of Incident - 5 19 2014

Baggage Tag Numbers - He has two numbers and does not know which bag the cards were in. The tag numbers are (b)(6)

Description Of Luggage

Color - Black

Style - Soft-sided roller bag

Size - Medium

Brand - Samsonite

Was There An NOI - Yes

Was Anything On The NOI - No

Location Of Incident

Gate - B

Terminal - British Airways Terminal

Phone Number - (b)(6)

Email (b)(6)

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

I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

I gave information per: http://www.tsa.gov/sites/default/files/assets/pdf/sf95_cover_package_rev6_28.pdf

Once Submitted, you should receive an acknowledgement letter from TSA within three weeks if you submit the claim by USPS (within 6 days if submitted by fax).

I emailed him a claim form. I advised him that I would forward his record to the CSM

at Washington - Dulles International for review.

303 5/21/2014

The caller landed into the US yesterday from South Africa. Her bag is missing a lot of things. She landed and connected in IAD and went onto Chicago. The missing items are roasted corn, peanuts and spices. There is an NOI present in the bag.

I advised the caller of the IAD lost and found department in case these items were mistakenly not replaced after the secondary screening.

Washington Dulles International Airport
703-662-2234

AIRPORT: IAD
DATE OF TRAVEL: 05-20-14
DEPARTURE TIME: 0945
CHECKED BAGGAGE TIME: 0915
AIRLINE: United Airlines
FLIGHT NUMBER: 1175
NOI PRESENT: Yes
MARKS ON THE NOI: No
DESCRIPTION OF BAG: Black suitcase Samsonite brand large soft sided
BAG TAG NUMBERS: (b)(6)
TERMINAL OR GATE: A terminal A11 gate the caller thinks
CONTACT: (b)(6)

I advised the caller that I will send her a claim form and also send a copy of this record to the CSM at IAD for his notification and review.

304 5/21/2014

Caller states that she flew on 05 14 from IAD to LAX. Caller states that she checked a bag in. When she received her baggage at LAX she had an NOI. Caller states that she is now missing several items and her luggage is damaged because her containers were not resealed. Caller wants to know why her bags were inspected by TSA.

Flight Information

United Airlines 1133V

Date Time: 05 14 2014 at or around 1830

Gate Terminal: D24

Baggage Claim #: (b)(6)

Baggage Description: Gray Ricardo Elite bag with 4 wheels.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov.

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

Your bags were inspected because there was an alarm or because they were chosen

305 5/21/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 5/21/2014 6:12:03 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 05/09/2014 4:45 PM Airline & Flight Number : UA 4884/UA 82 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : What a surprise/and disgust when we opened our suitcase and found a can of refried beans opened and re-wrapped in the paper I had wrapped it in. Why was the can not removed from the suitcase and destroyed once it was opened? An opened can is of no use. Or, put it in a ziplock bag? Just imagine refried beans smeared all over the contents of someone's suitcase!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

306 5/21/2014

The caller flew into IAD Ethiopian Airlines and after going through customs and immigration the caller states the immigration officers took her bag after she cleared and on her way to the all flights with Southwest. The caller states the person took her bag because it already had the Southwest ticket on it and directed her to the gate that she needed to go to. The caller states that she did not have her luggage when she arrived in SEA. The caller is trying to find her luggage and Southwest told her she should not have given her luggage to the officers.

TSA has no jurisdiction over lost or rerouted luggage. We encourage you to contact your airline for their policies on lost luggage. Air carriers are responsible for transporting it to its final destination. We encourage you to contact your airline for their policies on lost luggage, or to file a complaint with the customer relations office of the airline.

I gave the caller the number to U.S. Citizen Immigration Services (USCIS) 800-375-5283 because she states that immigration was the one that took her bag.

307 5/22/2014

I made the mistake of leaving my Nikon camera in my check-in luggage at Dulles International Airport on May 5. When I reached my final destination (Las Vegas with a change of planes in Chicago), I was appalled to discover my camera was no longer in my luggage. There were tags on my luggage noting that TSA had opened it for inspection. I assume that would have been at the Dulles Airport.

By chance, did my camera fall out and is now in your Lost & Found department? I doubt it, but wanted to make you aware of this mishap. Can anything be done about it?

Thank you in advance for whatever information you can provide. Please respond.

(b)(6)

308 5/22/2014

On my recent flight from Dulles (IAD) to Incheon (ICN) via Narita (NRT), my luggage was left unlocked after the TSA inspection.

While I fully support TSA's efforts at inspecting luggage and understand that mine will always be checked as I carry a set of optical lenses used in my training meetings, I object to the frequency that my luggage is left unlocked. This gives access to baggage handlers and possible theft. My equipment is expensive, and I need to arrive at my meetings with it intact in order to perform my job.

Here is the information from the flight I refer to:

Tuesday, 20 May 2014
UA 803 - IAD to NRT
UA 79 - NRT to ICN
IAD/LC 20MAY14/0954
3016 690569

This is a not infrequent happening. I realize that people are busy, but they should be diligent in locking people's luggage after inspection, and I would like assurance that this can be better addressed in the future.

Thank you for your attention.

(b)(6)

309 5/22/2014

To whom it may concern-

I wanted to take a second out of my day to issue a complaint regarding the TSA staff at Washington-Dulles airport yesterday. I was bringing back my study abroad class and one person (of legal age) in our party had purchased a beer gift (two small bottles of German beer and a beer glass) at the duty free store in Frankfurt during our layover. We were told, when we asked multiple officials, that since it was duty-free and sealed by the duty-free store in a tamper-proof bag that we were fine to travel throughout all of our remaining destinations.

