

1809 1/21/2016

Dear TSA Staff,

I would like to report that my bags were searched on a trip from Dulles Airport to Abu Dhabi. I was given a notice of baggage instruction. I had placed a book in my luggage that I had intended to carry on but was required to move it for weight purposes. That book had a 100 USD bill in it, placed in an envelope. When I arrived the bill was gone. Someone from your agency is a thief and should be brought to justice. I can provide the flight number and time if that helps in apprehending the culprit.

I do hope you take this seriously as you have a criminal in your organization.

Sincerely,

(b)(6)

1810 1/22/2016

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

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Remote Client IP: (b)(6)  
Date Time: 1/21/2016 10:06:38 PM  
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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): ua2905/united/A/6a/ Jan 21st 2016  
Comments: I had two suitcases each with 1 case of wine individually packed with cardboard and insulating dividers. I arrived at the international terminal at IAD (DC) from Munich and personally delivered my bags intact to the transfer area. When I received them from Philadelphia, the bags had TSA notices inside and my boxes of wine were disheveled and broken. The outer plastic bags for spill protection were completely torn apart and the insulating dividers that kept the bottles from breaking were completely removed. This left the bottles touching glass to glass as a result of this negligence. 5 bottles of red wine broke inside the luggage. All of the clothes are stained red and there are glass shards embedded within the luggage. This was a direct result of the IAD TSA personnel on duty between 3pm and 6pm Jan 21st 2016. I have been checked many times in the past with wine and I understand that protocol. However I have never had TSA employees be so blatantly careless with my belongings. It was like they purposely did it. If you have video I am sure you can view it within this 3 hour time frame, if not, I have taken pictures that can be emailed upon request. I am a frequent flyer through this airport several times a year and I am very disappointed in how the TSA handled this situation. I expect that your agency will replace my luggage and the cost to replace the clothing that was damaged with the red wine. Please feel free to contact me at (b)(6)

1811 1/22/2016

From: Dave Ade [mailto:(b)(6)]  
Sent: Thursday, January 21, 2016 10:46 PM  
To: tsa-contactcenter@dhs.gov  
Subject: Complaint: Damaged contents due to negligent TSA baggage screener

See PDF attachment for complaint and documentation. I can be reached at this email address.

Details:

TSA, 3 out of my last 4 trips from IAD to SAT have pulled only 1 of my 2 checked bags for extra scrutiny, delaying delivery of that bag 100% of the time. Contents of the bag included tools. On a flight in October 2015, one BRAND NEW unopened retail box of Senco construction staples were opened, inspected, and retaped shut with TSA tape (Reference P2). This trip, however, your negligent agent couldn't be bothered to tape an identical brand new retail box (which also had been taped by me) resulting in the box opening and me losing \$29.97 worth of construction materials. Because of the sharp metal pieces NOT being contained, they damaged the interior of the luggage. Furthermore, because of the negligent repack job, 5 chainsaw chains (2 BRAND NEW IN RETAIL PACKAGING) were broken open and damaged, resulting in a \$160.07 loss having to go buy them again. I'm sure the TSA would not want to be liable for someone losing a limb because of a damaged chainsaw chain due to the negligence of a TSA baggage screener. Because your agents DELAYED the bag (not to mention a TSA precheck bag), I was also forced to repurchase another \$1,068.36 worth of tools and equipment that didn't make it in time to start working (receipts attached). How do I know it was TSA who did this? Because it had the TSA brochure inside the bag stating it was selected for extra screening.

Supporting documentation on pages 2-11.

TSA is fully responsible for the delay and damage, and has 10 business days to fully reimburse all expenses shown on the attached receipts, totaling \$1,239.43.

Make the check payable to:

(b)(6)

Provide a payment tracking number to this email address immediately, so it can be tracked through the postal service.

Failure to meet 10 day deadline:

TSA will be fined 10% compounding penalty per calendar day

TSA will provide all names, employee numbers of all TSA representatives working on this case to this email address

TSA will provide all raw/unedited video pertaining to this case showing all angles and handling of the bag, along with all person(s) who handled the bag

Attached:

NOI

1812 1/22/2016

Submitted on Thursday, January 21, 2016 - 22:47 Submitted by anonymous user: 66.171.227.29 Submitted values are:

Categories: Missing or Damaged Items  
Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date:

Approximate Time:

Airline & Flight Number:

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

RE: Bag tag: (b)(6) Date: December 20, 2015 Flight: UA492 Departure

Airport: IAD Arrival Airport: SAT

Details: TSA, 3 out of my last 4 trips from IAD to SAT have pulled only 1 of my 2 checked bags for extra scrutiny, delaying delivery of that bag 100% of the time. Contents of the bag included tools. On a flight in October 2015, one BRAND NEW unopened retail box of Senco construction staples were opened, inspected, and retaped shut with TSA tape. This trip, however, your negligent agent couldn't be bothered to tape an identical brand new retail box (which also had been taped by me) resulting in the box opening and me losing \$29.97 worth of construction materials. Because of the sharp metal pieces NOT being contained, they damaged the interior of the luggage. Furthermore, because of the negligent repack job, 5 chainsaw chains (2 BRAND NEW IN RETAIL PACKAGING) were broken open and damaged, resulting in a \$160.07 loss having to go buy them again. I'm sure the TSA would not want to be liable for someone losing a limb because of a damaged chainsaw chain due to the negligence of a TSA baggage screener. Because your agents DELAYED the bag (not to mention a TSA precheck bag), I was also forced to repurchase another \$1,068.36 worth of tools and equipment that didn't make it in time to start working (receipts attached). How do I know it was TSA who did this? Because it had the TSA brochure inside the bag stating it was selected for extra screening.

Supporting documentation on pages 2-11.

TSA is fully responsible for the delay and damage, and has 10 business days to fully reimburse all expenses shown on the attached receipts, totaling \$1,239.43.

Make the check payable to: (b)(6) Provide a payment tracking number to this email address immediately, so it can be tracked through the postal service.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/46283>

1813 1/24/2016

Hi,  
I flew out of IAD on Dec 28. I have a backpack. For some reason TSA almost always opens it up to inspect it, which is strange as I have never heard of backpackers as having high crime rates, which means TSA pinpointing backpacks is a flawed policy.

Regardless I am writing because upon inspection, rather than returning my contents to the inside of my pack as they were found, the TSA employee took a bag from inside my pack, stuck it to the outside of my pack, wrapped a single piece of tape around it and sent it in flight dangling outside my pack. Fortunately it arrived with my pack but it could have easily come apart, lost forever with my contents.

Please instruct your employees to always place contents inside the baggage just as they found it.

Thank you,

(b)(6)

<https://mailfoogae.appspot.com/t?sender=aa2VycnlAa2VycnlrcmlnZXluY29t&type=zeroccontent&guid=e82949e0-ecb5-4c84-b4fd-a3f111e69d53?>

1814 1/24/2016

Good evening from Dar Es Salaam,

I left Dulles yesterday right before the snow storm to come to Dar Es Salaam for a field campaign as part of a joint NASA, USFS, USAID and Tanzania project.

Knowing that my bag was going to be checked because I was going to be camping for 2 weeks here on official business, I left everything neat and stuffed into small ziploc bags: liquid, knives, etc

However, when I arrived in Dar Es Salaam, my bag was completely open, as in unzipped, with the contents of my bag thrown into a large plastic bag. That leads me to believe that my bag left Dulles like that and transferred planes in that condition.

I wouldn't normally be this upset, but unfortunately I had NASA swag to offer my foreign colleagues that I can now not give to them. Why?  
Because all the the NASA swag that was neatly packed in my bag was thrown into the plastic bags. Not a single sticker or calendar made it here in presentable condition.

There is nothing that can be done about my bag now, but I hope that this email helps the next bag to not get treated in the same condition.

Sincerely upset,

(b)(6)

1815 1/25/2016

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

From: (b)(6) mailto:(b)(6)

Sent: Monday, January 25, 2016 5:43 AM

To: TSA-ContactCenter@dhs.gov

Subject: Bag inspected

Hello,

I had my bag inspected flying IAD-CPH SK 926 January 20th.

I am so upset! I pack very carefully and make sure nothing can brake open and get all over my jackets and things and clothes. (Or damage other passengers bags). I got my bag back like this! A big mess. My make-up bag not closed with things falling out of it. For instance my razor was on my down jacket and could have made a cut in it. Different sauces that I carefully put in several bags so that they don't spring open was not put back in its bag. My sons book that he lend me was ripped. One bag with crackers was open (but I had put it in a plastic-bag) and there were crackers crumbs all over my clothes.

I understand that the search has to be made but PLEASE be careful!! Please put things back in its bags!!

I am very upset and worry about next time.

I work as an airhostess at Scandinavian Airlines.

(b)(6)

Skickat från min iPhone

Attached:

NOI

1816 1/26/2016

Traveled on 12-17-15 he traveled from IAD and when he arrived at his destination, car parts were removed. He did have a NOI inside his luggage.

CSM Complaint

Airport: IAD

Date and time: 12-17-15 @ 10:30

Gate-Terminal:

Airline: Ethiopian Airlines

Flight: 501

NOI: Blank

Baggage claim number (b)(6)

Description of bag: Black bag with wheels

1817 1/26/2016

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

Remote Client IP: (b)(6)  
Date Time: 1/26/2016 5:13:46 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): DC  
(DULLUS)-AMSTERDAM  
JAN 21 6:30PM

Comments: Underwear was stolen from my checked bag. I left with 15 pairs and when I opened my bag, there was only one pair left in my bag. There was one pair left in my bag, but the crotch of this pair of underwear was specifically cut out. The cuts were clearly scissor cuts because of their jagged nature. I intend to be reimbursed for this harassment and for the loss of my personal property.

1818 1/27/2016

REASON for the call; Caller and her significant other flew from Dulles to Orlando on November 6th. She is missing a pair of handcuffs worth 150 dollars.  
NOI present (writing on it): Yes with nothing stamped or written on it.  
Date and Time: November 6th at about 11 am  
Airport: Dulles  
Gate and Terminal: Z34 (she thinks)  
Airline: Frontier  
Flight Number: NA  
Bag tag #: NA  
Bag Description: It is a silver with black trim Sharper Image suitcase. It had a pink luggage tag on top.  
Missing Damaged item description: handcuffs  
email: (b)(6)

1819 1/27/2016

The caller stated that he had an NOI in his luggage and there is a full extendable Stanley knife in his luggage that does not belong to him.

Date Time: 01-22-2016 12:20PM  
Gate Terminal: Gate D2  
Airport: IAD  
Airline: United  
Flight #: 3962  
Bag tag # (10digit): (b)(6)  
Bag Description: Blue wheeling suitcase, large, lime green luggage tag attached to the handle  
Missing Damaged item description: Fully extendable Stanley knife  
NOI: Yes: 15:09 9:35AM 22 is circled

1820 1/28/2016

The caller said that he flew from IAD, the caller said that he is calling for in regards to damaged and missing items from luggage on behalf of someone else. The caller said that the computer that was packed in checked baggage is dead because of the way that it was re-packed into his suitcase upon inspection. The caller said that he is also missing important documents that were contained in a red and blue case within his bag. The entire container of the documents is missing from the baggage.

Date and Time of Travel: January 10, 2016; 6:00 PM

Gate and Terminal: Gate - Not Provided; Terminal - Not Provided

Airport: IAD

Airline: KLM Airlines

Flight #: 652

Baggage Tag # (Checked only – 10 digits): (b)(6) - the caller said that there was a smaller red and blue striped bag within this bag that contained his documents.

Bag Description: The caller said that his luggage was a large, black suitcase; the caller said that there was a tag on top of the bag with his contact information - white piece of paper taped to the bag.

Was an NOI Present? (Checked only): Yes.

Was there a timestamp or written notice on the NOI? (Checked only): Not Sure.

1821 1/28/2016

The caller said that she just opened her luggage from Washington, D.C. to Sacramento, CA. The caller said this is the second time where her pet's hard food has spilled all over her luggage making her luggage smelly and this has upset the caller. The caller said that the clothes that she needs to wear smell like dog food and she was traveling to a funeral. The caller said that the Ziploc bags with her food inside were ripped open and some of the food items within the bag will go stale as a result.

Date and Time of Travel: January 28, 2016; 8:30 AM

Gate and Terminal: Gate - B73; Terminal - B

Airport: IAD

Airline: American Airlines

Flight #: 1736

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

Bag Description: The caller said that her luggage is navy blue; London Fog; the caller said that she has a black and white polka-dotted Kate Spade luggage tag.

Was an NOI Present? (Checked only): Yes.

Was there a timestamp or written notice on the NOI? (Checked only): No.

1822 1/29/2016

REASON for the call: A box of costume of jewelry is missing from her checked baggage.

Date Time: 1 4 16 9:20pm

Gate Terminal: NA

Airport: IAD

Airline: Etihad Airlines

Flight #: 130

Bag tag # (10digit): NA

Bag Description: The suitcase is a large Black Lucas brand suitcase with yellow trim.

NOI: Present with nothing indicated.

1823 1/29/2016

Caller traveled from Africa to Brussels to Dulles then to Dallas, caller said one of his pieces of luggage was damaged during the inspection. Caller the lock was on there however the zipper is damaged. Caller said there was NOI inside.

CSM Complaint

Airport: Dulles  
Date and time: 1 28 16 9:54 pm  
Gate-Terminal: Gate D-11  
Airline: United  
Flight: UA 464  
NOI: Blank form  
Baggage claim number: (b)(6)  
Description of bag: Black bag with wheels

1824 1/29/2016

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

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Remote Client IP: (b)(6)  
Date Time: 1/29/2016 8:21:07 PM  
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Name: (b)(6)  
Email: (b)(6)  
Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA 419

Dulles to Orlando

I'm TSA pre check and United Silver Premium  
Comments: As per usual, Dulles TSA was short staffed and slow. Bag was pulled and then signaled an explosives alarm; for deodorant. Got a Pat down with repeated feels on my inner thighs, bordering on sexual assault. Again, I am Global Entry/Pre Check.

This was humiliating and infuriating.

ID Date Added\_Date Only Contact Details

1825 1/30/2016

+(b)(6) International

Caller had a flight yesterday and when he checked his baggage there was an item that was not his.

Date Time:01 28 2016 6:05PM

Gate Terminal: B45 4

Airport: IAD

Airline: Lufthansa

Flight #: 0419

Bag tag # (10digit):(b)(6)

Bag Description: Gray fiber suitcase.

Missing Damaged item description: Cell phone was found in the suitcase that was not his.

NOI: Yes

1826 2/2/2016

Caller flew on January 15, 2016 and realized that there were some missing items from her checked baggage

Date Time: 01 15 2016 3:34PM

Gate Terminal: N A

Airport: IAD

Airline: Copa

Flight #:305

Bag tag #

Bag Description: Black carry-on case

Missing Damaged item description: 2 cellphones, tablet, and a camera

NOI: Yes

1827 2/2/2016

Thank you for your email. The travel by Lufthansa was great, I always go to India by your airline. The stewards are kind and courteous. I went to India by Lufthansa in 2014 and 2015. I was not given miles for the travel in UAL,your partner, in which I am a Frequent Flyer.

Also, I lost my lock and key when TSA opened for checking. I called them and had no answer. I am also missing my Textile magazine I get from Germany. .But for these two problems, travel by your airline was great and enjoyable for a man of 88 years traveling alone.

Thank you  
Best regards

(b)(6)

Commonwealth of Virginia

In a message dated 12/6/2015 9:05:49 A.M. Eastern Standard Time, survey@lh.lufthansa.com writes:

If you cannot see our e-mail or can only see part of it, please click HYPERLINK "https://your.lufthansa-group.com/pub/cc?\_ri\_=X0Gzc2X%3DYQpglJhJITQGo83zdsTAEzdqluXNIJ4cXEJR8oUiRzfmNWXzbWNzff0BzgCHcg6q0wU42cfVXtpKX%3DTYDSBAT&\_ei\_=EIJ-s589tHifuC11nGvxwap\_lmF\_fvZT5-OeGh6JixCZeUkg7NPKH5oSnKM3LXXVhhRYRBU1n-p3XS1eDy9O5TcW9ZUCMqLe1Skn8sG3tNuhdiVUAdeeRt1MW9aXNIyScyCx3PipSof00I8gQsmYv8nbE6qhZvSy9s-3RLejSyu0D9A28zgsBzILLeU0lpTo6vHjBnNyvP\_TSkltf49wmXcWPzruWnetdyCJ1rkeE3H-pDjewMZIR6iR4bW2ExFN1\_VupoyDff-XVKqKG2lGM0KEbdZyXfs\_Tv-PVohYrmhmtOIN6TbgoofiG7YpTf4va68tJOTNhn7fZYCAXJ50DrheuL0MVKOTwnQ3dWgqx0s." \nhere.