When we got to Washington, we waited in line over an hour to go through customs and then again through a security checkpoint. When we asked again at customs, we were told to go through. When we got to the security checkpoint, we were told that the duty-free beer could not go through because it was over the liquid quantity limit and it was taken away at that time (eventhough it was in a sealed duty-free bag with a receipt). When I asked how we were suppose to know this rule (when we were told otherwise by multiple officials), we were told directly by the TSA representative that "the signs warning people of this duty-free liquid item issue at the Dulles airport had been recently taken down and therefore there really was no way that we would have known about this rule until we got to the security check-point". We were then told very politely that we could go back and check this item in, but that would mean at least another 1 hour wait in the line and our bags were already through customs and off to our connecting flight. Additionally, since we only had 15 minutes left to reach our connecting flight this was not possible.

I appreciate the job that TSA does for protecting our airlines, but this situation (again, with no signs and everyone working at the airport that we asked saying it was fine) was no less than property theft. I would like it if you could reimburse the 6.5 euro cost but honestly the damage is much greater than that since now a disabled Vietnam vet (the father of one in our group) is not going to get the present he wanted most from this trip - the taste of German beer he so remembered when he was stationed over there.

If nothing else, please remedy the communication and signage at the Washinton-Dulles airport so this does not happen to any other decent American citizen, just trying to play by the seemingly, ever-changing rules.

Thank you for reading this email.

Sincerely,

(b)(6)

(b)(6)

310 5/22/2014

I have TSA locks on all my bags - that is not the problem. The problem is that the TSA left my bag unlocked after inspection.

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

From: tsatcc_do_not_reply <tsatcc_do_not_reply@senture.com>

To: (b)(6)

Sent: Thu, May 22, 2014 9:58 am

Subject: In Response to your inquiry.

Thank you for your email regarding the use of locks on baggage.

Enhanced security measures require that all checked baggage undergo at least one form of screening. Hand screening of luggage is required when a bag triggers an alarm, and baggage screeners may have to forcibly open locked baggage to complete the screening process. Locked checked baggage may cause delays due to the need for Transportation Security Officers (TSOs) to open locked baggage by using alternative measures, including force. Please be advised that the Transportation Security Administration (TSA) is not liable for any damage to locks or luggage from opening a bag for security purposes.

To avoid possible delays and lock damage, TSA-approved Travel Sentry® and Safe Skies® locks can be opened and relocked by TSOs without force and little delay. Travel Sentry® and Safe Skies® locks are available for commercial purchase. TSA cannot, however, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Nor can TSA approve or endorse this particular product; we expect additional vendors to provide different versions of these "Dual Custody" padlocks to the retail market.

Travelers should visit the Travel Sentry® Web site at HYPERLINK "<http://www.travelsentry.org>" \nwww.travelsentry.org or the Safe Skies® Web site at HYPERLINK "<http://www.safeskieslocks.com>" \nwww.safeskieslocks.com for further information.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that

security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

We hope this information is helpful.

TSA Contact Center

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311 5/23/2014

Dear TSA,

Flying yesterday from IAD to Amsterdam, NL.

While I understand you sometimes have to break locks for baggage inspections (not I this case), I don't understand why a zipper on my suitcase should be removed / damaged as no locks / straps were attached to it?

Please let me know how you will compensate the suitcase (~400 USD)? I looked on the homepage however did not find any claim form.

The suitcase is basically useless now as I cannot close the front pocket.

I can be reached on this email address or on (b)(6)

Best regards,

(b)(6)

312 5/25/2014

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, May 24, 2014 7:35 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm

Remote Client IP: (b)(6)
Date Time: 5 24 2014 7:34:46 PM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm

Remote Client IP: (b)(6)
Date Time: 5 24 2014 7:34:46 PM

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

Yes

If so please provide the third party s name and contact information:

Noura Estatie, her daughter

Phone number: (b)(6)

Address: (b)(6)

(b)(6)

2)Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

Yes

Your First Name:

(b)(6)

Your Last Name:

(b)(6)

Your Job Title:

Daughter of (b)(6) unemployed

IF YOU CHECK THIS BOX, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct).

Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.

No

3)What happened?

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

My mother, (b)(6) is visiting me, her daughter (b)(6) in DC and has experienced a violation of civil liberties upon her return to Beirut at the TSA security check at IAD Dulles on May 24th 2014 at around 6pm. I waited for her outside to get to the gate, and she called me right after security check to inform me that an agent, white and blonde male, asked her to remove her headscarf at the TSA security, to which another agent, black male, kindly and thankfully prevented him from doing so. The agent who asked her to remove her headscarf then jokingly argued with the other agent that they usually hide stuff under their headscarves.

This behavior is discriminatory and reflects poorly on the generally positive attitude in Dulles IAD, not to mention reflects poorly on TSA serving in the nation s capital, where people respect others and are knowledgeable of other cultures.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

(If it happened on more than one date, list all dates):

This happened around 6pm on May 24th, 2014. I reported it to an agent at the front desk at pre TSA and my mother reported it to security in the airport after the security check.

Where did this happen?

Place (name of the airport or other facility):

IAD Dulles TSA

City:

Washington

State or Country:

DC

4)Who treated you unfairly?

Please provide a description of the individual(s) and or the name and badge number of the individual(s) involved.

An older male, white, blonde and chubby.

5)List anyone else who may have seen or heard what happened.

(If you do not know their names, provide whatever details you can)

No

Names (or other information, e.g., agency):

PO Box or Street address

City

State or Country

Zip

Phone No.:

Email:

Names (or other information, e.g., agency):

PO Box or Street address

City

State or Country

Zip

Phone No.:

Email:

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

No

TSA Customer Service Manager Agency Office Court:

Date

If so, has anyone responded to your complaint?

If Yes, describe what has been done to respond to your complaint:

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

I would like to thank the other agent at the time of the incident who prevented this from happening.

I sincerely hope this will not happen again, and if it does, I would like to know what are the steps to report it in the airport at the time it happens.

Thank you for understanding.