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Dear Lufthansa passenger,

We are delighted that you chose a Lufthansa flight a few days ago. To find out if you were happy with our services on this flight and in order to improve our service to you in future, we are inviting you to take part in an online survey.

Evaluate your Lufthansa flight LH 419 from Washington - Dulles Intl., DC to Frankfurt/Main Intl. on 02.12.2015 now.

The survey is performed by the market research institute, TNS Infratest, and takes about 10 to 15 minutes. Needless to say, your answers will be treated anonymously and in all confidentiality.

To access your questionnaire please click HYPERLINK "

Thank you very much for taking part.

Your Lufthansa Team

Online survey infos:

Should you have any questions or problems, please contact our HYPERLINK "<mailto:survey@tns-infratest.com?subject=LH Survey>" \nSupport Team.

Please click HYPERLINK "

Should you no longer wish to receive invitations to participate in customer satisfaction surveys for Lufthansa flights, please click HYPERLINK "[https://your.lufthansa-group.com/pub/cc?\\_ri\\_=X0Gzc2X%3DYQpgLjHJITQGo83zdsTAEzdqluXNIJ4cXEJR8oUiRzfmNWXzbWNzff0BzgCHcg6q0wU42cfVXtpKX%3DTYDSAWT&\\_ei\\_=EolaGGF4SNMvxFF7KucKuWNxwyPJczlzc5yegZVPxitJ9\\_XSPih0a1saUpzpCsb85Qz-](https://your.lufthansa-group.com/pub/cc?_ri_=X0Gzc2X%3DYQpgLjHJITQGo83zdsTAEzdqluXNIJ4cXEJR8oUiRzfmNWXzbWNzff0BzgCHcg6q0wU42cfVXtpKX%3DTYDSAWT&_ei_=EolaGGF4SNMvxFF7KucKuWNxwyPJczlzc5yegZVPxitJ9_XSPih0a1saUpzpCsb85Qz-)

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[https://your.lufthansa-group.com/pub/as?\\_ri\\_=X0Gzc2X%3DYQpplJhJITQGo83zdsTAEzdqluXNIJ4cXEJR8oUiRzfmNWXzbWNzffz0BzgCHcg6q0wU42cfVXHkMX%3Dw&\\_ei\\_=EolaGGF4SNMvxFF7KucKuWNxwyPJczlzc5yegZVPxitJ9zkdSaly643Ycx\\_ns5QyG8hHn3IHBTMFOucHwIBuz1XWkPZ5ug](https://your.lufthansa-group.com/pub/as?_ri_=X0Gzc2X%3DYQpplJhJITQGo83zdsTAEzdqluXNIJ4cXEJR8oUiRzfmNWXzbWNzffz0BzgCHcg6q0wU42cfVXHkMX%3Dw&_ei_=EolaGGF4SNMvxFF7KucKuWNxwyPJczlzc5yegZVPxitJ9zkdSaly643Ycx_ns5QyG8hHn3IHBTMFOucHwIBuz1XWkPZ5ug)

1828 2/2/2016

Hello (b)(6)

Thank you for contacting Washington Dulles International Airport.

The Metropolitan Washington Airports Authority strives to provide the highest quality of service to everyone who uses our facilities, so we thank you for taking the time to write about your experience at Dulles Airport. We apologize for your unpleasant experience.

It would be best to contact the Transportation Security Administration (TSA) about your experience so that they can assist you directly and as soon as possible. You can do so by clicking this link: <https://www.tsa.gov/contact>.

Please don't hesitate to contact me if you have any additional questions or comments regarding your travels at the airport.

Best,

(b)(6)

(b)(6)

(b)(6)

Washington Dulles International Airport

Metropolitan Washington Airports Authority

P: (b)(6)

HYPERLINK mailto:(b)(6)

From: Dulles International - Airport Operations via Metropolitan Washington Airports Authority [mailto:No-Reply@mwaa.aero]  
Sent: Saturday, January 16, 2016 7:10 PM  
To: IAD Customer Service  
Subject: HYPERLINK mailto:(b)(6)

==Contact Information==

First Name: (b)(6)  
Last Name: (b)(6)  
E-mail Address: HYPERLINK mailto:(b)(6)  
Phone Number: +(b)(6)  
I wish to be contacted: Yes

==Comment Details==

I have a: Complaint  
This comment is about: Airport Operations  
Comments:

I am currently bitter as I drop this note because I am highly disappointed in the manner and approach the officers on duty, last night (15th of January, 2016) handled the case of theft that happened right there in their presence, when I was being screened for security checks at the Dulles International Airport.

Following the required protocols, I dropped all my valuables-including the stolen golden wrist watch and my iPhone 5 in the tray, not knowing that another passenger, whose intention was to cart away with my valuables was watching. As usual, after walking through the metal detector, I went to meet an officer for the physical check and before I could get to the other end of the table to pick my valuables from the tray, my watch and phone had disappeared.

I brought it to the attention of the officers as soon as I discovered the items were missing and the first response from them was that they are not sure those items were part of what I dropped in one of the trays and this was their position still, even after going through the camera the first time to validate my claim. I became impatient about that proposition and this forced them to go back and review the camera recordings again. They came back to tender an apology that based on the reviewed camera recordings, they did see me dropping those items in the tray. So what next? I asked as the departure time for my flight was fast approaching. They said they will have to go and look at another camera recording to see who took those items, but that before doing that, they would like to re-scan my bag again, I accepted and they re-scanned the bag, and saw my other wrist watch (a brown leather one) which I explained to them as my second watch - even though they could see that it was quite different from the chain strapped wrist watch I dropped prior to being screened.

After waiting for another 20 minutes, they came back and told me they saw somebody take the items (A Watch and A Phone) and put them in his pocket. I then told them the person I suspected and their description of the man matched my suspect. So what next? I asked again. The response I got was a question Do you want us to involve the cops, seems we can't do more than what we have done? Yes, of course I responded and also added that they should

remember the person they saw in the video is not going to wait for us to catch up with him, knowing what he has done. It took another 15 minutes for the cops to arrive and by the time they explained to him and showed him the camera recordings, it was almost 45 mins after I reported the incident. The cops asked me if I had an idea of where the man I suspected was travelling to and my answer was an obvious No so he suggested we rush to my own gate A 16 and start the search from there. We searched the whole plane but dint see anyone that looked like the suspect and by the time we were done, my flight was about to leave. I reminded the cops that I don t live in the US, I only came to spend the Christmas and New Year holidays with my fiancée and son and he gave me two options - 1. Miss my flight and continue the headless search with him, 2. I give him my details and he will continue the search and they will contact me. I opted for the second option and we also spoke to my fiancée on the phone and he promised to contact her. I asked for his own details too and he wrote (b)(6) on a piece of paper.

Till the time of filing this complaint, my fiancée has not heard from anyone even though she has tried her best to get feedback regarding the incident and has complained about the nonchalant attitude with which the case was being handled, only to be told that the police cannot be amped up about the incident as it is, unfortunately, a frequent occurrence and that it has been transferred to the detectives. She inquired as to when to expect a feedback but was given no timeliness to work with as she was told that there is currently a backlog of cases being handled. In other words, we are meant to wait indefinitely.

I have been coming to the US for more than 6 years and I have a good perception about the country but if such an incident as explained earlier is being handled in such a very sloppy way by individuals that should be on top of their jobs, then there is a very big problem. Someone begins to suspect a whole lot of things that I don t want to even think about.

I am making this formal complaint by using this platform to give whoever or the individuals responsible another chance to right the wrong as soon as possible before I engage my lawyer to take over as i believe that this matter would have been solved yesterday, if the airport officials and police were more concerned about meeting my basic needs as a customer irrespective of my nationality or colour.

Please bear in mind that I am more concerned about getting the exact items returned and I hopefully believe that once this gets to the appropriate quarters this would be resolved.

==Flight Information==

Date of Visit: 01\15\2016

Airline Flight Number: Etihad Airways Flight EY 130

1829 2/3/2016

The caller s bag was chosen for inspection and everything inside of her bag was drenched with water.

Date Time: 2 3 2016 @ 12:36PM

Gate Terminal: Gate B20 United

Airport: IAD

Airline: United

Flight #: UA3750

Bag tag # (10 digits): (b)(6)

Bag Description: Black suitcase, travel on size, white pad on it

Missing Damaged item description: Ipad, leather cover for the Ipad, compact makeup

NOI: Yes

1830 2/3/2016

Disability Description: Caller has an ileostomy.

Information Request: Caller will be traveling internationally on Sunday and she has a medical condition where she sometimes has difficulty getting through security. She has an ileostomy and she is wanting to know what she can do to make this easier.

Incident Details: Caller advised that she took a flight from Dulles to Chicago and she had issues at the checkpoint in Dulles, She advised that when she went through the machine they saw the ostomy on the machine, They did a patdown and were not satisfied. They started asking her questions about the ostomy and had to take her into a private room, Her husband was unable to go with her into the private screening. She advised that she did have to take her pants down in the private room.

1831 2/3/2016

Reason for Call.....Laid out his items on the belt, iPhone 5S fell off in floor and is damaged.

- 1. Date and Time of Travel.....February 3, 2016 at 5:40 pm
- 2. Gate Terminal....Unknown
- 3. Airport.....IAD
- 4. Airline.....South African Airlines
- 5. Flight #....208
- 6. Baggage Tag #.....NA
- 7. Bag Description....Carry-On Item
- 8. Missing damaged items.....Damaged iPhone 5S
- 9. Was NOI Present.....NA
- 10. Was Time stamp note....NA
- 11. Phone....(b)(6)
- 12. Email Address...(b)(6)

1832 2/3/2016

Caller had a hoverboard removed from her luggage by TSA at Dulles. There was an NOI inside. She contacted her airline to try and get the item back and they referred her to TSA.

Date Time: 1-27-16 @ approx. 10:30

Airport: IAD

Airline: Emirates Airline

Flight #: 032

Bag tag # (10digit): (b)(6)

Bag Description: Black luggage, brown luggage

Missing Damaged item description: Hoverboard

NOI: NOI Inside nothing written or stamped on it.

1833 2/3/2016

Submitted on Tuesday, February 2, 2016 - 23:09 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-02-02

Approximate Time: 07:00

Airline & Flight Number: IAD462

Checkpoint/Area of Airport: TSA pre-check Name of TSA employee (if known): Female supervisor on duty at 7:00am Please provide a description of your inquiry/comment.:

Was going through unnecessary rude body check, I had surgery, tsa person patted me down where I had surgery after I told her not to touch me where surgical boot was, then they unpacked my backpack and only repacked one maroon north face glove \$46.00 a pair is their value.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/49663>

1834 2/4/2016

Submitted on Thursday, February 4, 2016 - 07:16 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-02-04

Approximate Time: 06:30

Airline & Flight Number:

Checkpoint/Area of Airport: Tsa pre Check Name of TSA employee (if known): (b)(6)

(b)(6) Please provide a description of your inquiry/comment.: I know you all perform important work, but I had to remove my belt at the pre check security scanner when you are pretty clear that's what I don't have to do because of my pre check enrollment. I didn't have to remove it in Cincinnati which leads me to believe your scanner at Dulles needs improvement. Other people we're having to remove shoes and light jackets as well. What gives? Why would I enroll in this if the reason I enrolled was to avoid removing my wardrobe?

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/50006>

1835 2/4/2016

Submitted on Wednesday, February 3, 2016 - 23:20 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Other

Other: WINE BOTTLES IN BOX

Please provide a description of the security issue.:

ITEM: 6 WINE BOTTLES IN A CARTON BOX

Baggage Tag Number: (b)(6)

This is Japan Airlines Lost and Found at Narita Airport. Our passenger checked-in wines at IAD when he onboarded on BA216/22JAN but it did not be loaded. We think it was checked by TSA on 22JAN and still hold. Do you have any wines found at TSA in IAD airport? Please reply the result to our e-mail address. We are waiting for your reply. Thank you.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2256/submission/49979>

1836 2/5/2016

To whom it may concern, I was on flight UA1567 today 04 Feb 2016, Mexico City to Dulles, connecting to Richmond Va. flight UA3387. I wasn't to surprised that my checked bag was examined. Although, I came to discover that my cell phone was missing, it wasn't even an expensive smart phone. It was a Samsung Intensity (black), (b)(6) Of no real value, I would appreciate if you would check to see if it was misplaced there in the inspection area. Please e-mail me if it is in your possession as I have no other phone for you to contact me. If you do not have it please tell me how to initiate a stolen cell phone report. I am a senior on a fixed income and can't just go out and buy another. Thank You, (b)(6)

(b)(6)

1837 2/5/2016

Submitted on Friday, February 5, 2016 - 08:16 Submitted by anonymous user: (b)(6) Submitted values are:

Categories: Missing or Damaged Items

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-01-03

Approximate Time:

Airline & Flight Number:

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Many items were missing in the bag after TSA inspection. I was not aware of the inspection, I just saw the TSA Notice of Baggage Inspection when I opened the bag. Many of these items were food (peanut butter, Pringles, etc.). I have checked TSA website and the items are not prohibited. They are not perishable or anything like that. However, the most important complaint is that an imported perfume and some souvenirs - all brand new, closed items - went missing. Those items seem to have been stolen from the bag which had caused me a lot of frustration and disappointment by the service. I wish this problem can be solved immediately.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/50316>

1838 2/5/2016

The caller flew yesterday from IAD to SEA, and her bag was selected for secondary screening. She advised that her toiletry bag was opened, and it was left open, and the contents spilled out into her suitcase.

Date\Time: 02\04\2016 at 09:00hrs

Gate\Terminal: B-50

Airport: IAD

Airline: Southwest

Flight Number: 2707

Baggage Claim Number (10 digit): (b)(6)

Description of Bag: Large black cloth roller bag, McGregor brand

Missing\Damaged Item Description: Toiletries bag left open, liquids spilled out

NOI: Yes

1839 2/8/2016

CSM RFI-----Mishandling RFI

REASON for the call: Caller flew to ATL from Dulles on Feb 3rd on flight 1473 on frontier airlines at 8:05pm. His diabetic medications were taken out of his checked luggage and the container was left in the bag. He is needing to know why the officers that conducted the screening took his medications?

Date Time: Feb 3rd @ 8:05 pm

Gate Terminal: ?

Airport: Dulles

Airline: Frontier Airlines

Flight #: 1473

Bag tag # (10digit: ?

Bag Description: black Samsonite suite bag with wheels

Missing Damaged item description: He is missing metformin diabetic medications, cingular, nexium, crestor, vitamins and aspirin

NOI: No

1840 2/8/2016

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

-----  
Remote Client IP: (b)(6)

Date Time: 2/7/2016 9:13:18 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):IAD

Precheck

Comments:Multiple times on Sunday night TSA precheck has closed prior to 9pm at IAD. I make an effort to be at airport by 9pm to accommodate and be able to utilize precheck. It's not fair for you to close early. Today was especially annoying as I inquired and the supervisor at regular security told me it was likely due to staffing concerns. There were more TSA agents downstairs then I've ever see before. Thought the information should be passed along. Thank you. I arrived at 8:51pm.

1841 2/8/2016

Deseo hacer una reclamación:

Ayer llegué a la Cd. de México en el vuelo UA1566 procedente del Aeropuerto de DULLES y al recoger mi maleta, me enteré que había sido inspeccionada. El motivo de mi reclamación es que la maleta tenía colocada una cinta de color verde como identificación, sin candado y después de la inspección ya no fué vuelta a colocar dicha cinta en su lugar y tampoco la pusieron dentro de la maleta, lo cual califico como una falta de respeto. Les agradeceré me devuelvan mi cinta.

(b)(6)

1842 2/12/2016

Reason for the call - Caller stated that her clothing was all wadded up. She had 250 push pins spilled in her luggage and TSA did not relock her bag.