8) If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

You may use this box to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

313 5/26/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM
<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/26/2014 3:07:16 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Dulles.
United 100. May 24, 2014

Comments:As we reassembled our bags at the end of a belt, an employee was yelling at us to pick up our things and carry them to a bench to put them back together. "You can't slow down the screening process!" I would like for someone to explain to him that I can't. It's not my fault that my stuff is in two bins and an unzipped suitcase. It's not my fault I had to take out my computer and a baggie of liquids and take off my shoes and my sweater and spread them all around. Don't yell at me. I'm very efficient. What's slowing down the screening process? There aren't enough lines open. Which isn't his fault or mine. So let's all be a little more polite, ok?

314 5/26/2014

Caller flew from Washington Dulles via United to Paris. Upon arrival he found a Notice of Inspection from TSA stating it had been inspected. He then found that his bust sculpture is now damaged and cut. He had it wrapped in bubble wrap and that was left off of it as well. It apparently had been cut open with a knife because there were knife marks on the sculpture.

Advised caller:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: Washington-Dulles International
Airline: United
Flight #: 915
Date and Time: May 21, 2014 at 5:05 PM
Baggage Tag #: Unknown
Bag Description: Large, black, soft sided, roller suitcase, top handle is missing.
NOI: Yes
Stamp on NOI: No
Email: (b)(6)

315 5/27/2014

I appreciate your visit card left within my suitcase.
I flew on SN516 from WasDC to Brussels on May 25th and when i got home I found my suitcase had been forced, its lock broken and the contents disorderly scrambled.
You say Smart Security saves time. I was at Dulles International for 4 hours after I checked my luggage before I boarded the plane. Thus, I was accessible to be called and be present during your inspection, a right that I believe I had.
Furthermore, I guess you have powerful scanning means that can tell you what is inside a suitcase. In my case I only carried clothing, books and shaving. I cannot see why you needed to open it and search in it.
May be you can tell me what you were looking for, or what misled you to such action. Clothing and books cannot be a reason.
I understand Security is first, but I believe you have other means to preserve it while respecting personal rights.

Sincerely,

(b)(6)

Sent from my Galaxy Tab

316 5/27/2014

Caller just went through the security checkpoint at IAD. Her fishing pole was damaged there. She was given a TSA customer card. She wants to know if they are the same thing and if she still has to fill out the customer card.

Response:

Advised caller that we would send her a claim form. The claim form and the customer card are two different things. She can fill the customer card if she wants.

317 5/27/2014

Dear Sirs,

First of all let me leave very clear that I support in full all efforts put in place by TSA including procedures you enforce towards improving every single day the protection of each and every passengers in airports within the USA.

Last May 25th one of my suitcases was inspected by you and a notice of baggage inspection left in it.

All fair here but why my padlock was broken if my suitcase was not locked? Please note I had left such luggage open and double checked the lock was left open when I did the check in. My flight number was UA 861 which left Dulles Airport at 21:10 hr.

This is not the first time this has happened.

I'm sending this E-mail because I'm seeing here an opportunity for improvement. Your people could check first if the luggage is lock before breaking unnecessarily any padlock not applied to lock the baggage.

Thank you.

(b)(6)

318 5/28/2014

Caller purchased gold and came to WA yesterday and there was a NOI in his luggage and he is now missing an earring. He flew into the US and landed in Dulles and then went to Minneapolis. He checked his luggage in at 2:30 with United Airlines for flight UA3687 out of Dulles. He is needing reimbursement for the missing item.

I advised him that I am sending claim forms to him so he can file a claim for reimbursement for the missing item. I am also forwarding this complaint to the CSM at Dulles so they will be aware of the issue.

319 5/28/2014

Dear Sirs,

I am a US citizen and am 62 years old. I have lived in the UK since 1987 but travel regularly to the US. On May 21, 2014, I travelled from Dulles Airport, Washington, DC, back to the UK, via Amsterdam, The Netherlands.

I have double knee replacements. I always tell the TSA officers about my knees and always offer to show my knees, which have big scars. On May 21, a male TSA officer told me I would have to be patted down, when my knees rang the alarm, as they always do. After six minutes waiting, a female TSA officer came to pat me down. I told her she could do whatever she wanted but could we please stand next to my handbag, which was on the conveyor belt on the other side. She ignored me for a few minutes and then we went over to get my handbag and my carryon bag.

Throughout the whole experience, she was unpleasant and abusive. I told her I was late as I had to wait 2 hours to check in and she should just go ahead as I knew what she was going to do. She screamed in my face that she had to tell me in detail what she was going to do.

I felt battered and abused. I am used to being patted down and screened. Obviously, I have no problem with any of that. But she was a total nightmare.

Agents in other countries of the world do not find it necessary to be abusive and hideous.

(b)(6)

email: HYPERLINK "mailto:(b)(6)"

320 5/29/2014

Caller was traveling to Africa on the 14th of May. He had car parts (a shock absorber) for a Dodge in his checked bag and it was removed. He asked if TSA is supposed to close his bag back because his bag was not closed back and his padlock was missing and other items are missing. He was also missing other items such as perfume toothpaste and suits.

I told him that I would forward this to a CSM for review.

Airport:Dulles

Airline:British Airways

Flight Number:233

Date and Time:may 14th at 9:15 pm

NOI:Yes

Baggage Claim Number:(b)(6)

Description of Bag:It is khaki with wheels and a pull up handle.

I apologized to the caller and told him that the Transportation Security Administration (TSA) is responsible for developing requirements and policies for security in the aviation system. TSA employees are responsible for all passenger and baggage screening to ensure that prohibited items are not placed on an aircraft. In general, U.S. Department of Transportation (DOT) regulations prohibit passengers and crewmembers from carrying hazardous materials and dangerous goods onboard commercial aircraft.

If hazardous materials are found in a passenger's checked baggage, those items are brought to the attention of the aircraft operator on which the passenger is booked. Once the aircraft operator determines whether the item is permitted or prohibited, TSA officers accept the aircraft operator's determination. The aircraft operator is responsible for the control and disposal of the item, and there are no provisions for returning prohibited items removed from checked baggage. You may call the airline about the issue but I cannot guarantee anything.