Airport - IAD  
Airline - Refused to provide  
Flight Numbers - Refused to provide  
Departure Times - Refused to provide  
Date And Time of Incident - Refused to provide  
Baggage Tag Numbers - Refused to provide  
Description Of Luggage  
Color - Red  
Style - Hard-sided roller bag  
Size - Large  
Brand - Does not know  
Was There An NOI - Yes  
Was Anything On The NOI - No  
Location Of Incident  
Gate - Refused to provide  
Terminal - Refused to provide  
Phone Number - Refused to provide  
Email - Refused to provide  
Special Notes - Caller thinks she and her luggage will be targeted on future flights if she provides any identifying information.

1843 2/12/2016

Caller traveled 1-6-2016 out of IAD on Copa 305, she did not receive a NOI. Now a black clutch Coach purse now missing.

Date Time: 1-6-2016  
Gate Terminal:  
Airport: IAD  
Airline: Copa Airlines  
Flight #: 305  
Bag tag # (10digit: (b)(6)  
Bag Description: Inside of left side, can t remember what suitcase.  
Missing Damaged item description: Black clutch Coach purse now missing  
NOI: No

1844 2/14/2016

Caller states he flew with SW on 02 10. He states he is missing some pieces to his screwdriver tip set He states his snowboard bag was left with straps undone and unzipped. His lock was left on all zeros by him and this is the way he found the lock. He states his lock is TSA approved. He states the bag was in disarray and he feels this is unacceptable. He does not have NOI.

Date Time of Travel: 02 10 16 3:15pm

Gate Terminal: B

Airport: Dullas VA

Airline: SW

Flight #: 1977

Baggage Tag # :

Bag Description: Long Black snowboard bag, had top section 2 long that had strap and screwdriver and tips. Burton label on bag.

Missing Damaged Item Description: Screwdriver tips missing

Was an NOI Present? No

Was there a timestamp or written notice on the NOI?

1845 2/15/2016

Disability Description: Hearing Impaired

Metal Implants and Metal Knee Replacements

Incident Details: Caller said his girlfriend is deaf and travels with a hearing assist dog. She has a metal rod in her left leg and the knee joint is metal. Plus, she has screws and plates in her right leg. They flew recently and he was appalled as to her treatment by TSA. He stated that she was patted down, strip searched and separated from her service dog. He said he feet this was incredibly bad customer service. She flew from IAD by herself, where she was stripped searched. H flew with her from IAH where 4 TSO s stood around her wandering what they should do with her. He said something to the TSO s and they told him to shut up. He asked if there was a protocol for handling this.

HE DID NOT HAVE FLIGHT INFORMATION WITH HIM.

Requests information be emailed to: (b)(6)

1846 2/15/2016

Caller said that her shock absorbers were remover from her bag, and she wanted to know where they were. There was not a Hazardous Materials Notice in her bag. She would like to know if they were remover because they were Hazardous or because the item is just missing from her bag.

Date Time: 2-14-16 6:35 Am

Gate Terminal: Terminal 2

Airport: Washington Dulles

Airline: United Airline

Flight #:918

Bag tag # (10digit: (b)(6)

Bag Description:black, Kevin Klein

Missing Damaged item description: Automobile Shock Absorbers

NOI: Yes

1847 2/16/2016

From: (b)(6)  
Sent: Monday, February 15, 2016 2:01 PM  
To: TSA.Civilrights@dhs.gov  
Subject: TSA Contact Us: Complaints

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

-----  
Remote Client IP: (b)(6)  
Date Time: 2/15/2016 2:01:01 PM  
-----

Name:

(b)(6)

Email:

HYPERLINK "mailto:(b)(6)"

Complaints:

Civil Rights

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

FROM /TO FLIGHT CL DATE DEP FARE BASIS NVB NVA BAG ST

WASHINGTON SV 38 T 14JAN 1800 TOWSVR/NET 14JAN 14JAN 2PC OK  
DULLES INTL

Comments:

I'm writing regarding an unnecessary and racially motivated action during a security check. I'm aware of the fact that searching black women's hair has become 'a thing'. For that reason, whenever I fly from the U.S. I make sure my hair is flattened, pulled back tightly to my head, and into a ball so that there is no reason for me to be subjected to a search that others are not subjected to. However, it happened anyway. It was totally unjustified. I have short hair; just enough to make a ball about the size of a ping pong ball. The officer said she could pat my hair or I could take it down for her. Neither was necessary. No one preceding me was asked to do this and many had far more hair than I. Racial profiling should be beneath the TSA.

1848 2/16/2016

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

-----  
Remote Client IP: (b)(6)  
Date Time: 2/16/2016 6:12:48 PM  
-----

Name: (b)(6)  
Email: (b)(6)  
Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter  
Flight#/Airline/Terminal/Airport/Gate/Etc): DL9385/KLM0652  
Dulles Airport  
TSA PRE upper level departure lane 50  
Comments: (b)(6)

(b)(6)

To whom it may concern,

On or about February 14 2016 between 4:30pm-5:00pm at Dulles International Airport, departure upper level TSA PRE lane 50 I Richard E. Carr elected to be patdown instead of using the scanner during the patdown process the TSA screener touched my genitals i was appalled; i immediately stopped the screening process and told the officer that he will not be touching my private parts.

At this point another officer told me he was going to have me removed from the airport and have me arrested, he was demeaning, hostile and disrespectful, at this point i asked for a supervisor and i also requested the Airport Police, at this point i was mortified a scene had been created in front of the airport staff and a long line of passengers, the Police and the KLM representative was on the scene the airplane Captain was notified of the situation along with the rest of the flight crew; the last thing you want to hear as a crew member is that you may have a unstable passenger coming on your airplane.

I tried to handle the situation at the lowest level, at no point i was disrespectful to the agents or demeaning as you will see on the airport surveillance video, the Police showed up and i explain that i refuse to have the agent touch my genitals, i was patdown by another officer who performed the patdown without violating me.

I hope we can have this issue resolved in a timely manner.

Former: (b)(6)

(b)(6)

(b)(6)

18 Years of Service put my life on the line in Iraq and Afghanistan i think at this point i deserve some respect; if it was for men like myself the nameless the the thankless

those agents wouldn't be able to sleep in their beds at night.

Have a great day

1849 2/16/2016

I am writing to formally lodge a complaint against your screeners at the Dulles International Airport. I bought 2 brand new eBags Hybrid Spinner lite suitcases that come with approved TSA locking mechanisms. This past weekend, I traveled from IAD to YYZ to LHR to LOS and on arriving at LOS, I find that your screeners have DAMAGED a brand new \$300 value suitcase!! It had TSA approved locks!! What was the moronic reason for breaking the lock?? Yes, you have a right to open my bags which is why I paid for very expensive suitcases that come with TSA APPROVED LOCKS!! See attached before and after pictures. What kind of service are you providing when people go out of their way to comply with rules and still you create more out of pocket costs for them?? There is no reason other than poor training and serious incompetence to have your screeners break TSA approved locks that they should know how to open!! Simply ridiculous.

1850 2/16/2016

Submitted on Tuesday, February 16, 2016 - 21:12 Submitted by user: Anonymous Submitted values are:

Categories: Broken Locks

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-02-15

Approximate Time: 07:30

Airline & Flight Number:

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: My Briggs and Riley 25 inch roll about bag was inspected because there was a pile of books in one corner of the bag that probably looked like a "brick" on the x-ray scanner.

The bag weighed slightly over 50 pounds and was packed tightly. The TSA inspector failed to restore the Lewis n Clark TSA approved lock that I have used for more than 10 years. In all instances, the TSA inspector MUST take the time and follow a check list to ensure the contents of the bag are repacked as they were found and that the lock which was on the bag is placed back on the bag as it was found to reduce the possibility of other baggage handlers opening the bag and removing packed items. I will file a claim in a few days when I purchase a new TSA approved lock to replace the lock that the TSA inspector failed to put on the bag when s/he was done.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1851 2/17/2016

REASON for the call:

The caller stated that she flew from IAD in late December and received a NOI and she is missing items out of her checked luggage.

Date Time: NA

Gate Terminal: NA

Airport: IAD

Airline: NA

Flight #: NA

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: Yes

Anything on NOI: NA

1852 2/18/2016

Submitted on Thursday, February 18, 2016 - 07:17 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-02-16

Approximate Time: 15:00

Airline & Flight Number: UA 4504

Checkpoint/Area of Airport: Checked Baggage Screening Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

I had several glass bottles in my checked baggage (with liquid contents) that I had carefully packaged for safe travel (wrapped in bubble wrap and/or clothing). My bag was screened and the glass bottles were removed from their protective wrapping for inspection. All of this is fine-- I am 100% in favor of security, but instead of making even a weak attempt at PUTTING ITEMS BACK THE WAY THEY WERE FOUND, the inspector put the glass bottles back in the bag completely unprotected, unwrapped, and they were laying next to one another (glass against glass breaks easily). Fortunately no bottles were subsequently broken as the airline baggage handlers tossed my bag during the loading and unloading process.

Please do not reply and tell me how important security is, etc. I don't mean to sound disrespectful, but I work in the airline industry and I fully understand the importance of baggage screening (especially checked bags). I am in favor of what the TSA does, but it's incidents like this that cause the traveling public to be miffed with the TSA and its procedures.

A little common courtesy and respect for my personal belongings is expected in the inspection process, and this is not what happened in this situation.

One more point-- When inspectors drop that "Notice of Baggage Inspection" leaflet in your bag, why not have some identifying information on it? That way there's accountability and the person who did the inspection can be contacted and advised of problems and/or complaints that are a result of their work. As it stands now, I'm assuming there is no way to identify the inspector who negligently handled my bag and its contents.

Thank you,

(b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

1853 2/18/2016

Caller is calling for someone else that flew today, and their locks were damaged on the suitcases.

Date and Time: 2-18-16 at 12:45PM

Gate Terminal: Gate D8

Airport: IAD

Airline: United

Flight #: 6264

Bag Tag #: (b)(6)

Bag Description: The first suitcase is pink with 4 wheels, and is made by Ambassador. The other one is the same, but it is orange.

Damaged Item: Both suitcases had locks on them, and both locks were combination locks.

NOI: Yes

1854 2/19/2016

The callers wife just arrived from Virginia today. She flew from DAL on Turkish airlines when she noticed their ipad memory card was missing (NOI present).

Date Time: 2-18-2016 11:30pm

Gate\Terminal: B34C

Airport: Dallas

Airline: Turkish

Flight #: TK8

Bag tag # (10digit): (b)(6)

Bag Description: Big sized red.

Missing\Damaged item description: iPad memory.

NOI: Yes

1855 2/19/2016

Submitted on Friday, February 19, 2016 - 12:48 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-02-09

Approximate Time: 04:30

Airline & Flight Number:

Checkpoint/Area of Airport: Employees check point Name of TSA employee (if known):  
LTSO woodworth I believe Please provide a description of your inquiry/comment.: I was standing in line of the employees check point at about 430pm and there was a long line the TSO was training a new TSO there we at the wall thru not Really giving any clear instructions or telling the flight crew to divest so they flight attendants were just standing there taking off there shoes and getting the metal off there uniforms. The line was backing up and there was no bags going in the machine with about 3 or 4 bags worth of space in front myself and a few other airline employees were divested and ready to just put our backpacks in the machine so I asked the flight attendant if she mind that I cut in front of her since I'm all packed and ready to go she said yes but the TSO told to go to the back of the line and wait until the flight crew was done, I asked the TSO why when I have nothing but a lil bag and I'm completely divested he told me because he said so. So I asked for a Stso and a LTSO came over and said u need to ask ever person in line if u can come to the front even if there not ready this is my airport and my checkpoint rules. I asked her for her name and the TSO she ask my way at first and refused to give to me at first and the TSO started screaming I don't care give him my name what that gonna do I don't care. I was taken aback and very upset, I let the lady no I had worked for TSA for 7 years I just quit for another job in he airline industry and I knew for a fact TSA didn't treat customers or airport employees the they treated me I ask for AFSD Ron jewel but was informed he no longer worked there and I tried to tweet it as it was happening but my Twitter got stuck I took pictures of the line because they purposely heild up several other employees that were divested and ready to go.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1856 2/20/2016

Caller traveling from Montreal to Oklahoma city.

Date Time: 02 19 16 11:30am

Gate Terminal: Gate C1

Airport: IAD

Airline: United Airlines

Flight #: Not Provided

Bag tag # (10digit): (b)(6)

Bag Description: Travel Pro black luggage. Had a blue and pink lock. He said the pink lock is missing. blue white and green. TSA Recognized lock.

Missing Damaged item description: TSA Recognized lock.

NOI: Yes

Email: (b)(6)

1857 2/21/2016

The caller traveled from Dulles to Buffalo, her bag was inspected by TSA. She had an NOI, and her cookie cutters are missing.

Date Time: 02 20 2016 12:30 pm

Gate Terminal: A5C

Airport: IAD

Airline: United Airlines

Flight #: 4977

Bag tag # (10 digit): (b)(6)

Bag Description: It was a Rosewood Ricardo bag, and it rolled, with a green tag on it. The tag says do I know you?

Missing Damaged item description: There are 5 heart cookie cutters are the only thing missing.

NOI: Yes, Nothing on it.

1858 2/21/2016

On Friday, February 19, 2016, I flew out of Dulles International Airport to London Heathrow on British Airways flight #292. One of my checked bags was selected for screening by TSA, and the (2) TSA-approved combination locks on the bag (a pelican case) were removed. Only one lock was replaced.

What is the procedure for getting reimbursed by TSA for the lock they misplaced?

(b)(6)

1859 2/21/2016

Caller informed me that he flew from US to Africa and automobile shocks were taken from his checked baggage.

Date\Time:2 20 2016 4.30pm

Gate\Terminal: NA

Airport: IAD

Airline: South African Airlines

Flight #: NA

Bag tag # (10digit): NA

Bag Description: Green bag.

Missing Damaged item description: Missing Car Shock.

NOI: Yes, no timestamp

1860 2/21/2016

Submitted on Sunday, February 21, 2016 - 14:23 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items  
Where did this happen? VIRGINIA - IAD - Washington-Dulles International  
Date: Sat, 2016-02-20  
Approximate Time: 16:00  
Airline & Flight Number: United Airlines - UA6229 Checkpoint/Area of Airport:  
Name of TSA employee (if known):  
Please provide a description of your inquiry/comment.: TSA APPROVED Luggage lock removed & not returned. Bag has been previously inspected with this same lock --- in the past it was always returned. Not this time.  
==Passenger Information==

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

1861 2/22/2016

Caller has traveled frequently and has things missing from his bag 2 out of 5 flights, He advised that he is sick of this happening.

Date Time: 2-21 7:50AM  
Airport: Dulles  
Airline: Southwest  
Flight: He thinks 3294  
Bag Tag: (b)(6)  
Bag Description: Large Blue Rolling Suitcase  
Missing Damaged: Pillow, Power lifting belt, And a Blanket  
NOI: Yes.

1862 2/22/2016

Call Reason: - Caller traveled from Overseas to the US. Her TSA lock s code is not working. Her code is 180. It is not taking the code anymore. Did TSA do something when they opened it with a key?  
Date Time of Incident: 02 22 2016 08:30 am  
Gate Terminal: Gate C  
Airport: Dulles and onto RDU  
Airline: United  
Flight #: 6177  
Bag tag #: (b)(6)  
Bag description: Black small Samsonite Suitcase Carryon size  
NOI: Yes

1863 2/22/2016

The caller is reporting a theft from her baggage. The caller said that she left on 02\07\2016 1488 to MIA from IAD, to ATL, then to MIA. The caller said that she had a flight change to 2173. The caller said that her shawl was stolen from her checked baggage.

Date and Time of Travel: 02\07\2016; 8:00 AM

Gate and Terminal: Gate - Not Provided; Terminal - Not Provided

Airport: IAD

Airline: Delta

Flight #: 1488

Baggage Tag # (Checked only – 10 digits): Not Provided

Bag Description: The caller said that her checked baggage is: large, black, red cross logo, canvas, plastic tag with a brown pink flower on a pink and blue background (3 inches, square), Delta tag on the bag.

Missing Damaged Item Description: White shawl, purchased in NZ, tight smooth weave, lambs wool, off-white, no design on the shawl.

Was an NOI Present? (Checked only): No.

Was there a timestamp or written notice on the NOI? (Checked only): No.

1864 2/23/2016

Caller flew from VA (Dulles). When he went through security, the cash in his wallet has disappeared, about \$70-\$80. What should he do? Caller works for DHS.

CSM RFI-----Mishandling RFI

Reason for the call: caller is missing some cash

On behalf of: himself

Airport: Dulles

Airline: Delta

Flight number: AF8795 (a Delta flight)

Departure date and time: January 22nd, 2016, Friday, 1440 hrs.

Location - gate and terminal: caller cannot recall - the only checkpoint there

Time of alleged incident: 1330 - 1430 hrs.

Bag claim number (10 digit): NA

Bag description: wallet - brown, bi-fold

Missing or damaged item description: caller is missing cash from his wallet

HAZMAT or prohibited?: NA

Notations on the NOI: NA

Contact information: see above

1865 2/23/2016

The caller has flow out of IAD with his golf bag five times over the last year. However, three of the five times his TSA lock has went missing and the last time a clip was gone; though he believes this may be from the airline handling. He was upset that this has happened so many times out of the same airport.

Date: 2-12-16

Time: 5:45pm

Airport: IAD

Gate: D19

Airline: United

Flight: 558

NOI: Yes

Bag Tag: Not Provided

Bag Description: Large yellow soft case golf bag

1866 2/24/2016

Caller got his luggage today that was covered in TSA tape. His luggage is destroyed, the zipper is broke, the handle is bent, and a wheel was knocked off. He is missing artwork, along with a selfie stick. The luggage was delayed for a week and there is a luggage tag from United but he didn t fly on United, he flew on Air China. There is a United bag tag final destination IAD but he picked it up at ATL.

His Flight:

Date Time of Travel: Feb. 18th, at 4:00 pm

Gate Terminal: Not Provided

Airport: IAD

Airline: He was flying on Air China but the luggage tag had United Airlines

Flight #: CA 817

The Bag s Route:

Date Time of Travel: Feb. 24th, he picked the bag up around 6:30 from ATL so the bag may have left around 4 pm.

Gate Terminal: Not Provided

Airport: IAD

Airline: Untied

Flight #: CA 661

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

Bag Description: A large size piece of luggage that is silver grey in color. There was a bright green luggage tag on the bag along with colored duct tape.

Missing Damaged Item Description: The luggage was destroyed, and he is missing artwork.

Was an NOI Present? (Checked only): Yes

Was there a timestamp or written notice on the NOI? (Checked only): No

1867 2/24/2016

REASON for the call; Caller returned from S Africa on the 22nd and two of his three bag were opened for inspection.  
He said that when he collected his bags and went through Customs and they were still wrapped. No issues. Then he checked them in with Delta.

When he collected his bags in Florida he had items damaged and so was his bag. He had TSA approved locks on his bag. His lock was missing on one of the bags. His bags were wrapped in Johannesburg. The wrap was cut off but he knew this could happen. They cut into his bag which is a 100 dollar duffle bag. Nothing was repacked properly. He had liquids that leaked out on his clothes, He had candy bars that were crushed. He is very disappointed that something like this would happen in the US.

He flew from S Africa to Dulles to ATL to Pensacola.

He talked to a TSO who was trying to tell him it could have been done by others entities. He was the manager on duty and was very unhelpful and just walked away. The TSO who was unhelpful was (b)(6) he thinks).

He asked if this complaint is going to fall on deaf ears.

NOI present (writing on it):Yes with nothing written or stamped on it.

Date and Time: February 22nd at about 8:30 am

Airport:Dulles

Gate and Terminal:B76

Airline:Delta

Flight Number:dl1160

Bag tag #: Bag Description:(b)(6) This bag is a large blue duffle bag.

He had a second bag:(b)(6) This bag is a rectangular silver semi hard shell bag.

Missing Damaged item description:He is missing one lock on his bag and has items damaged in

email:(b)(6)

1868 2/24/2016

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

From: (b)(6) mailto:(b)(6)

Sent: Wednesday, February 24, 2016 3:02 PM

To: TSA-ContactCenter@dhs.gov

Cc: (b)(6)

Subject: Hair drier broken during baggage inspection

Hello,

I'm writing because of a concern due to my baggage inspection. I did fly from Washington DC to Geneva on flight UA975 (see picture of baggage tag below). When I opened my bag I saw the notice of baggage inspection. But also saw that my hair drier had been open and obviously broken during this process. Indeed, there is no way to repair it (see picture below).

I'm surprised that items can be broken during inspection without any notice. Do you have any explanation for what happened?

Regards,

(b)(6)

Attached was a photo of a broken hair dryer. Also attached was a baggage tag. The baggage tag indicated a United flight of 975. It departed from IAD and its destination was Geneva. The tag number was (b)(6) The departure day was 2/23/16.

1869 2/25/2016

The caller is confused because he flew from IAD to DFW and is missing a used body sponge and a can of hair mousse from his checked baggage. He does not wish to see reimbursement for these items but just found it strange that these items were missing.

Date Time: 02 22 2016 6:17pm

Gate Terminal: Gate 73

Airport: IAD

Airline: American

Flight #: 1544

Bag tag # (10digit): (b)(6)

Bag Description: Green hard case suitcase.

Missing Damaged item description: Used body sponge and a can of hair mousse.

NOI: Yes.

1870 2/26/2016

Caller went through Dulles yesterday and a TSA agent was causing a 45 minute delay. Caller said he was not even looking at his screening and deliberately causing the delay. He tried to register a complaint with the supervisor. Caller is concerned because no one is watching this agent and he was causing delays.

Date and Time of Flight: 02 25 16 @ 5:00 PM

Airport: Dulles

Airline: Delta

Flight #: N A

Line: 12

TSA Male Agent:

1871 2/27/2016

The caller went through a TSA checkpoint, and a he had a pocketknife with him. He was told that it was not allowed on the plane. He wants to know how he can get it back.

1872 2/27/2016

Submitted on Saturday, February 27, 2016 - 11:11 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-02-24

Approximate Time: 19:30

Airline & Flight Number: Icelandair F1644 Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: I checked about maple syrup on your website and it says that's okay in checked baggage. My bag was checked at some point. I have returned home and there is no sign of the syrup. This was very expensive syrup produced by our American friends. It was highly valued and their last bottle.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1873 2/27/2016

Reason for the call: Caller just flew back from IAD. His luggage was inspected. He cannot open the bag because the zipper is broken. He would like to file a claim.

Date and Time (departure time): 2-26-15 @ 5:00 p.m.

Date and Time (arrival time): 2-26-15 @ 8:30 pm ish

Gate Terminal: Terminal 3

Airport: Dulles to LAX

Airline: Virgin America

Flight Number: NA

Baggage tag number (10 digits): NA

Description of Baggage: Blue, Samsonite, roller odd shaped bag, larger sized

Missing Damaged item description: The bag itself

NOI: Yes

Anything on the NOI: No

Special Notes: NA

1874 2/28/2016

Submitted on Sunday, February 28, 2016 - 09:34 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

Where did this happen? Other

Date: Sat, 2016-02-27

Approximate Time: 16:00

Airline & Flight Number: UA107

Checkpoint/Area of Airport: Washington Dulles TSA Name of TSA employee (if known):

(b)(6)

Please provide a description of your inquiry/comment.: Global Trusted Traveler Entry was fast and efficient. TSA checkpoint is a disaster. The length of the lines is overwhelming and the TSA personnel (the young man I interfaced with was a tall, lanky black man) insolent and imperious. My carry on bag was detained for a second (and third) search. I have no issue with that. There was certainly nothing in the bag that was suspicious, so I don't know what they thought they saw in the scanner, but I appreciate that they are just doing their job. HOW they did the job is what I take issue with. I was simply standing quietly and he pulled my shoes out of the container and ordered "Put your shoes on". Then "I'm going to search your bag and DO NOT TOUCH anything" My cellphone was clipped to the bag he was searching. He unclipped it and flung it to the bottom of the bag. There was nothing even remotely gentle about the way he managed the search or in the way he managed the process.

I appreciate that a TSA officer needs to exhibit authority. What they don't need to exhibit is an imperious and rude behavior towards passengers and disregard for the fragile nature (which is why it is carry on) of the contents of the bags. When he had finally completed the search (I was in TSA for almost an hour, 15 minutes of that while I waited after the initial bag scan and then while they completed my bag search) I made a quiet comment to him that I was a bit surprised at the intense scrutiny since I thought that as a global trusted traveler program, inclusive of TSA pre-check, that all of the removing of shoes, etc. had gone away. He told me that many travelers are confused about that and that TSA precheck has nothing to do with the Global Trusted Traveler program. They are totally unrelated. That comment surprised me. Frankly I would have thought that our nation's capital would have a TSA pre-check line. They don't. With that said, I am of the understanding that the programs are in fact related per the government website: The Transportation Security Administration's (TSA) PreCheck allows for expedited airport screening at TSA checkpoints in specific airports. Global Entry members are eligible for TSA PreCheck benefits.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1875 2/29/2016

Call Reason: Caller flew yesterday and checked a bag that got a NOI. He states that he had protein powder inside the bag in a gallon zip bag that got opened and the powder got spilled all over the inside of his bag.

Baggage Checked Date and Time: 2 28 7:35 pm

Flight Date and Time: 2 28 8:30 pm

Gate Terminal: C11

Airport: IAD to LAX

Airline: United airlines

Flight #: 239

Bag tag # (10 digit): (b)(6)

Bag Description: It s a briggs and riley olive green carry-on sized bag.

Missing Damaged item description: protein powder was spilled all over the inside of the bag.

NOI: Yes - nothing extra on it.

1876 2/29/2016

REASON for the call: He filed a claim online in regard to a brand new flash memory card for an I pad that became missing from his checked bag. He received an email today indicating no such items was found at DFW. He departed from IAD.

Date Time: 2-18-2016 11pm

Gate\Terminal: B34C

Airport: IAD to Istanbul

Airline: Turkish Airlines

Flight #: TK8

Bag tag # (10digit): (b)(6) The luggage was checked in his wife's (b)(6)

(b)(6)

Bag Description: The suitcase is a large red suitcase. There was transparent glue tape around the handle.

NOI: Present with nothing indicated.

1877 2/29/2016

I just finished the travel show here in LA and met the LAX tsa rep. He told me to contact you about my difficult experience at Dulles airport recently. I returned from Zurich Switzerland on Jan 29 and went through the custom and re entered for my flight to Sfo. I arrived in United 53 at 1320

Tsa was unprepared for us. The line was huge. There was no one to ask any questions. All and I mean all agents were in the back behind the screens and no one was in front to help. When I asked questions we had to yell. I have tsa pre check but there is NONE there. All go through same line with absolutely no organization or anyone to help. This is the third time in 2 years I have gone through Dulles internationally and all have been the same. There was Not even a supervisor to complain to.

This is situation is intolerable at any US airport but especially at our nation's capital. Why can't it be improved?  
Thank you

(b)(6)

Sent from my iPhone

1878 3/1/2016

Submitted on Tuesday, March 1, 2016 - 05:26 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items  
Where did this happen? VIRGINIA - IAD - Washington-Dulles International  
Date: Sun, 2016-02-14  
Approximate Time: 17:00  
Airline & Flight Number: Lufthansa LH419 Checkpoint/Area of Airport:  
Name of TSA employee (if known):  
Please provide a description of your inquiry/comment.:

Dear TSA,  
You have performed additional screening of my luggage. Unfortunately, someone took PRESCRIBED MEDICINE BY DOCTOR, which was obviously packed in a bag with PRINTED PRESCRIPTION on the bag AND on the medicine tube! Medicine was prepared by The Compounding Center in Leesburg, VA. The receipt was ALSO included! Please investigate this case. I am now back from 2 week trip and will gladly answer your questions.

Best regards,

(b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1879 3/1/2016

Disability Description: Wheelchair, cane, caller has a hearing problem

Information Request: Caller is familiar with the screening process, he is only requesting assistance.

Incident Details: After the AIT, his carry on was checked that he put on the belt at the checkpoint, due to the officers not being able to clear the carry on and he was never told what the problem was. The TSO spoke to him in a harsh tone and told him to remove the jacket, belt ,and shoes. All the time with a bad attitude. I pointed out my ear and my headphone to the TSO because I am deaf and the TSO started screaming. He sent another TSO to start the pat down. He conducted the pat down in front of everyone and never sent me for a private pat down I feel shameful because was in front of all people in the checkpoint.

Date Time of Incident: January 29 2016 at 7:30 am

Location: Washington Dulles Virginia

The 2nd TSO Officer explain him he do a pat down to him he touch all his private parts. He wants an explanation as to why he to that was done to him.

1880 3/1/2016

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

From: TSA-ContactCenter@tsa.dhs.gov [mailto:TSA-ContactCenter@tsa.dhs.gov]  
Sent: Tuesday, March 01, 2016 12:08 PM  
To: TSA-ContactCenter  
Subject: Complaints

Submitted on Tuesday, March 1, 2016 - 11:56 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service  
Where did this happen? VIRGINIA - IAD - Washington-Dulles International  
Date: Tue, 2016-03-01  
Approximate Time: 07:00  
Airline & Flight Number: DL 5484  
Checkpoint/Area of Airport: TSA precheck Name of TSA employee (if known): Unknown  
Please provide a description of your inquiry/comment.: At around 7:20 am this morning on 3/1/16 I was accidentally hit in the face with a bin by an agent while placing my items on the belt. The force was so hard that I have a cut across my nose and a partial black eye. While the agent apologized there was no concern or compassion. No one even bothered to even tell me that I was bleeding. After I had gathered my belongings and felt the blood running down my face I had to seek out an agent to even get a tissue. I am dumbfounded that a woman walked through security bleeding after being accidentally hit in the face by an agent and no one even asked my if I was ok. Dumbfounded.  
==Passenger Information==

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

1881 3/2/2016

Caller wanted to make a complaint. He has worked at IAD for five months. He went through the checkpoint today at 10:40 am to get to work. He was wearing two jackets. A female TSO told him that he is only supposed to have on one layer. He said that sometimes he is allowed to wear two jackets. He asked her which procedure is right and then he asked for a supervisor. He said that a male TSO yelled at him when he asked for a manager. He did not get the name of the TSO. He was a tall white male. The TSO asked him for his name, his managers name, and where he works. The TSO told him that when he comes through tomorrow he will get his name and badge number so that he can talk with his employer. He stated that the male TSO threatened him. He wanted to know when he will be contacted about his complaint.

1882 3/2/2016

Caller was going through screening at Dulles and apparently TSA was having a training procedure while people were trying to get screened to catch their flights. There was a TSO in plain clothes who was putting a black bag through screening for other TSOs to catch items he is guessing. After going through the screening process Mr. (b)(6) told the TSA doing the screening that they were holding up the traveling passengers and it was not a good time to be conducting such training. He spoke with TSA supervisor Mr. (b)(6) (not sure of the spelling) and his comment was I don t care . When Mr. (b)(6) said it was the longest he had ever had to wait going through screening the TSA Supervisor Mr. (b)(6) comments was Congratulations. Caller states a simple I am sorry for the wait would have gone a long way. The TSA agent was rude period. He is also going to call his Congressman.

Date Time.....March 2 4:00 PM  
Gate Terminal.....Aisle 11  
Airport.....Dulles  
Airline.....Virgin America  
Flight #.....77

1883 3/2/2016

Caller said his fishing rod case was inspected by TSA he also travels with a tracking device on it and now it is missing. Caller has determined that the GPS device is located in Dulles. He belives the device is in Dulles because it did not arrive until the next day in Chicago, the tile that is attached to the luggage is missing.

His flight plan was from LAX- Dulles-Chicago, but caller said his luggage did not arrived until the next day.

Caller then advised that his baggage arrived a day later , on flight number # 374 with United was what flight the baggage came on.

Date Time: 2-29-16 @ 5:30am  
Gate Terminal:  
Airport: IAD  
Airline: United  
Flight #: 374  
Bag tag # (10digit):  
Bag Description: Black plastic tube.  
Missing Damaged item description: Caller said the tracking device in missing.  
NOI: Blank

1884 3/2/2016

Dear Sirs,

I was on SV flight 38 from Dulles to Riyadh on Feb.27. For security reasons one of my bags was opened (b)(6). One box which contained two perfume bottles (one is TOM FORD perfum) was removed. Please if you still have the item let me know, so one of my relatives who is currently in Dc can come and take it.