321 5/29/2014

To whom it may concern;

Hi My name is (b)(6) and I am working for United Airlines at Washington Dulles Airport.

As a Service Director of United Airlines me and my family covered on my flight benefit, used to be TSA Pre all the time during our air travel.

Recently during I have noticed me and my immediate family member listed in my flight benefit are not TSA per list, and TSA Pre it is not shown in our boarding passes.

My airlines Badge Number is (b)(6) and my Airline ID Number is (b)(6) , I work for the airline at Washington, since 1994.

Please consider my employment and loyalty to the Airline industry, MWAA, and Airports and make correction and add me and my immediate family in TSA Pre list again.

Thanks in advance.

(b)(6)

322 5/29/2014

Reporting the loss of two curios--carved giraffes--from bag opened by TSA for inspection.

Value approximately \$24.

This bag was not put onto my original flight between Chicago and PDX; delivered next day. Luggage Services tag (b)(6)

The luggage tag on which an orange TSA sticker was applied:

Code (b)(6)

Flight originated JNB SA334 26May13:15, Bag checked through to Dulles. Then checked thru to PDX,

Flight lists:

JNB SA334 26May 13:15

IAD SA207 26May 15:45

Portland

ORD UA865 27May 9:45

Other information on luggage tag;

(b)(6)

ZGIVFD 1/14KG

PRINT DATE GMT:26MAY

(b)(6)

0083 SA 764137 0130

0083764137

(b)(6)

Copy:HYPERLINK "http://www.oattravel.com"www.oattravel.com

323 5/29/2014

Caller states he and his wife are in their 80s and has had GE for 3 years and mostly flies out of Dulles on United and they have always got precheck. He states this last flight he got precheck and she did not for the first time and he wants to know why? He states it is inconvenient to be separated like that. He was upset and continued to rant.

It is important to keep in mind that even if you include your CBP trusted traveler information when booking a flight, TSA Precheck does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport and no individual is guaranteed expedited screening.

324 5/29/2014

Caller flew from Switzerland to IAD to Charlotte. He had a NOI. He is missing her make up.

Airport: IAD

Airline: United

Flight #: N A

Date and time: 05 20 14 at 5:00 p.m.

Baggage tag #: N A

Description: Black soft sided luggage.

NOI: Yes

Email: (b)(6)

Response:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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

325 5/29/2014

Dear sir or madam,

I travelled on May 28 on united flight 5445 from Dulles (IAD) to Toronto, Canada. My checked baggage was inspected. I have a laptop in the bag that was not re packed well. It is not working. I tried to call TSA on the number provided on the pamphlet placed in my luggage, but there are no people to accept calls after 11 pm Eastern time. I didn't arrive at my hotel to discover this until about 1/2 ago or so.

I would like reimbursement for my laptop. Please advise how to receive this. I am not returning to the US on this trip, so please advise how the reimbursement can be done from overseas.

My bags have be en searched many times by TSA and this is the first time anything has been damaged (though you folks always repack my suits in a way that creases them -- no problem). But this is too expensive a loss to overlook.

Thank you.

(b)(6)

Sent from my iPad

326 5/29/2014

To TSA Officer

Thank you for a quick response to my e-mail
However your answer is not worthy to understand
I check in my bag at KIAD as FLT Crew of NH1 to RJAA ,27 MAY 2014. and I am sure my bag had no damage at that time
I found my baggage broken when I picked it up at RJAA
My bag has 2-TSA locks, I found one is broken and another is not broken and my bag was inspected
This fact shows the inspector who checked my bag at KIAD made a mistake when he/she opened my bag ,because it is TSA recognized lock that is designated for a inspector not to breake it when it is inspected
The last mail below is one that I sent last september,KIAD seems to have a inadequete inspector although KIAD ,CAPITAL AIRPORT must be most secure and rigid
I demand an improvement of the way to check the baggage at KIAD airport and apology
I am waiting for your reply again

(b)(6)



Thank you for your e-mail regarding your damaged/missing Transportation Security Administration (TSA) -recognized lock.

We regret that you found your TSA-recognized lock damaged/missing from your luggage after traveling internationally. Travelers departing a foreign country are required to comply with the customs and immigration exit procedures of that country. Additionally, passengers and their baggage are subject to security screening in accordance with standards and practices established by the government of that country. Sovereign countries may establish their own security screening requirements for airports and air carriers that are not necessarily the same as those required in the United States.

Although TSA has a process in place to open and re-secure certain TSA-recognized locks (such as Travel SentryR and Safe SkiesR), this system is limited to airports where screening is performed or overseen by TSA personnel. Because you did not indicate that you had a connecting flight within the United States, it appears that your experience is outside of TSA's jurisdiction. We recommend contacting the airport, airline, or authorities of the country you departed to for their procedures for filing a claim.

TSA Contact Center

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TO TSA officer

I am Flight Crew of NH 1, 27 May 2014
I just arrived from KIAD, and I found my TSA key's bag broken
It is true for you to have right to inspect my bag, however you don't have right to break right things!
we use TSA lock bag according to your requirement, you make your own rule arbitrarily and forced us to obey it
although The notice says TSA is not liable for damage,
It is obvious that a mistake was made because one of the bag's locks was not broken
the mistake must be compensated by someone who has a responsibility, and I demand for this damage
I have evidence for this damage and will not hesitate to sue
I heard some of another flight crew have the same trouble
I wait for your reply

(b)(6)

To TSA Contact Center
I am FLT CREW of NH1 SEP 02 2013, I got my bag broken for inspection, they seemed to check my canned COKE in my bag and opened it
I understand that action, but unable to understand they returned that opened COKE in my bag !!!
my contents in my bag got wet and sticky as a result
I need answer about how the inspector was educated for checking items, if you allowed them doing such a foolish action, I call for an improvement,
I don't want to see another victim as me
Waiting for your answer, thank you

(b)(6) ANA FLT CREW Tokyo Japan

327 5/30/2014

Hello, My name is (b)(6) I was travelling from IAD to HYD on the 29th May. One of my check in bag was opened and a pamphlet of TSA was found inside. I wish to know if you have taken my Nokia 5800 mobile phone from the baggage.
Baggage tag number- (b)(6)

Please do reply as soon as possible as the phone is my only mode of communication in India, and now I do not have anything.