Or if you kindly send it to my address and charge me for shipping : Address

(b)(6)

Or you may call my daughter at (b)(6)

Best regards,

(b)(6)

Sent from my iPhone

1885 3/4/2016

Thursday, March 03, 2016

Flight Washington, DC (IAD) to Charlotte, NC (CLT) Dulles Airport Terminal B at approx. 3:30PM

American Airlines 5031

Departure: 04:15 PM

Arrival: 05:56 PM

Charlotte Douglas Intl Arpt (CLT)

The female TSA K9 handler and dog were walking through the gate seating area and checking each bag of all passengers. The search was conducted in a very rude fashion to all the customers sitting in the area. The handler never announced what she was doing and just to make room for the dog. The real issue I have is that I was sitting on an end seat with my bag on the inner seat next to me. While the dog was checking my bag the handler exited the row pulling the leash across my legs which forced the dog to pull his head across my legs. In doing so the dog slobbered all over my pants. I raised my voice and said "are you kidding me?" The K9 handler rudely said sorry, the reason I say rudely is because she said it while she was walking away with her back to me. Never making eye contact or showing any real remorse. Several of the other passengers around me commented to me that they also thought it was ridiculous and rude. What if I was allergic to dogs? Who is going to pay to clean my pants? As a tax payer and paying airline customer which pays for the TSA, this is completely unacceptable behavior from TSA employees (there were more than one TSA agents present during this incident).

(b)(6)

1886 3/5/2016

Caller came to Boston Logan from Dulles and the lock was broken broke 2 of the zippers. She stated she received a NOI. She stated she flew from Brazil to Dulles to Boston Logan.

Date Time of Travel 03 05 2016 0830 am

Gate Terminal C17

Airport Dulles

Airline United

Flight # 641

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

Bag Description: Black Samsonite with 4 wheels. Medium sized bag. 26X19X11 It has a bright orange string

Damaged Item Description: 2 zippers are broken off. Suitcase will not lock. The locking part is broken off.

Was an NOI Present? (Checked only): Yes

Was there a timestamp or written notice on the NOI? (Checked only): Nothing written on NOI but has an Orange label glued to suitcase tag that says IAD

1887 3/6/2016

Caller states he flew from IAD to LAS and has a NOI. His luggage zipper was broke and his shoes are missing

Date Time of Travel: 03 05 16 7:58pm

Gate Terminal: D7

Airport: IAD

Airline: United

Flight #: 461

Baggage Tag # : (b)(6)

Bag Description: Black travel luggage with four wheels larger size , Embark brand.

Missing Damaged Item Description: Broken luggage zipper and Missing a pair of shoes

Was an NOI Present? Yes

Was there a timestamp or written notice on the NOI? No

1888 3/7/2016

Caller is wanting to see why, at IAD, her husbands apple phone charger was taken. She knows why they had to remove his toothpaste, because it was larger than 3.4oz but they let him through with another identical charger and took the other.

He had to go to a store inside of the sterile area and pay \$30 for another one.

(b)(6)

IAD -STL

6 March 2016@ 439p

United 511

Terminal

Gate: C17

Carry on bag: Red carry on bag

1889 3/7/2016

To whom it may concern,

Today Sunday 6th of March 2016 I took the flight UA1566 flying from IAD to MEX. After opening my suitcase I find the "Notice of Baggage Inspection" paper inside and whilst I go through my personal belongings I realize that two of my rollers from my hot roller set are missing. They were also very poorly put away damaging some of the clips of the set.

Although I understand and agree that this is a security measure that is meant to benefit us I also believe that it should be executed by trained professionals who are able to, if not put things back just as they found them, at least have the care in not misplacing and damaging private property.

I have taken pictures of the roller set where you can clearly see that two are missing. I am also able to send you the specifics of the set and where you may contact the vendor to replace the two missing pieces. Please let me know if you would like me to send the pictures.

The following link shows the rollers to be replaced:

[http://www.amazon.com/gp/product/B006TD3SOC/ref=pd\\_lpo\\_sbs\\_dp\\_ss\\_1?pf\\_rd\\_p=1944687702&pf\\_rd\\_s=lpo-top-stripe-1&pf\\_rd\\_t=201&pf\\_rd\\_i=B005SPWI3O&pf\\_rd\\_m=ATVPDKIKX0DER&pf\\_rd\\_r=10TJEYEG67FA70PMQV5](http://www.amazon.com/gp/product/B006TD3SOC/ref=pd_lpo_sbs_dp_ss_1?pf_rd_p=1944687702&pf_rd_s=lpo-top-stripe-1&pf_rd_t=201&pf_rd_i=B005SPWI3O&pf_rd_m=ATVPDKIKX0DER&pf_rd_r=10TJEYEG67FA70PMQV5)

My address is:

(b)(6)

Please let me know when you ship my rollers so I may monitor it from my end.

Regards,

(b)(6)

1890 3/8/2016

The caller traveled from IAD to SAV, yesterday . The caller has a NOI and a piece of pottery is gone. The caller wants to know what precheck intells. She went through the precheck screening and had to take her shoes off, jewelry, and belt. She had to go through screening several times and she does not understand why.

Date Time: 3-7-16 departing at 5:47pm

Airport: IAD to CLT to SAV

Airline: American Airlines

Flight #: 4947

Bag tag # (10digit): (b)(6)

Bag Description: Large red suitcase with red and green ribbon and black wheels, handle, and zipper.

Missing Damaged item description: Small pottery garlic dish that was wrapped in news paper and plastic wrap.

NOI present (writing on it): Yes Nothing written.

1891 3/9/2016

Caller has 2 locks broken from his luggage. He would like to file a complaint.

Date Time:03.05.2016 @ 11 AM

Airport: IAD

Airline: United

Flight #: 221

Terminal gate#: Main terminal

Bag tag # (10digit): unknown

Bag Description: Samsonite hard color, Marine blue, 4 wheels

Missing Damaged item description: Locks on the outside of the baggage was broken

NOI present (writing on it): Yes

1892 3/10/2016

Caller traveled to Mexico City on Wednesday and he found a NOI and is missing a watch and the luggage was damaged to when a lock was removed.

Date Time: 03 02 16 at 6:00 am

Gate Terminal: NA

Airport: IAD

Airline:Delta

Flight #: NA

Bag tag # (10digit): NA

Bag Description: Large black with no marking

Missing Damaged item description: Missing a watch

NOI: YES

1893 3/10/2016

Frank, went through IAD TSA 3-10-2016 7:45 AM, he forgot his laptop. When he realized this he went back, but it was not where to be found. He believes it was stolen from TSA.

REASON for the call:

Date Time: 3-10-2016 8:45 AM

Gate Terminal: United

Airport: IAD

Airline: United

Flight #: UA 6165T

Through TSA 7:45 AM

Black cover, apple mac book pro 11 inches was taken from IAD TSA.

1894 3/11/2016

Submitted on Friday, March 11, 2016 - 12:47 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-03-09

Approximate Time: 08:30

Airline & Flight Number: Virgin #69

Checkpoint/Area of Airport: passenger screening Name of TSA employee (if known):  
not known Please provide a description of your inquiry/comment.:

Slow,inefficient,non professional screening agents. I was very stressed and upset about reaching my flight to the midfield terminal for a 10:00am departure. I arrived at the TSA check point at approximately 8:45am for processing. The ID screening agents were professional and were thorough. Then,there were LONG AND SLOW LINES. The agent manning the x-ray scanner, he seemed to take too much time processing each item and asking another agent to double check; compulsively. The agents seemed to be extra vigilant towards a Mideastern passenger ahead of me. Extra questions and searching of his belongings. Then the line back up even further. The passengers behind me were concerned if they will make their flights. After 8-10 minutes, they let him proceed. Then it took 12 minutes to process a family of 2 adults and two toddlers in front of me. I also witnessed a TSA agent separated a mother and her toddler and encouraged the toddler to crawl through the medal detector without the assistance of an agent nor the child's mother. After 2 or 3 failed attempts, the mother walked back through the metal detector picked up the child and walked through. The TSA agent had no common sense. At my processing point, their vigilance was reassuring though their behavior was not professional. At post inspection, the agents were "talking loud" and had an unprofessional attitude toward passengers. An agent was TALKING LOUD OVER ME to another TSA agent about pancakes and breakfast. What? I have a SUGGESTIONS. 1) Create "SEPARATE QUES" for processing international & domestic passengers as well as a "family friendly" check points DURING PEAK TRAVEL HOURS. Hopefully this will expedite processing and traffic flow. Staffing should be more flexible and "go a with the flow" attitude. 2) Teach customer service skill to those new hires that do not know how to behave appropriately in public. I know the TSA administration wants to increase the security fees. I will expect this increase should improve efficient screening and quality "customer service" aspect of security. If not, my congressman will be hearing from me!

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1895 3/11/2016

Dear TSA

Your response requested a specific airport. The airport is Dulles International Airport (IAD).

You should maybe have your people there go thru retraining unless you can pin point the problem agent.

I am not filling a claim.

Below is the original message : Thank you (b)(6)

I returned to America in Washington DC on Flight SA207 from Johannesburg on Wednesday March 9, 2016.

The TSA officials were all respectful and professional when face to face. They are doing better than in times past. Thank you for that.

I collected my bags and than put them back on the carosel. After that TSA agents searched my bags and left a notice of Baggage Inspection. I had some wood carvings wrapped up and carefully placed to avoid damage in transit. Than I had a polished stone carving also very carefully wrapped. When I returned home I found that the clothes were in a mess and the wood carvings were unwrapped and just thrown back in the bag unprotected. The plastic tusks of the elephant were in a separate bag wrapped in a cloth so we would not lose them. The little bag and cloth and plastic tusks were not even in the suitcase.

The polished stone carving of two Giraffes (a wedding present) was out of the styrofoam packaging and not wrapped in the protective cloth. everything was in jumbled mess.

I am very disappointed with the disrespectful unprofessionalism displayed by the offensive agent. There are many good people who would like to have a job that could possibly replace that disrespectful unprofessional agent, whoever he may be.

Thank you for listening.

(b)(6)

1896 3/11/2016

The caller stated that the Precheck lane is closed and its the 3 time it s happened.

Date Time: 3-11-16 6:55PM

Gate\Terminal: C10

Airport: IAD

Airline: American

Flight #: 1055

1897 3/11/2016

REASON for the call:

The caller stated that she traveled from IAD to San Diego to LAX to Sydney to Japan and on to Korea on United Airlines. She received a NOI and her luggage was torn apart and the lining was broken on the inside. She had professionally packaged her items because she travels often and she is surprised that nothing of value inside of the luggage was damaged other than the luggage itself. She is upset because this is the first time her luggage has ever been treated so poorly.

Date Time: 03 03 2016 around 1:30 PM

Gate Terminal: Terminal D, Gate D7

Airport: IAD

Airline: United Airlines

Flight #: 336

Bag tag # (10digit): NA

Bag Description: (b)(6)

Missing Damaged item description: It was a really small black Samsonite rolling suitcase with no identifiable marks.

NOI: Yes

Anything on NOI: No

1898 3/11/2016

REASON for the call:

The caller stated that he traveled from IAD. He received a NOI and he is missing two TV remote controls.

Date Time: 02 27 2016 around 9 PM

Gate Terminal: NA

Airport: IAD

Airline: British Airways

Flight #: BA0292

Bag tag # (10digit): NA

Bag Description: One was a black rolling suitcase and the other was a camouflage print rolling suitcase.

Missing Damaged item description: He is missing two TV remote controls.

NOI: Yes

Anything on NOI: No

1899 3/13/2016

The caller just opened up his suitcase, and his book he placed on the bottom with headsets on top. It was rearranged with the book on top of the headset, and now it is broken.

Date Time: 03 12 2016 11:31 am

Gate Terminal: B76

Airport: IAD

Airline: Delta Airlines

Flight #: 1372

Bag tag # (10 digit): (b)(6)

Bag Description: It is a green rolling bag, he had a manila card with his name on it located at the top of the bag.

Missing Damaged item description: It is a Logitech computer microphone and headset, the ear piece had been completely broken off along with the clips.

NOI: Yes, nothing had been written or stamped on it.

1900 3/13/2016

Submitted on Sunday, March 13, 2016 - 15:03 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2015-03-12

Approximate Time: 16:00

Airline & Flight Number: UA919

Checkpoint/Area of Airport: INTL Baggage transfer - C Concourse Name of TSA

employee (if known): (b)(6) Please provide a description of your inquiry/comment.:

I had wrapped several fragile food items in glass jars in clothing and placed those bundles into a plastic bag to protect my suitcase contents in case of breakage. Items were removed from plastic bag and padding and the jars just put back into the suitcase without rewrapping or placing back in plastic bag. Definitely happened at IAD because when I rechecked the bag, my zip tie was still there.

Bag was also left open 2 inches and compression straps were not reattached.

No damage but screeners have an obligation to repack items in a thoughtful manner so I request training be provided.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1901 3/14/2016

From: (b)(6) [mailto:(b)(6)]  
Sent: Monday, March 14, 2016 5:37 AM  
To: TSA-ContactCenter@dhs.gov  
Subject: Issue with Inspection of Baggage in Washington Dulles Airport

Hi,

My name is (b)(6). Last March 5th, I travelled from Washington Dulles airport to Mexico City. Mi baggage was inspected by USA customs and during the procedure a jacket inside it was damaged.

Attached you can find an image of the jacket damaged and a copy of the paper indicating the revision I found inside my baggage.

The flight number was AM 0623.

I want to have your comments about how to repair the damage made to my cloth.

Regards,

(b)(6)

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Attachment worked by Benge, Rachel M.

Even though the passenger states that there was a customs inspection, there is a photo of a TSA NOI. There is also a photo of a damaged jacket.

1902 3/14/2016

Caller traveled to St. Johns. They live in NC. They have no idea where it happened on the way back. They flew to MCO to PR to St. Thomas then a ferry to St. John s and the same route coming back. On the way back, someone had opened their bags and it reeked of cigarette smoke. Having been an FBI agent, he understands...

At Dulles, the TSOs were rude and obnoxious. They weigh 300 pounds. Doesn t TSA have a weight standard. His wife was abused on a recent trip. She (the STSO) was black and weighed 300 pounds. Not everyone thinks TSA...he doesn t accept being abused going through the airport. Regarding the smoke...they went through Customs. Does TSA employ citizens at the USVI?

Yes.

He doesn t understand what TSA does. Why would they let a can of hairspray through at one place but not another? Caller advised that the agents at Dulles were obnoxious. This 300 pound supervisor told caller s wife to take her shoes off.

When was this?

This occurred on Sept. 22nd last, coming back into the country from Italy. It was a United flight later in the evening. Caller does not have any further.

1903 3/15/2016

From: (b)(6) mailto:(b)(6)  
Sent: Tuesday, March 15, 2016 7:11 AM  
To: tsa-contactcenter@dhs.gov  
Subject: Re: Damaged property during TSA inspection

attached tsa form

On Tue, Mar 15, 2016 at 7:06 PM, (b)(6) <HYPERLINK (b)(6)> wrote:

Hi

I flew on Emirates from Dulles airport on the 8 mar , please see attached baggage tag information

I came back to find my books damaged, as well as the TSA inspection card. I find this unacceptable as these are brand new books which I had ordered from Amazon and delivered days before , as well a gift I had purchased for a friend that had its cardboard package ripped through. please see attached receipt , images of the goods damages and request for compensation.

look forward to hear from you  
wanlin teo

Attachment worked by Allison Baker:

Claim Form:

Name: (b)(6)

Country: Singapore

Date and Time of Incident: 03/10/2016

Time: 3am

- Received baggage on touchdown at international airport
- 4 items purchased brand new found damaged in baggage check in with TSA card stating that inspection done
- Flight 03/08/2016 1015am Dulles to Dubai

1. Royal Bobbles Box ripped right through
2. Brand new box from amazon ripped box

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

1904 3/15/2016

I was on United flights UA 975/UA 2022 GVA->IAD->SFO on Mar/12/2016 with a nominal departure time of 17:40 from IAD. When I opened my checked luggage after arriving at home, I noticed some unfortunate damage of the content due to a very rough repacking different from my original packing due to the TSA inspection which is obvious to infer from notice of baggage inspection left in the baggage. The baggage contained specific brand of cookware that could only be purchased in Europe. The misconfigured packaging caused the handle from one pan dented the rim of another which sharp spike that can cut hands during washing. We reported the problem to United Airlines but they concluded this as the responsibility of TSA. I hope there is some means to compensate for this damage. The specific details related to this luggage:

Passenger: (b)(6)

Flight: UA975 / UA2022 GVA->IAD->SFO, Mar/12/2016

Luggage tag: (b)(6)

Luggage type: Small travel suitcase

Please let me know if further information is needed to resolve the case.