Thank you

(b)(6)

328 5/30/2014

Callers son traveled on Air France on 28th of May Flight 28 and he checked his baggage at 7:40 pm. The baggage was inspected and there was an NOI along with missing items. Items missing were a hearing aid, a bottle of vitamins and daily dose container for medicine. Son flew Dulles in Virginia. Washington Dulles International Airport

Advised caller : Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Also provided number to Lost and Found in Dulles at : 703-662-2234

329 5/30/2014

I recently returned home from a two week trip to Germany to visit family and therein ends the joy of that trip. Our return to the United States was disgraceful and I can blame nothing but the TSA agents that we had occasion to met at Dulles Airport in Washington, DC.

My wife and I checked two bags in Munich, Germany tagged for our final destination, Raleigh Durham. By the way, this was the same two bags that we left with two weeks earlier. Upon landing at Dulles we checked through Passport Control and Customs with no difficulty. The agents were polite and even friendly. Reentering through pre-flight security for our connecting flight was quite another experience.

As we wiggled back and forth through the crowd lines one of your agents told my wife and I that we did not have to remove our shoes. Surprised by his comment, we repeated his statement and he confirmed our understanding. We proceeded to the roller table to place our hand carry luggage and were told to "hurry up" and get into the scanner; which we did. We were stopped by an aggressive agent that wanted to know why "we had our shoes on?" When we explained what we were told, he replied that no agent would do that and wanted to know who the agent was. I replied that he was a "chubby, black agent that talked a lot." That inquiry didn't go any further; lack of interest in doing a good job I guess.

Now it was time to go through the scanner. First my wife and then me. Since nobody told me otherwise, I had my wallet in my back pocket. That infraction required the attention of two agents. My hands were swabbed with negative results. Next, my wallet had to be opened and reviewed for whatever 70 year old, white men might carry in their wallets that might threaten the United States. Once again the search resulted in negative findings.

And then we returned home to find a broken lock on one piece of luggage and a Notice of Baggage Inspection in both pieces of checked luggage. It appears that the TSA has the right to do whatever they want since the suggestion to use "approved locks" is noted on your website. However, after experiencing that horrendous attitude of your agents I now believe that TSA and Homeland Security can do whatever they want, when they want and it doesn't matter what we think. A violation of my rights comes to mind when one thinks about PROBABLE CAUSE and ILLEGAL SEARCH and SEIZURE. But I guess that the rights of US citizens doesn't really matter to the current regime. This is one more example of a government gone amuck!

Just one question since I am sure the TSA doesn't care about what I think. Do you treat the 13 million illegal aliens that travel back and forth across our borders this way?

A disgusted citizen and taxpayer.

(b)(6)

Cc. Congressman Walter B. Jones

ID Date Added_Date Only Contact Details

330 5/30/2014

Caller just flew from IAD to BOS and checked his bag with batteries for his camera. Its a hoxwoods vl 70 battery. Now one of the batteries are missing. NOI was inside, but there was no writing.

05.30.2014 500pm

IAD

United

UA 764

Gate C14

Claim Number: (b)(6)

Bag Description: Larger case, leopard print, over sized, distinctive

Phone disconnected; have to call person back.

We can send claims forms to you via email, postage or fax. He chose to have those sent via email.

We can also send this complaint to the CSm.

331 5/30/2014

My understanding is that the intent of Pre Check is to ease the burden on TSA and to reduce flyer inconvenience. If that is correct, Dulles procedure can use improvement.

I have a knee implant. As such, I set off metal detectors but do fine in ProVision scanners. In the airports I normally fly through if Pre Check does not have a Pro Vision I have always been either directed or escorted to one while retaining my Pre Check status. At Dulles there is a Pro Vision immediately adjacent to the Pre Check station and I was directed to go through it. However, I was required to remove my shoes (no big deal) but since I did not remove my computer, my bag had to be re-scanned. Essentially I was no longer Pre Check while in this lane. This cost me time and TSA time.

It would be super easy for Dulles to adopt the protocols used by other airports where a solution for those of us with metal implants is available to TSA personnel and the traveller.

By the way, I think in general TSA personnel country wide are doing a great job amd are very courteous these days.

American Airlines flight 263 to LAX

5/30/14

Gate B-71

(b)(6)

Sent from my iPad

332 6/1/2014

Dear TSA,

I departed IAD on May 5th on UA 803 for Narita Airport, Tokyo, and then onward to Changi, Singapore.

When I arrived at my destination in Singapore a medium size EagleCreek packing folder was missing. I think the folder may have slipped out of my checked luggage when it was inspected at IAD. The folder is not in my home. The folder was one of several piled one on top of the other and may have slipped to the floor at IAD and not been noticed when my bag was closed.

There was no ID information on the folder.

The folder contained two items.

1/ A long pair of khaki pants

2/ A pair of khaki shorts

If the folder has been spotted at IAD please advise. I would be glad to pick it up on my next flight out of IAD.

(You may be pleased to know that I am a very high time passenger, 3 million miles on UA, and this is the first instance that I may have had a problem).

Thank you,

(b)(6)

333 6/1/2014

Our check in luggage was inspected and we received your 'Notice of Baggage Inspection' inside our luggage. We had a TSA Lock with our luggage prior to your inspection. When we retrieved our luggage, our TSA Lock was missing. Please advise how we can quickly resolve the issue of our missing TSA Lock that was not returned with our luggage.

Flight Information:

American Airlines Flt. 75

Departure: IAD 6:20pm

Arrival: LAX 9:00pm

Passengers: (b)(6) Luggage UPC: (b)(6)

Contact Information:

(b)(6)

Thank you.