Regards,

(b)(6)

1905 3/16/2016

REASON for the call: Caller states he is missing a camera from his bag and asking what can he do about this. Caller states he found a NOI inside the bag.

Airport: Dulles

Airline: United

Flight #: 1566

Date Time: 03-05-2016 3:00 pm

Bag tag # (10digit): NA

Bag Description: Blue bag with wheels

Missing Damaged item description: Camera

NOI: Yes

Anything on NOI: No

Gate Terminal: NA

Email Address and phone: (b)(6)

1906 3/16/2016

Caller states she returned from a trip to Spain. She had purchased her granddaughter a porcelain horse which she had wrapped in bubble wrap , TSA removed the bubble wrap resulting in damage. She purchased it in Spain. She traveled Barsalona to Frankfort to IAD to CHO with two checked bags.

Date Time of Travel: 03 16 16 5:30pm

Gate Terminal:

Airport: IAD

Airline: United

Flight #: 4901

Baggage Tag # : (b)(6)

Bag Description: Black carry on size bag, white box that had fragile wrote on it.

Missing Damaged Item Description: Damage to porcelain horse

Was an NOI Present? Yes

Was there a timestamp or written notice on the NOI? No

1907 3/16/2016

Caller wanted to know what kind of alcohol was not allowed in checked luggage. Caller s brother had an NOI in his luggage and his liquor was missing. She did not have an NOI and her liquor was also missing. She wants to be reimbursed.

Airport: Dulles

Airline: Virgin

Flight #: VX486

Date and Time:03 11 2016 01:40 pm

Baggage Claim #: possibly (b)(6)

Description of Baggage: Louis Vitton duffle bag brown

Was there a NOI: No

Anything Written on NOI: Nothing

Contact Information (Email): (b)(6)

1908 3/17/2016

Callers uncle flew from IAD, and does not speak English. He supposedly went through the security screening checkpoint at 10:30, and when he did, the TSA agents took his cellphone and counted his money. They refused to give the phone back. The phone was either a iPhone 4 or 4S.

Date Time: 03.16.2016 @ 10:30 PM

Airport: IAD

Airline: British Airways

Flight #: 292

Terminal gate#: Unknown

1909 3/18/2016

The caller s baggage was inspected. She has a NOI. She had sensitive documents in her baggage. She is not missing anything. The caller wants to know what type of background check the TSO go through.

Date Time of Travel: 3 11 2016 at 12:20 PM or 3 17 2016 10:10 AM

Gate Terminal: Terminal 3 or 4 and LAS: Terminal 3 Gate D55

Airport: IAD or LAS

Airline: United Airlines

Flight #: 1684 or 559

Baggage Tag #: (b)(6)

Bag Description: The bag is bright red, and it has leather handles.

Missing Damaged Item Description: The caller is not missing anything.

Was an NOI Present? Yes.

Was there a timestamp or written notice on the NOI? No.

1910 3/18/2016

Submitted on Friday, March 18, 2016 - 16:54 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-03-18

Approximate Time: 16:00

Airline & Flight Number: UA 419

Checkpoint/Area of Airport: TSA Pre-check Name of TSA employee (if known): (b)(6)

(b)(6) Please provide a description of your inquiry/comment.: I have been traveling almost weekly from this airport for the last 15+ years. I am a Trusted Traveler, Global Entry traveler. Today, I was randomly selected for additional screening which has happened before and I understand the need. However, NEVER have I felt more violated and humiliated than I did today and I don't blame the screener, I blame your process. The smug manager I spoke to subsequently didn't help and I was not yelling. Rather, I feel near tears. To be pulled aside and told they will run hands from good to knees, down by buttocks and up my groin is disgusting enough. To then have fingers touching my crotch is an absolute invasion and violation. What was the point of being fully vetted by the Feds to be randomly selected for a gross process. I want TSA to keep the airways safe but feeling my private areas at the airport should never be part of it without cause. I wish I'd had a video - I would have posted.

When I spoke to the manager, she, in effect said too bad, it's procedure and then mockingly told me to have a nice day. We've all seen and read stories about the things that TSA misses and none have ever been in someone's crotch area. Maybe that level of detail needs to be paid to carry on baggage. I need a shower but have to now board a plane.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: [Redacted]

1911 3/19/2016

Dear Sirs

During security check (IAD West Check Point Friday March 18, 2016 9:15 pm) the bin with my wallet, pen, iPhone turned over while on the belt coming out of the machine. I was still in line for the body screening. When I collected my belongings I noticed that my Mont Blanc pen was missing. I notified the TSA staff. They told me to wait for a supervisor. A lady (photo of lady attached) came and asked about the incident. Then said she would check a video tape. She came back saying another passenger had picked up the pen and left and he was gone. I asked her help to track the man and get my pen back. She said she could not help me and I should move on. She gave me a complaint form to fill out. I asked her for her name, she said she was the supervisor (b)(6) (b)(6). I said that her name sign was bearing a different name (can't remember that name any more) and not (b)(6) and I asked her for her real name on the name sign. She then held her hand over her name sign and said this was none of my business her name was (b)(6). She threatened me with police if I did not move on. I am attaching the copy of the form she gave me and a photo of the lady who claims to be supervisor (b)(6) (still covering her name sign with her hand). My wife (b)(6) witnessed the full incident and also took photos of the TSA staff who claims to be (b)(6)

I am deeply troubled by the unprofessional behavior, lack of assistance, and potential breach of security by TSA staff at IAD.

Kindly follow this matter up. I am looking forward to your response. Plz also give me a reference number for this incident. Btw the pen is engraved with my name (black Mont Blanc with engraved (b)(6)).

Sincerely

(b)(6)

1912 3/20/2016

(b)(6) phone number. Caller was flying from Dulles to London then to Mulan last week. He received a NOI that his luggage was inspected but two items went missing. Caller believes that maybe they fell out of his bag. He had one blue blazer.

Date and Time: 3 13 16 at 11:30pm

Airport: Dulles

Airline: British Airways

Flight: 292

Baggage Claim: He doesn't really know but gave 233367

Bag description: Black from Atlantic Makers

NOI: Yes, nothing written or stamped

1913 3/20/2016

Submitted on Sunday, March 20, 2016 - 10:39 Submitted by user: Anonymous  
Submitted values are:

Categories: TSA Pre?®

Please provide a description of your comment. : I am Missing my eyeglasses in a black eyeglass case (I believe) out If Dulles airport

==Travel Information ==

Airport: Other

Date: Sat, 2016-03-12

Approximate Time: 11:30

Airline & Flight Number: united flight number UA4540

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Would you like a response? Yes, I would like a response.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone

1914 3/21/2016

Dear Sir

My husband and I have just returned from traveling in the USA and on our return to South Africa we discovered one suitcase had been physically inspected. We have no objection to this but do strongly object to the fact that instead of cutting the lock you chose to cut the zipper and thereby render the suitcase irreparable!!!! Willful damage of our property was completely unnecessary as the lock we used was easy to cut. Our flight plan was IAD UA221 0900 / JHN SA210 1740 / DUR SA585 2050. We found your notification inside the suitcase and seek reimbursement to replace the suitcase.

Please reply to this email to indicate procedure.

Kind regards

(b)(6)

(b)(6) Republic of South Africa

Sent from my iPad

1915 3/21/2016

Greetings sir/miss,

My name is (b)(6) and I was on the flight EY 130 which departed from Washington Dulles at 21:35 to Abu Dhabi INTL in March 05, 2016. My bag was inspected physically and I had some expensive contents including the perfume in the attached picture. The perfume was more than half-full ( 250 mL ) but when I reached my final destination (Kuwait) and opened my bag, the perfume was almost empty and it was broken at the top which resulted in spilling it all over my clothes.

In this email I'm asking for the procedure in order to ask for refund or compensation for whatever got damaged.

Many thanks

(b)(6)

1916 3/21/2016

Hello,

I yesterday (20 March 2016) travelled from Manchester, UK to Washington Dulles and then onwards to Greenville-Spartanburg Airport (flights US101 and US6161 respectively) and have found that my baggage was subject to an inspection at some point during the trip.

Whilst I appreciate that for security reasons you felt the need to break the locks on my suitcase, I was most annoyed to find that my laptop computer, which had been securely placed in my hold luggage, had not been returned to the suitcase in the manner in which it was found and has subsequently been damaged. The casing surrounding the USB and Ethernet cabling sockets have both been broken and the exterior has been badly scuffed. Pictures are attached showing the damage to my property which has been caused as a result of your security measures.

The note left inside my luggage claims that the TSA is not liable for damage to the locks on my suitcase resulting from this necessary security precaution, however, I believe you are liable for the damage to my laptop computer. I would like to know how you intend to reimburse me for this and what, if any, steps I must take to be recompensed.

Many thanks

(b)(6)

(b)(6)

---

T: (b)(6)

M:

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

W: HYPERLINK "http://www.sia-group.co.uk/"www.sia-group.co.uk

Please consider the environment - only print this email if absolutely necessary

This email has been sent from (b)(6)

(b)(6)

(b)(6). This email transmission is strictly confidential and intended solely for the person or organisation to which it is addressed. It may contain privileged information. If you are not the intended recipient, you must not copy, distribute or take any action in reliance on the contents of this email or its attachments. If you have received this email in error, please notify us immediately and delete it from your computer. When addressed to our clients any opinions or advice contained in this email or its attachments are subject to the terms and conditions expressed in the (b)(6) client engagement letter.

1917 3/21/2016

The caller advised that he was subjected to a very extensive screening yesterday at IAD. He advised the TSO at the checkpoint went through his entire wallet and when he got into his wallet later his drivers license were missing. The caller did not want to file a claim for his missing ID

Date Time:03.20.16 at 4:30 PM

Gate Terminal: Gate D26

Airport: IAD

Airline: United Airlines

Flight #: 511

1918 3/22/2016

The caller stated that he flew from IAD to Israel and he is missing a volt converter. The caller also stated that he had a similar piece of luggage to his traveling companion and he stated that some of his items were placed into his traveling companion s luggage, and that is not how they were originally packed.

Date and Time: 03-20-2016 8:15PM (left at 9:30PM)

Gate and Terminal: Gate B31

Airport: IAD

Airline: JetBlue

Flight #: 8650

Bag Tag #: (b)(6)

Bad Description: Hard shell, silver, rolling suitcase. He also had a large green duffle bag.

Missing Damaged Items Description: Electricity volt converter

NOI: Yes

ID Date Added\_Date Only

Contact Details

1919 3/22/2016

Caller flew out of Washington DC on Friday morning and his golf bag was checked, he had a NOI. Caller is missing a pullover rain coat, its black with block letter red that says

(b)(6)

REASON for the call: Missing Item

Date Time: 03 18 16 @ 9:36 AM

Gate Terminal: B

Airport: Dulles

Airline: JetBlue

Flight #: 56

Bag tag # (10digit): (b)(6)

Bag Description: Gray and Blue New England Patriots Golf Bag

Missing Damaged item description: Black Rain Coat with Red Block letters that said

(b)(6)

NOI: Nothing Wrote on it

1920 3/23/2016

Caller states he traveled from IAD to MIA on American . He had a bad that was inspected , he is missing a TSA approved lock.

Date Time of Travel: 03 22 16 5:40pm

Gate Terminal:

Airport: IAD

Airline: American

Flight #: 2536

Baggage Tag # : (b)(6)

Bag Description: Blue suite case Ricardo brand 28 on wheels

Missing Damaged Item Description: TSA approved lock

Was an NOI Present? Yes

Was there a timestamp or written notice on the NOI? No

1921 3/24/2016

Caller is missing a bottle of cologne. Received a NOI states the bag was wrapped in plastic wrap when he submitted it for screening. He stated the baggage was lost and had to be delivered to his home.

Date Time of Travel 03 23 2016 0617pm

Gate Terminal: D12

Airport: IAD

Airline: United

Flight #: UA 4979

Baggage Tag # (Checked only – 10 digits): Unknown

Bag Description: Black Backpack had plastic wrapping with lock

Missing Item Description: 4.2 oz De Marly Pegasus by Eau De

Was an NOI Present? (Checked only) No

Was there a timestamp or written notice on the NOI? (Checked only):

1922 3/24/2016

He said he flew yesterday from Dulles to Huntsville, Alabama on United and he was treated badly by the Officers at the checkpoint. He said he went through the wtmd and had to have a patdown. He said he had to go to the Dr. due to this incident and he wants to sue for mental abuse, depression and humiliation. He said he just got out of the hospital today due to exhaustion and the humiliating process at the checkpoint. He said the male Officers were in a joking mood and making funny faces at each other and he almost missed his flight. He said he was disgusted by the whole ordeal and the Officers were rude to him. He said he had to have a patdown and felt like he was going to have to go to jail. He said he wants to settle out of court for a lump sum or sue TSA. He said he does not have the names of the Officers at the checkpoint and that he was already in fear about having to fly. He said a short, white male Officer did the patdown and he was rude to him but did offer the private screening area. He said he was singled out at the checkpoint and he was touched inappropriately and the Officers made personal comments about the way he was dressed. He asked if he can speak to the CSM himself.

Mishandling RFI

REASON for the call:Complaint

Date Time: 03-23-16 at 5 pm

Gate\Terminal:gate 22, 23, 24 or 25

Airport:Dulles

Airline:United

Flight #:4611

1923 3/24/2016

Dear.

I was traveling from IAD to LHR on 3/21/2016.

when I arrived I found two of my bags open (unlocked) one of the locks left in the open position that I can not lock anymore.

I have no problems with inspection of bags, on the contrary I appreciate it after all it keeps us and everyone safe.

but leaving bags open/unlocked is not appreciated. bags contents could be easily be stolen. knowing what we know about luggage handling in the airports, leaving bags open increases the risk of losing content of luggage.

All my bags have TSA lock. they should have been handled in a better way.

I understand the tension and work load you have. but would appreciate a more professional approach to this process

thanks.

1924 3/24/2016

REASON for the call: Caller flew from IAD to DEN and both of his bags were examined by TSA and they had TSA approved locks and one was cut off and placed back in the bag. There was an NOI.

Date Time: March 10 2016, 1110 am

Gate Terminal: Gate C29

Airport: IAD

Airline: Southwest

Flight #: 6252

Bag tag # 10 digit: (b)(6)

Bag Description: Samsonite, black, 27 inch with 2 wheels, fabric, blue snap on with his name embroidered on the handle.

Missing Damaged item description: Cut TSA recognized lock.

NOI: Yes, blank.

Special Notes: N A

1925 3/25/2016

Dear TSA,

I traveled from IAD to CPH on January 17, 2016 on SK926.

In my unlocked checked bag, I had two bottles of kosher red kiddush wine, which were carefully packed against breakage by being placed into cotton socks and then into plastic bags. The square Manischewitz bottles are not particularly sturdy.

When I arrived at my destination and opened the bag, I found the TSA Notice of Baggage Inspection inside. The wine bottles had been removed from the socks and bags for inspection and, rather than being repacked, were merely laid on top of other things in the soft-sided suitcase.

Miraculously, they did not break.

While I certainly understand the need for inspection and appreciate that it is done, I respectfully request that the TSA inspectors be less cavalier in repacking bags.

Given that liquids cannot be carried aboard, that tax-free liquids from the USA need to be repacked for continuation flights, and that kosher wines are unavailable in tax-free shops in any case and difficult to come by in Europe, I really had little choice but to carefully pack the bottles, which are permitted in baggage, into my checked items.

Sincerely,

(b)(6)

1926 3/26/2016

Call Reason: Caller has a wife who got in late last night and had checked a bag that has a NOI. He states that her ceramic vase is now broken.

Baggage Checked Date and Time: 3/26 5:00 pm

Flight Date and Time: 3/26 7:20 pm

Gate/Terminal: B76

Airport: IAD to ATL

Airline: Delta airlines

Flight #: DL715

Bag tag # (10 digit): (b)(6)

Bag Description: It is a large black Protégé bag.

Missing/Damaged item description: The ceramic vase is broken.

NOI: Yes - nothing extra on it.

1927 3/27/2016

REASON for the call:

The caller stated that he flew from IAD on the 23rd of March.

He received a NOI and is missing auto parts from his checked luggage.