(b)(6)

334 6/1/2014

From: mscott.(b)(6)
Sent: Sunday, June 01, 2014 2:57 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM
<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/1/2014 2:57:13 PM

Name:

(b)(6)

Email:

HYPERLINK "(b)(6)"

Brief Description of Inquiry:

search of checked baggage

Comments:

During a journey from London/Heathrow to New Orleans, we reentered the country in Terminal C at Washington Dulles on May 31st at approximately 3:00pm. One of our bags were searched, which I fully accept the the need for.

However, this bag was neatly packed and making use of tie-down straps within the luggage to keep its contents orderly. In the process of searching this bag, it appears the agent completely emptied the bag into a pile and then when completed with search, simply dumped the pile back into the bag. This rendered all clothing unwearable due to wrinkling.

There really is no excuse for an agent to show this little respect to the property of the traveling public.

I have a picture which documents this, but this method of contact does not support attachments.

335 6/2/2014

The caller indicated that an item (small vacuum pump) was confiscated from his checked baggage. He asked if he can pick up the item when he travels through IAD again. He flew with American Airlines.

He asked if the TSA Lost and Found would be helpful.

I explained that there are no provisions in place to return items that are not allowed in checked baggage. Ultimately, he would need to contact the airline as they make the final decision to allow or remove items in checked baggage. TSA screens checked baggage, however the airline makes the final decision. If the item is removed, it is removed by the airline. The airline is responsible for maintaining control of the item.

The TSA Lost and Found would only be helpful if he left an item at the checkpoint or for items that are found where baggage screening is conducted, such as situations where an item was mistakenly not returned or fell out during screening.

336 6/2/2014

Hello.

I had my bag checked by TSA as shown by the notice in the bag. I was on my way home from Frankfurt Germany, and my bag was checked once I entered the US at Dulles.

When I made it all the way home my bag was very roughly gone through, clothing all unfolded other items just tossed back into the bag. In addition a small black stuff sack containing some presents for people at home is missing. I am assuming it just never made it back in my bag and it had no identifying marks on it.

How do we proceed from here?

Thanks,

337 6/2/2014

To Whom it May Concern

On June 1, 2014 I took a British Airlines flight out of Dulles International Airport to Warsaw via Heathrow. Upon arriving in Warsaw, on June 2, I found a "Notice of baggage inspection in the one bag that I checked in.

The notice claims that TSA checks the baggage "to protect you and your fellow passengers." I wish it would also add that the inspectors do a lousy and what appears almost malicious job. How come one of my TSA approved locks was removed and never put back in place? I put them on there for a reason and, out of respect to the passengers you claim to serve, it should be put back on. How come the bottle of wine and the bottle of barbecue sauce that were each safely packed in special liquid-absorbing bags were removed from said bags and tossed inside my bag? Was it some sort of desire to see them break and mess up my things? Would TSA have been responsible financially for replacing my personal belongings?

This is not the first time that TSA baggage inspectors exhibit this kind of cavalier and careless attitude toward travelers. I travel often enough to see that liquids are often removed and not put back into the sealed bags, that things are just a total mess.

I am really just disgusted.

(b)(6)

338 6/3/2014

I took Aeroflot SU 105 from Dulles to Moscow on June 2 and was very dismayed when I opened my luggage on arrival. The inspectors not only crumpled and mashed up my carefully folded clothes for business meetings but they tore open plastic bags and destroyed two "wine diapers" to inspect the bottles of maple syrup I brought along as gifts. Wine diapers, which retail for \$14.99 http://www.amazon.com/Diaper-Reusable-Absorbent-Eco-Friendly-Accessory/dp/B00308FONW/ref=sr_1_1?ie=UTF8&qid=1401798246&sr=8-1&keywords=wine+diaper clearly open with a zip lock top which the inspectors disregarded when they ripped them open and pulled out the stuffing. Then they tossed everything back into the suitcase without even attempting to repack it, risking a bottle breaking and destroying the contents of my suitcase. I checked in two hours before departure, so lack of time is not an excuse for this disregard and sloppiness. I have had my bags inspected before and never seen this type of rude and rough handling of the contents.

(b)(6)

339 6/3/2014

Endangerment to the traveling public. My spouse, (b)(6) flew United Airlines Flight UA915, departing IAD (Washington Dulles), 11 May 2014 to CDG (Paris, France) in seat 16K Economy Plus Her seat was inoperative and the flight attendant, Jacqueline, took no action to reseat her or have the seat repaired. So, she had to fly from Washington, DC to Paris, France, 7 hours and 50 minutes in a seat that could not be returned to the up right position during take-off and landing. I request that someone look into this and explain to us why United Airlines ignored and endangered my wife's personal safety and well-being.

Sent from my iPad, (b)(6)

340 6/3/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM

<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/3/2014 7:51:52 PM

Name (b)(6)

Email (b)(6)

Complaints:My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight

United Airlines 749 Dulles to Tampa

June 1, 2014.

Baggage document (b)(6)

mishandled baggage file reference number (b)(6) (United Baggage Office)

Baggage receipt number (b)(6) Claimcheck.

Comments:My checked bag was submitted shortly after 0600 hours for a 0800 flight. it was checked within minutes by TSA. It was taken by TSA and not returned to my flight until approximately 0750 hours. It was too late for United to place bag on plane. The only items in the bag were shoes, a business suit for a job interview and a tie/tie case. That bag did not make it to me until 930 pm after I had to file a claim for missing bag, had to respond to the Gainesville florida airport to retrieve my bag to have in time for my job interview the next morning. I had to then pay parking fees to obtain my bag. I followed directions in arriving extremely early for check in and screening. TSA had my bag for an inordinate length of time and through inefficiency, did not return my bag to United in a timely manner causing UNNECESSARY hardship on me and displayed an unprofessional and indifferent attitude on TSA agent's part for the traveler. I want to know why my bag was selected for a second screening, why it was delayed in returning it to my flight and how I can recover the cost of retrieving my bag from United Airlines so I could have my suit in time for my job interview. I am very disappointed in the procedures used by TSA and their indifference to the needs of the taxpaying public. United Airlines has the specific times in their computer system on when TSA received the bag and when it was returned to United.

while it only cost me a few dollars to get my bag, the stress and anguish caused by a delayed bag when I needed the contents of my bag for a job interview was unacceptable.

341 6/4/2014

The caller and husband went to Paris and left IAD April 25 or 26 and saw about the TSA precheck at the airport. They popped in and paid the 85 USD and her response came quickly but her husband s has not come and she wants to check the status of his application. They fly on SWA.

I advised the caller that to check the status of your application, please visit <https://universalenroll.dhs.gov> and click on "Check Status" in the bottom left corner of the page. You will be required to enter your name, date of birth, and the contact information (e-mail or phone number) provided during enrollment.

342 6/4/2014

To whom it may concern -

I just arrived in Scotland this morning after a flight from Dulles to Pais to Edinburgh.

When I opened my golf carrying case I found a slip that indicated my bag had been searched (no issues with that). However, as I took my clubs out of the bag I found that one of the legs from my bag had snapped off - and now it can't stand upright.

Not sure if anything can be done, but it was a great bag and it now needs to be replaced. Total cost \$95.

Hoping someone within the TSA is willing to help.

Thank you,

(b)(6)

(b)(6)

343 6/4/2014

I sent an email to Dulles Airport before about my inconvenience. Then they suggest me to contact the TSA. So, can you please read the email below.

This is a serious case and I am a serious person.

Thank you.

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: "(b)(6)"
Date: 06/03/2014 10:36 PM (GMT-05:00)
To: "(b)(6)" IAD Customer Service
<csiad@MWAA.com>
Subject: RE: Dulles International Airport Contact Us Form: TSA / Security

(b)(6) | Customer Service Manager

Metropolitan Washington Airports Authority

Washington Dulles International Airport | P. O. Box 17045 | Washington, DC 20041

703-572-(b)(6) office | 703-572-6817 fax | IAD

From: (b)(6)
Sent: Monday, April 21, 2014 1:18 PM
To: IAD Customer Service
Subject: Dulles International Airport Contact Us Form: TSA / Security

Below is the information for the Dulles International Airport Contact Us Web Form:
It was submitted by HYPERLINK

"mailto:(b)(6) at 4/21/2014 1:18:16 PM

Contact Information:

First Name: (b)(6)

Last Name: (b)(6)

Email Address: HYPERLINK "(b)(6)

Phone Number:

I wish to be contacted: Yes

Comment Details

I have a: Question

Airport or Location: Dulles International Airport

This comment is about: TSA / Security

Comments:

Hi, I was to bring a motorcycle shock breaker from Washington to Jakarta (Indonesia) on my last flight. I stayed at Tokyo for 3 hours for transit. At that moment my name was called and then they told me that my shock breaker could not be brought by passenger airplane, because it was dangerous. There was compressed gas they said. But please note that the item just flew by a passenger airplane from Washington to Narita for 13 hours just a moment before. So the thing was how could your airport securities differ? How could there was such an inconsistency of handling thing in International flight service? I mean it was too great a thing to be inconsistent. It was about the safety of passengers in a big airplane. My baggage was surely be checked by Dulles Airport Security Staffs there, then you guys let it to fly with a passenger airplane, which was you guys had absolutely considered it as 'safe.' Am I right? But the Airport Security of Narita said that it was dangerous as they restricted it to fly. The thing is that my item was left in the middle of my trip, no where in Japan. IF somebody at Dulles Airport said that it was restricted from the very beginning, I would have my item safe at my home in Maryland. Can you please explain me something. Thank you very much!

Best Regards, (b)(6)

Date of Visit: 04/06/2014

Airline & Flight Number: ANA NH 0001

344 6/4/2014

Yesterday I landed in IAD Airport on United Flight 988 from FRANKFURT. The flight landed around 3:10 PM and we were off quickly then went quickly through GLOBAL ENTRY and on to baggage claim. There seemed to be lots of international flights arriving around that time and we had a long wait for our baggage. Around 3:30 pm or so, we went through customs check with our bags, handed in our global entry printouts, rechecked our bags then got into perhaps the worst(LONGEST) line for security that I have ever experienced in the UNITED STATES. The line snaked up and down in the first area probably back and forth six times before we finally turned the corner and were then filtered into one of two lines(pick your poison) which then proceeded to what appeared to me to be a total of only 3 lines for the actual security check. I would say our wait was between 30-40 minutes. Fortunately for myself and my husband we had enough time to make our connection but I am certain that for many frustrated travelers, connecting flights were missed. I was particularly frustrated that no TSA pre-check line was offered as that surely would have helped. There seemed to be one TSA employee who was rearranging the stanchions for the lines and she occasionally would make an announcement about what was happening-many passengers had no idea what they were waiting in line for. She was -frankly-rather rude. The area itself was quite warm with no ventilation.

my name:

(b)(6)
Denver, Colorado

345 6/6/2014

I went to put on a necklace and realized it was missing from my luggage. I was on a flight on May 18 on UA from Dulles to LA. I had a notice of baggage inspection in my suitcase.

I know there is nothing that can be done about my missing necklace. I packed in with other jewelry and know that there is a chance for theft – I just didn't want to carry so many things.

The necklace probably cost less than \$100 but I wanted to tell someone that there is stealing going on which you know is happening. Additionally, it looks like they just dumped my entire suitcase and wadded everything back in. Luckily I was returning home and not beginning my trip.

Thank you for taking the time to read this. Hopefully, I will get a response.

(b)(6)

Meetings and Special Events

(b)(6) Fax: 213 742.2500

346 6/6/2014

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: (b)(6)

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Washington Dulles International Airport

What was the date and approximate time of the incident?
Date: 5-7-2014, Time: 16:9

What was the airline and flight number?
American Airlines, 75

Are you a member of the TSA Pre Program?