Date Time: 03 23 2016 around 6:30 PM

Gate Terminal: NA

Airport: IAD

Airline: Qatar Airways

Flight #: 708

Bag tag # (10digit): (b)(6)

Bag Description: It was a plastic bag inside of a general box with a bunch of different rubber pieces inside.

Missing Damaged item description: He is missing various rubber auto pieces.

NOI: Yes, it also had TSA tape around the box that stated it had been inspected.

Anything on NOI: Nothing.

1928 3/27/2016

Submitted on Sunday, March 27, 2016 - 09:35 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-03-17

Approximate Time: 08:00

Name of TSA employee (if known):

Airline & Flight Number: United 580

Checkpoint/Area of Airport: United Counter

Please provide a description of your inquiry/comment.: I placed a \$50 cigar cutter inside of my golf bag and checked it all the way to my final destination (Tampa). Upon arrival in Tampa, I retrieved by baggage to find my cutter missing with a note from TSA stating they had searched my bagged. I don't understand why a cigar cutter in a checked bag was confiscated/stolen. I want to be compensated for the \$50 cutter that was, in effect, STOLEN from my baggage.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1929 3/27/2016

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

---

Remote Client IP: (b)(6)  
Date Time: 3/27/2016 6:10:29 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 6203  
Dulles airport, March 27, 2016

Incident occurred approximately 5:00 p.m. at the West Gate

Comments: My 19 year old son was traveling back to UNC Chapel Hill wearing UNC gear. The pre-clearance agent put his hand on his chest and told him UNC fans move to the back. My son thought he was kidding and stepped forward again. The agent did not remove his hand. My son had to push his hand off and tell him no to touch him. The pre clearance agent also asked him to repeat his name and address multiple times. Another agent had to tell him to leave him alone and let him through. This behavior is inappropriate. As a parent, I shouldn't have to worry about my son being harassed and physically touched because of the school he attends.

1930 3/27/2016

Submitted on Sunday, March 27, 2016 - 17:59 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-03-27

Approximate Time: 15:00

Name of TSA employee (if known):

Airline & Flight Number: United Airlines 127

Checkpoint/Area of Airport: The 3 lane station before going into xray

Please provide a description of your inquiry/comment.: My minor child was flying home unaccompanied from Ireland. United made the mistake of having us wait in the wrong place to get him so I had to get a pass to be rushed through to meet him on the domestic side. When I came to the security Cheka point where they check IDs where the poisons are, I was told by the first person to go to the front of the lien. (Dublin flights are orexleared and go to domestic terminals.) my son was waiting with his escort at the gate. I had a security pass from United to pick him up. I asked the guard if I could be expedited because my minor child was waiting at the gate (the first checkpoint the TSA agent told me to go to the front.) the guard standing behind those checking iDs at the podium approached me and started very aggressively telling me I couldn't cut in front of all these people. I said I'm not trying to cut the first TSA person told me to go to the front. He said it didn't matter what the other person said. I tried to explain that the reason I was being expedited is because my minor child is waiting at the gate with a sky service person who he doesn't know due to a mix-up on United's part. (The sky service person kept calling me and telling me I was wasting her time, my son was scared, and she took \$20 from his little kid Velcro wallet as a "tip"!) The security agent that did this was a middle age white male about 5'10-6'0.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1931 3/28/2016

From: (b)(6)  
Sent: Monday, March 28, 2016 5:35 AM  
To: TSA-ContactCenter@dhs.gov  
Subject: Complaint and request for reimbursement

Dear Transportation Security Administration Officer

My name is (b)(6) I travelled on March 26,2016 from Dulles Airport on carrier United Airlines flight nr UA989 heading to Cairo via Frankfurt. I had with me 2 pieces of luggage one of them tagged (b)(6)

I have duly noted the note left with my personal belongings and I completely understand the security measures and precautions taken for everyone's security.

However, in the process of the search conducted one of my personal possessions (a facial mask) was neither sealed nor closed properly, which lead to half of the content to be spilled within the box and my bag, soiling some of my clothes.

This item costs \$ 1,999.00, and due to the handling of this item by your personnel I lost the use of half of this item if not all of it, as this product is not supposed to be touched by hands to maintain its properties and effectiveness.

I kindly request that I be reimbursed for this loss, that is not insignificant, as this was a treat I was treating myself with. A treat that has unfortunately ended up being a complete loss for me, due to the handling from your side.

I would also like to mention that the TSA lock, which matches the requested specifications was not returned as well.

Below are pictures of the product, the tag of the piece of luggage containing the product, the damage and the price of the item as stated on the official page of the product.

Webpage of Tresor Rare: <https://tresor-rare.com/tresor-products/category?page=2>

Attachment worked by Bengé, Rachel M.

Attached were photos of the product the passenger mentioned. Attached were photos of the product leakage. Also was her baggage tag. The baggage tag indicated a flight to Cairo. The flight number was LH582 and the destination was FRA. The tag number was (b)(6)

image1.pngimage2.jpegimage3.jpegimage4.jpegimage5.jpegimage6.jpegimage7.jpegimage8.jpegimage9.jpeg

I thank you in advance and await your response at your earliest convenience.

Best regards

(b)(6)

Arab Republic of Egypt

Sent from my iPhone

Sent from my iPhone

1932 3/28/2016

Dear TSA,

On 24 March I travelled from Washington Dulles to Montevideo (via Panama City, flight numbers: CM7126 and CM7121). Upon arrival in Montevideo my bag came off the luggage carousel with the top open. When I checked the contents of my bag there was an item missing (orange stuff sack with electronics and keys).

I found a notice of baggage inspection in the bottom of my bag so assume that either the item was removed from my bag, or it was not closed properly by the TSA.

I would appreciate any help you could give on returning my missing luggage.

Best regards,

(b)(6)

1933 3/28/2016

Caller just traveled through Dulles to Greenville and is missing the Fuel pump and slide valve for a top fuel funny car. He advised that there is nothing in the bag stating that anything was removed. Caller advised that he flew from London and connected in Dulles today, He advised that he did not open the bag at Dulles but the bag was about 20 pounds heavier when he re checked it.

Date Time: 3-28 12:30PM

Airport: Dulles

Airline: United Airlines

Flight: UA6157

Bag Tag: (b)(6)

Bag Description: Large Black And Purple Oakley Bag

Missing Damaged: Fuel Pump And Slide Valve For A Top Fuel Funny Car.

NOI: Yes.

1934 3/29/2016

Call Reason: - Callers TSA lock is broken and it was built in to her suitcase. They broke the latch on the suitcase and she cannot use the compartment on the bag anymore. She wanted to know why they broke the lock? What type of lock can she use?

Date Time of Incident: 03 26 2016 10:10 am

Gate Terminal:

Airport: Norway to Dulles to Orlando

Airline: United

Flight #: 419

Bag tag #: Not Provided

Bag description: Gray medium suitcase

NOI: Yes

1935 3/29/2016

Reason for the call - Caller had a gate pass to go through with his wife and two children. He and his wife were each carrying a child. Their stroller set off an alarm. The TSO told him that one of them had to have a patdown. He was given a patdown. He told the TSO that he had been through a patdown before and to skip the rules. He said that it took the TSO two minutes to put on his gloves and tell him what he was going to do. He did not think that he should have gone through the process with him. He told the TSO that their flight was going to leave in 25 minutes. He said that the TSO was not very friendly, however, he would not say he was rude. He said that he was black and white like a manual. He did not get the name of the TSO. He thinks he was treated like a number. TSA patted him down based on one item. All of his items were not screened again. The patdown took 7 or 8 minutes and it should have taken 3 minutes. He thinks that a supervisor should have intervened with his screening, however, he did not ask for a supervisor. He said that his children were crying and that should have been taken into account. He stated that it was just a bad experience.

Airport - IAD  
Airline - Southwest Airlines  
Flight Numbers - 3383  
Departure Times - 7:25 am  
Arrival Times - They went through the checkpoint at approximately 7 am.  
Date And Time of Incident - 3 29 2016  
Location Of Incident  
Gate - B50  
Phone Number - (b)(6)  
Email - (b)(6)  
Special Notes - They were flying from IAD to LAS.

1936 3/29/2016

Dear Sir or Madam,

I just arrived home from my trip to Washington ( flight LH419 IAD to FRA 29.03.2016) and when I opened my bag I recognized that my bag has been inspected by TSA, which of course is not a problem at all.  
But unfortunately I could not find my TSA lock inside of the suitcase. I had just bought it a few months ago and I think this is the second or third time that the lock is not there any more.  
They are quite expensive and therefore I waned to ask if for this loss a compensation is possible?  
Thank you and best regards,

(b)(6)

1937 3/29/2016

Submitted on Tuesday, March 29, 2016 - 12:49 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-03-23

Approximate Time: 04:30

Name of TSA employee (if known): Friendly looking woman with bright blonde hair

Airline & Flight Number:

Checkpoint/Area of Airport: TSA pre-check, but I'm not sure which particular security checkpoint

Please provide a description of your inquiry/comment.:

I was going through pre-check and my belt set off the metal detector. I made a joke about "I paid 85 dollars to not have to take my belt off!" which is true, of course, but not really a big deal. Well, to the woman working the metal detector it apparently was quite a big deal. She was extraordinarily condescending and rude as she explained to me what a metal detector is, etc. I was just making a joke, and pointing out in good humor, with a pleasant tone that you probably shouldn't advertise being able to leave your belt on, if you can't really leave your belt on. Anyway, I walked a way, and as I was gathering my things at the end of security, one of the other agents, an African American gentleman came by. I told him "Tell that young lady she needs to relax, all I did was make a joke...and I was right! She got so pissed for no reason!" He laughed but did not make eye contact with me or acknowledge that I was speaking to him. I saw him go back over to the woman, say something to her and they both looked at me and laughed...as if I was the one acting ridiculous. The woman saw me looking, kind of glared at me, rolled her eyes, and went back to her work.

Again, I was in good spirits, I was friendly, and I was right. I shouldn't be condescended to or laughed at like that, even if the person does have a badge.

I don't want anyone to lose their jobs or anything, but maybe a talk with the grumpy blonde woman about how to treat passengers would be in order.

==Passenger Information==

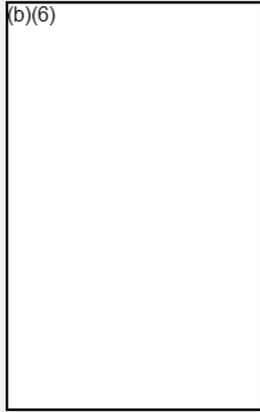
First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

1938 4/1/2016



Transportation Security Administration

USA

1st April 2016

Dear Sirs,

I spent Christmas 2015 in the USA. It was a trip I had saved up for, for quite some time. I bought a brand new suitcase especially for the occasion. I purchased the suitcase from Hatfield Outlet Retail Park as I would not have been able to afford the full price of one in a normal shop.

On my return from the USA, I picked my suitcase from the carousel, only to find that the zips that form part of the lock had been cut right through. The suitcase was specially designed so that the locking mechanism could be unlocked by a member of the security team without knowing the code. In spite of this, the TSA saw fit to cut the zips/lock, damaging my new case.

You placed a "Notice of Baggage Inspection" document in my luggage, which states that, "The TSA is not liable for damage to the locks resulting from this necessary security precaution." So who is? My travel insurance had an excess of £60 for any claims, which is the value of the suitcase.

I would like to know how I can be compensated for this. All I want is the same suitcase, as new.

Thank you

(b)(6)

The flight details of my return journey are:

British Airways- Flight Number: BA 216  
Seat: 29C

Date: 28th December 2015, Time: 18:15

From: Washington IAD To: London LHR

1939 4/2/2016

Submitted on Friday, April 1, 2016 - 22:12 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-04-01

Approximate Time: 12:30

Name of TSA employee (if known):

Airline & Flight Number: JetBlue 456

Checkpoint/Area of Airport: Left hand side of checkpoint for Gate B

Please provide a description of your inquiry/comment.:

I opted out today due to pregnancy and two weeks ago when I was flying into Dulles I was asked how far along I was? None of his business and completely inappropriate. Today's experience was even worse, I gave ample time to the first TSA agent older AA male, very polite and thanked me for the head's up when I was in line that I needed to opt out. I went to the side and another young AA male told me to sit there and he'd get a female for me, there was no one on staff. Meanwhile there was a female right in front of me working in tandem with another male and they were definitely not under staffed, but there were apparently no females. After waiting 10 minutes while my stuff sat on the conveyer belt I asked why the female right in front of me could not be swapped with another male to do my opt out, he replied, "this was your choice ma'am, your choice and you need to wait" I replied "I don't have a choice, I'm pregnant" he then replied "that was your choice too ma'am" I then was livid at his ridiculously ignorant comment was beside myself. This type of treatment for someone to take their civil liberty to opt out is absolutely ridiculous and should not be tolerated. I am embarrassed that a government organization pays workers to treat people with such disrespect and complete lack of urgency as well when their line of work is an airport and we are all trying to get someone quickly, efficiently and as much self respect left intact that the TSA hasn't bullied or stripped away. I hope some sensitivity training will be done to prevent anyone from ever having to feel like I felt today.

==Passenger Information==

First Name (b)(6)

Last Name (b)(6)

Email (b)(6)

Phone:

1940 4/3/2016

Dear Madame, dear Sir

The following complaints of damage of the luggage was happy during the trip with details as:

Flight number:UA 52

Date: 2nd April 2016

Departure: Washington Dullers 17:45

Arrival: Zurich international airport8:05, 3rd April

Passagers:(b)(6)

Total checked in luggages: 3 pieces

Damaged luggages: 2 pieces

We checked-in 3 luggages,but two of them are damaged. On luggage under (b)(6) (b)(6) the lock and zipper are totally broken, we received it as 2/3 opened. Some of clothes and books are missing. One luggage under name (b)(6) the lock is Brocken and zipper is twisted and damaged and can't be closed properly anymore, but nothing is missing.

We tried to claim to the airline, but they find the TSA notice of inspection, and refuse to take any responsibility and give us any written paper for our private insurance claim. Instead, the airline asked me to contact with you directly.

Do you need more information for further procedure? Please just let me know.

Best regards

(b)(6)

Sent from my iPhone

Begin forwarded message:

From: Frida <HYPERLINK "mailto:(b)(6)">

Date: 3 avril 2016 17:12:14 UTC+2

To: HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

Subject: Damaged luggage

Dear Madame, dear Sir

This is (b)(6). We just came back from Washington to Zurich by UA52, 2nd April, departure time at 17:45.

We checked-in 3 luggages, but two of them are damaged. On luggage under (b)(6) (b)(6) the lock and zipper are totally broken, we received it as 2/3 opened. Some of clothes and books are missing. One luggage under name (b)(6) the lock is broken and zipper is twisted and damaged and can't be closed properly anymore, but nothing is missing.

We tried to claim to the airline, but they fight the TSA notice of inspection, and refuse to take any responsibility and give us any written paper for our private insurance claim. Instead, the airline asked me to contact with you directly.

Please find the following pics. Please suggest what we should do next?

Look forward to your reply.

Best regards

(b)(6)

Sent from my iPhone

1941 4/4/2016

Submitted on Monday, April 4, 2016 - 14:20 Submitted by user: Anonymous Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-04-01

Approximate Time: 20:00

Name of TSA employee (if known):

Airline & Flight Number: United 861

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: When I received my luggage in Sao Paulo, it had been opened by TSA, and my lock (TSA approved) was thrown inside by bag, opened at TSA side and unable to close, since I don't have the TSA key. How can I recover this lock, or receive a new one from TSA?

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1942 4/7/2016

Caller is at Dulles and her carry on bag was damaged by TSA. The wheel was broken and they told her to call the TCC to file a claim.

ADD: How long does the claim take.

Date Time of Incident: 04.07.16 Checked in Bag around 8:00 a.m. to 8:32 a.m.

Flight Time: 10:13 a.m.

Gate Terminal: Gate A 16

Airport: IAD

Airline: Emirates

Flight #: EK232

Bag description: Carry on Size, Red with black wheels, canvas material with wheels.

Email: (b)(6)

1943 4/7/2016

Caller stated that she had a NOI in her checked luggage and now her laptop is broken.