At the security checkpoint, did you walk through a Metal Detector or a Body Scanner (aka Advanced Imaging Technology machine)?

Metal Detector

METAL DETECTOR

If you walked through a metal detector, did TSA personnel require you to go through additional screening after you went through the metal detector?

yes

If you walked through a metal detector and were required to go through additional screening, did you go through such screening because the metal detector went off or sounded?

yes

If you walked through a metal detector and were required to go through additional screening, what type of additional screening did you go through?

I was patted down. - yes

I conducted a self-pat down. - no

None of the above. - no

If you walked through a metal detector and were required to go through additional screening, did you feel you were unfairly subjected to extra scrutiny due to your national origin religion race, and if so why?

All items including gift wrapped presents and government equipment in my possession were screened multiple times. Copies of my id were made without permission

If you walked through a metal detector and were required to go through additional screening, what type of additional screening did you go through?

pat down and chemic swab

If known, please enter the name(s) and badge number(s) of the TSA officer(s) who screened you.

no

Were there any witnesses who may have seen heard what happened?

no

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

yes

Manager Agency Office Court: dhs civil rights

Date: Date: 5-12-2014

Has anyone responded back?

no

Are you completing this form on behalf of another individual?

no

This form has been submitted to the TSA and Department of Homeland Security as

your individual complaint about your air travel experience and to the Sikh Coalition.

347 6/7/2014

Caller flew from Dulles last date on JetBlue with one checked bag that was inspected. When she arrived in Palm Springs, she discovered that she is missing some clothes. There was a NOI.

1. Airport: IAD to BOS
2. Airline: JetBlue
3. Flight number: 156
4. Departure date and time: Last date at 1110
5. Approximate time of incident: 0915-0930
6. Location (terminal or gate number): Terminal B
7. Description of baggage: black suitcase with white polka dots
8. Baggage claim numbers: (b)(6)
9. Notations on the NOI: written or stamped on it.
10. Contact information: (b)(6)

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action. If they were accidentally left out, they would have been sent to lost and found.

Caller has already contacted lost and found. They didn't answer.

I advised that I would send her comments to the CSM. She may want to continue in attempting to contact lost and found.

348 6/7/2014

From: (b)(6)]
Sent: Saturday, June 07, 2014 9:37 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM
<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/7/2014 9:37:06 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Awful experience with TSA at Dulles

Comments:

Though I realize you cannot do anything about what happened to me at Dulles airport recently, I feel that you should be aware of my situation so that it does not happen to anyone else. On Saturday May 17, my family and I were traveling from Dulles to Tucson, AZ. We proceeded thru airport security, where my bag was pulled out to be rechecked due to an item I was carrying. As the TSA employee was explaining this procedure to me, he picked up my suitcase to rescreen it, without zipping it up, emptying the entire contents of it out onto the floor and breaking a plate I was carrying. I realize that the plate meant nothing to him, but it meant something to me. Additionally, I did not enjoy having all of my personal items on the floor at the airport, scooped up and thrown back into my suitcase. I barely got a "Sorry"! I then asked for the piece of the plate that broke off so I could try to repair it when I reached my destination. The TSA person insisted he had put it back into my suitcase. Guess what.....it was not there.

I realize that TSA is doing a valuble service to the flying community and world by keeping us safe. But I along with my personal items which I am happy to have searched are not junk and do not wish to be treated as such. All TSA employees should be taught to treat peoples articles as their own when going thru suitcases, though it seems to me that this should be obvious.

349 6/8/2014

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/8/2014 2:13:11 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 06/08/2014 2:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Absurd. Simply absurd. The disparity between how long each of the lines to get through security is absurd.

Your employees need to honor the line as it stands. Civilization took a long time to evolve to include the "line" system physically manifesting the concept of "first come first serve."

I was in line with plenty of time, when your agents opened up several other queues, and allowed people from further back in line to flood the checkpoints.

Illogical.

Then, my lane took an INORDINATE amount of time, despite the presence of any travelers who would appear to need extra time to be screened, IE families or the infirm.

Your agents need a sense of urgency and logic.

I would have complained at the time, except I didn't have a chance out f fear of missing my flight.

The agent checking my ticket and remarking "good thing you left enough time," in a joking matter was icing on the cake.

It's as if he knew how useless and futile the entirety of the TSA was.

I sympathize.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

ID Date Added_Date Only Contact Details

350 6/8/2014

Good morning,

I have just landed on a Virgin airlines flight VS 22 from Washington DC to London Heathrow (Departed 1750 07 Jun from Dulles), travelling on duty.

I have a notice of baggage inspection TSA-OSO Form 1000 in my baggage as my suitcase was checked - this is of course entirely fine and I understand the requirement to check baggage.

In my hold baggage, packed in it's original packaging and in the middle of my clothes was a small Samsung laptop. Clearly once the search was complete the laptop was not packed properly or was perhaps dropped during the search - in any case the screen has been broken so the laptop is now useless.

Can you please confirm if TSA will accept liability for this in any way?

Thank you in anticipation, and as I say, I entirely accept that searching baggage is necessary and don't have any complaint in that respect.

Yours sincerely,

(b)(6)

Lieutenant Commander Royal Navy

351 6/8/2014

To Whom It May Concern:

On June 5, 2014 I traveled from Rome to San Francisco, through Dulles airport. Upon my arrival in San Francisco I retrieved my baggage and noticed that 2 of my 3 bags had been inspected in Dulles by TSA. Whoever inspected one of my bags didn't even bother to put the lock back on the suitcase.

When I got home and went to unpack the other suitcase, one side of the suitcase was not latched down; the other side (a zipper compartment) was half zipped and whoever inspected the suitcase managed to get a silk blouse of mine stuck in the zipper. End result was a hole in my blouse.

I completely understand the need to inspect luggage but I do expect locks to be put back on my suitcases and I do expect agents to not replace garments such as to damage them - both of these are unacceptable.

(b)(6)

Sent from my iPad please excuse any typos