Date and Time: 4.7.2016 8:15AM

Gate or Terminal Number: N.A

Airport: IAD

Airline: United

Flight Number: 6069

Baggage Claim Number: (b)(6)

Bag Description: Purple Brokestone rolling bag

Description of Missing or Damaged Item: Sony Vaio laptop cd dvd broken off

NOI: Standard with no stampings

1944 4/7/2016

Submitted on Thursday, April 7, 2016 - 17:19 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-04-07

Approximate Time: 04:00

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

Airline & Flight Number: AA 1544

Checkpoint/Area of Airport: TSA Pre-check

Please provide a description of your inquiry/comment.: I have a US Government security clearance and a TSA pre-check clearance. I was "randomly" selected for further screening where my back was felt where my bra hooks together. Then I was given a non-medical breast exam because I wear an unwire bra. Nothing was found!!!! There has to be an alternative to these non-medical breast exams!!!! Especially for people who have been screened for TSA Pre-check. Is the clearance procedure for TSA pre-check not comprehensive enough to avoid the non-medical breast exams? If not, then they need to be made comprehensive enough! This feeling up my breast even with the back of the hand is unacceptable!!!!

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: Robin\_(b)(6)

Phone: (b)(6)

1945 4/8/2016

Submitted on Friday, April 8, 2016 - 07:23 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-04-08

Approximate Time:

Name of TSA employee (if known):

Airline & Flight Number: AA 5374

Checkpoint/Area of Airport: TSA Pre Screening

Please provide a description of your inquiry/comment.: Heavy back-up at TSA Pre Screening which wasn't helped by a TSA employee who insisted that all men take off their belts and remove everything from their pockets!

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1946 4/10/2016

The caller traveled from DC to Amsterdam, and she had a NOI in her bag. She is now missing items out of her baggage.

Date Time: 04 09 2016 05:15 pm

Gate Terminal: The caller does not know this information.

Airport: IAD

Airline: KLM Airlines

Flight #: KL0652

Bag tag # (10 digit): (b)(6)

Bag Description: It is blue in color, and it is small, on top it has the brand Protégé.

Missing Damaged item description: It is home made food, and a silver plate and bowl.

NOI: Yes, nothing on the notice.

1947 4/11/2016

To Whom It May Concern:

I recently traveled from Washington Dulles (IAD) to Frankfurt, Germany (FRA). Firstly, my suitcase arrived late to my final destination, but more importantly, when I did finally receive my luggage, the blue belt that I strap around it in order to make it easier to find as mine on the conveyor belt was missing. When I opened my suitcase, a "notice of baggage inspection" slip of paper was inside my suitcase stating that TSA had physically inspected my bag. I understand that this is a necessary precaution that TSA must take; however, as an American citizen, I am just curious as to why it is also acceptable for TSA employees doing these inspections to not place everything that was inside and/or outside the suitcase back as they found it. The belt around the suitcase was very easily fastened and unfastened so it's not as though it would have been terribly difficult to simply put the belt back where it was located. Again, I understand the precautions that TSA must take, but is there any recourse for instances such as this when TSA employees take advantage of their positions or are simply too lazy to properly do their jobs? Please advise on what actions I, or TSA, can take to prevent further stolen property claims in the future.

Thank you,

(b)(6)

1948 4/11/2016

Submitted on Monday, April 11, 2016 - 14:01 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-04-04

Approximate Time: 07:30

Name of TSA employee (if known):

Airline & Flight Number: United 2002

Checkpoint/Area of Airport: Checked Baggage

Please provide a description of your inquiry/comment.:

I checked my duffle bag at United. The bag was locked with a TSA-approved lock. When I arrived in Tampa, the lock had been removed, and was missing.

This happens to me 5-6 times per year.

TSA should not throw away locks. They are expensive. At least throw the lock in the bag. But to just throw them away is wrong. I want a new lock.

==Passenger Information==

First Name: (b)(6)

Last Name: [Redacted]

Email: (b)(6)

Phone [Redacted]

1949 4/12/2016

Caller had a mousepad missing from her carry-on luggage.

Original flight information, it was delayed and she had a later flight and she doesn't have that information.

Date Time:	4.6.16 2020
Airport:	IAD
Airline:	AA
Flight #:	2723
Bag Description:	Small gray carry on luggage
Item description:	Mouse pad with her photo on it

1950 4/13/2016

She said she flew from Iran on April 8 on flight # 601 to Frankfurt on Lufthansa. She said she flew from Frankfurt to Dulles on April 8 to Pittsburgh, PA. and she got the noi. She said we left the jam bottle open and the contents from it got on her other items in the suitcase and the plastic bottle has been damaged and the sauce inside of it got all over the items inside the suitcase. She asked why did we do this and cause her this mess when she had these items in a plastic bag. She requested that we email the claim form to her.

Mishandling RFI

REASON for the call:Damaged Items

Date Time: 4-8-16 at 5:30 pm

Gate\Terminal:unknown

Airport:Dulles

Airline:United

Flight #:988

Bag tag # :unknown

Bag Description:black suitcase with her name tag on it

Missing\Damaged item description: the jam bottle was left open and the contents from it got on her items in the suitcase and the plastic bottle got damaged and the sauce inside of it got all over the items inside the suitcase

NOI:Yes

1951 4/14/2016

Submitted on Thursday, April 14, 2016 - 20:07 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-04-14

Approximate Time: 16:00

Name of TSA employee (if known): n/a

Airline & Flight Number: United 822

Checkpoint/Area of Airport: D gates (East area)

Please provide a description of your inquiry/comment.:

Expectations on electronic board said the wait was 16 minutes in this area. This set wrong expectations in the beginning. However, 3 lines to the ID check were moving very unevenly. The slowest line took approximately 35 minutes to get to the ID check after which there was another wait area. Overall the wait exceeded 45 minutes. This is beyond what airlines advise for IAD, for example my United check-in information advised to check-in baggage 45 minutes before take-off time, however, there is also time needed to take a shuttle in this airport.

Possibly TSA agents should have some authority to help passengers in slower lines with flights taking off / finishing boarding within certain amount. Better queue control is also required as lines take very uneven time.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1952 4/15/2016

I traveled through Dulles Airport on 4/13/16 - around 3:45pm, I arrived from an overseas flight and went through security to board a domestic flight. I fully support the TSA and their efforts to keep us safe while flying. Travelers need to pay attention and abide by all the rules and regulations. However, I was disappointed that TSA employees were downright rude to passengers and spoke to them in a condescending and rude manner. You can certainly support the system and enforce the regulations without acting this way. I was embarrassed that folks from other countries had to experience this in the USA. I had just traveled internationally and experienced polite and efficient security at other airports.

I have never before submitted comments regarding something like this but felt very strongly about doing so at this time. Thank you for your consideration.

--

(b)(6)

HYPERLINK "mailto:(b)(6)"

(b)(6)

1953 4/15/2016

Submitted on Friday, April 15, 2016 - 08:55 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-04-14

Approximate Time: 14:00

Name of TSA employee (if known):

Airline & Flight Number: United 560

Checkpoint/Area of Airport: Main Terminal

Please provide a description of your inquiry/comment.: TSA was only has ONE screening machine open. Many machines not attended and operating. Almost missed my flight.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

1954 4/15/2016

Caller just got back from oversea, he had a decorative knife he had in his checked luggage. Caller said he flew from Dublin to Dulles then to Phoenix, caller said his luggage was only screened in Dublin and he did not have to be screened once he entered the US at Dulles. Caller said that all the screening happens in Dublin and he did not have to go through any screening on his connecting flight. Caller said that he did not have a NOI.

REASON for the call: Missing Item

Date Time: 04 14 16 @ 6:10 PM

Gate Terminal: D 1

Airport: Dulles

Airline: United

Flight #: 558

Bag tag # (10digit:)(b)(6)

Bag Description: Duffel bags one was green and one was orange

Missing Damaged item description: Missing a decorative knife

NOI: Did not have one.

1955 4/15/2016

Gentlemen or Ladies,

On a recent round trip from Dulles International Airport to Atlanta international Airport, I checked my golf bag for transport. I don't mind the TSA inspectors checking the golf bag, which seems to be standard. However, I do object to the fact that they do not secure the golf clubs in the golf transport bag the way they found it. Golf transport bags are designed with internal straps and wrap around cushion pads for the clubs to protect them in transport. When the TSA inspectors inspect the bag, they always undo the internal straps and remove the fusion covers from around the club heads.

Most airlines, and in this case Delta airlines, requires that I sign off on the fact that the airline does not assume any liability for golf clubs damaged during the flight. Those internal transport straps and cushions around the club heads help protect the clubs in transport, mitigating the risk of club damage. When the TSA inspectors fail to secure the golf clubs as they found them at the start of their inspection, they increase the risk of club damage, which the airline will not cover. Is the TSA prepared to cover the cost of damage? I doubt it.

I strongly encourage you to add to your inspector training the fact that golf clubs should be secured back in the shipment bags the way they find them at the start of their inspection. On this round trip, the situation occurred on both legs of my trip.

V/R

(b)(6)

1956 4/15/2016

Mr. (b)(6) flew from Dulles Washington to Hartsfield. However, his golf club bag was inspected by TSA and realized some of the clubs were scratched up.

Date and time of travel: April 15th at 7:00 AM

Gate or Terminal: Gate D

Airport: IAD

Airline: United

Flight #: xxxx

Baggage Tag # ( checked only): NA

Bag description: Heavy cloth black bag, 2 wheels, handle extends, one pouch for his golf shoes.

Missing Damaged Item Description: Some of the clubs were scratched.

Was an Notice of Inspection (NOI) Present? Yes

Was there a timestamp or written notice on Notice of Inspection (NOI)? No

1957 4/15/2016

Dear TSA

I had checked in my luggage on April 14, 2016 at Dulles International Airport in Washington DC and flew on Virgin Atlantic VS22 airline (18:55 departure on April 14, 2016) to London Heathrow.

When I returned home, I noticed that the TSA had broken into my check-in luggage (which is fine, you did not damage my locks) and left a "Notice of Baggage Inspection". The notice said that "At the completion of the inspection, the contents were returned to your bag."

However, I noticed that one half of a pair of black stiletto shoes, which I had packed into that bag, was missing. I checked with my colleague to make sure I did not leave that one shoe in my office by mistake (where I had packed them). My colleague confirmed they checked the office and lost-and-found and the shoe was not there. When I opened my luggage, I noticed that the plastic bag the shoes were packed in had one shoe half out of the bag. Therefore, I believe the TSA had inspected the shoes and for whatever reason, did not return one shoe.

Please could I find out whether the TSA still has my shoe and whether I have any redress?

Kind regards

(b)(6)

1958 4/17/2016

The callers checked baggage had a NOI inside and all of her belongings were disarrayed and a bottle of conditioner was opened and all over her belongings. She would like to know what she can do.

Flight Details:

Date Time of Travel: 4-17-2016 @ 10:10pm

Gate Terminal: B26

Airport: IAD

Airline: United

Flight #: 6171

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

Bag Description: Mainly grey floral suitcase with wheels.

Was an NOI Present? (Checked only): Yes

Was there a timestamp or written notice on the NOI? (Checked only): No

1959 4/17/2016

Issue:

Caller flew from IAD to Dallas. He had 3 bags. One bag was full of chocolate. American brought his bags to him. At his arrival, each bag of chocolate was unwrapped and broken into pieces, then thrown back into bag. He is confused and disheartened.

Date and Time: April 16th at 11:40AM

Gate Terminal: Gate 73

Airport: IAD

Airline: American Airlines

Flight #: 152

Bag tag # (10digit): (b)(6)

Bag Description: Made of fiber, some type of plastic material. It s a pink checked bag.

Missing Damaged item description: The checked bag was full of chocolates and they are all ruined.

NOI: Yes, no notes or stamps

Email: (b)(6)

1960 4/17/2016

Submitted on Sunday, April 17, 2016 - 14:44 Submitted by user: Anonymous Submitted values are:

Categories: Other

Other: Theft of items from checked baggage Please provide a description of the security issue.:

On April 1, 2016, I had a brand new Garmin GPS 2559LMT stolen from my checked bag. I believe that this happened at Boston's Logan Airport as we had over 9 hours between planes and there was not sufficient time for a baggage person to gain access. If TSA had opened the bag and removed the items, there was not inspection card left in the suitcase. I believe this a a serious security threat, if someone can steal something out of a bag, they can easily place a harmful item into a bag. This was an international flight with much of it over water. I remember PanAm 103 where I lost some people that I knew. I also knew or worked with several individuals on UAL and AA on the 9/11 attacks. We were connecting from UA641 (IAD to BOS) to AE 134 (BOS-SNN).

CC: Rep Robert Hurt, US House of Representatives

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1961 4/17/2016

Submitted on Sunday, April 17, 2016 - 18:40 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-04-17

Approximate Time:

Name of TSA employee (if known):

Airline & Flight Number: ET500

Checkpoint/Area of Airport: IAD

Please provide a description of your inquiry/comment.: TSA employee opened my bag and inspected he contexts, which is completely acceptable for security reasons. What I'm angry about is the fact that the employee failed to secure the contents of the bag causing everything to spill in the bag and ruin everything. After inspecting it, I would expect the employee to securly close the content before putting it in the bag. This is completely unacceptable and very unprofessional.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1962 4/17/2016

Submitted on Sunday, April 17, 2016 - 18:13 Submitted by user: Anonymous Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Race/Ethnicity

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-03-23

Approximate Time: 04:30

Please provide a description of the issue.:

I would like to file a settlement claim regarding the harassment and the abused of the TSA personnel and the UA employee at the Washington Dulles IAD airport. I was treated so unprofessional and i was got hospitalized!!!! They play a joke on me.... It was not my expectation. Its so ridiculous and its degraded my reputation as a traveler. i can provide a doctors note if needed for my expenses in the hospital. I urge an immediate action and compensation!!!! Please give more attention to this concern... It ruins the reputation of the Company itself. Please keep in touch with me regarding this situation. I am expecting a call regarding this matter. Can you contact me in my email address and /or phone number provided. Hoping for your kind consideration. Hello my experience flying from Washington Dulles to Huntsville Alabama was the worst experience I ever had in my life. I was in an excellent mood and filled with joy and ready to board my plane. I come from a very poor family and live in a ghetto lower class impoverished area in Baltimore, MD. I only get to travel for vacation every few months. Money is very limited in my family and I look forward to this trip to Huntsville Alabama each year. I usually fly out of bwi airport but I couldn't afford to purchase the ticket and my family is very poor, so I saw that if I flew out of Washington Dulles, IAD I could save money, so that's what I did. Everything was going great and I was happy to be flying to my former college alumni reunion weekend. When I got to the security scanner, which the aisle I went down was far right but not the last aisle, which I believe was aisle 25 26 27 Or 28, but was the final aisle. I cant fully recall do to excessive brain trauma from the full ordeal, but when I return I will see it and remember. The airport security tsa officials played a rude and obnoxious joke and me for there own entertainment and amusement. All of my items and everything were removed and placed off my body and I walked through the body scanner with my pants with no pants and shirt and socks on with no belt or any items in any of my pockets. The tsa employer began to ridicule and harass and tease me for wearing extra bog pants and forced me to go through an embarrassing and trauma inducing false groin anomaly search. The tsa officer and his colleagues made funny faces at each other as if the found teasing and bothering me amusing. I looked disgusted and appalled at them for telling I had to let the homosexual employer touch my private areas. I fly frequently and know all of airport security procedures and this has never

happened to me until I flew out of Washington Dulles Airport. The employer proceeded to question my choice of wearing oversized pants and got into my face as though he wanted to fight me or had some personal issues of his own and proceeded to falsely try to force me into the false groin anomaly pat down or go into a private room with him as if he was a homosexual interested in me. They ridiculed me and told me I weighed about "a buck fifty" in their own words and why did I have oversized pants on. I told them I felt uncomfortable and offended as a straight man allowing another man to touch my genital whether with the back of his hands or the front of his hands. They continued to get in my face and hold up the line and forced me to agree to either the homosexual penis and buttocks pat down or go into a private room with the homosexual tsa employee. They wasted my time and I didn't think they were serious and told them I had nothing on my groin are and they said they knew and looks at each other as if this was something they do all the time to people that they dont like how they look or are dressed or just wanted to be gay towards me. The gentlemen touch my private penal area and few times as well as my back side and I am a straight man and didn't like the feeling of another male forcing me to allow him to touch me in my private areas for his own sick purposes or just to take out anger or show off and embarrass me in front of everyone. The ordeal was left me sick in my stomach and completely miserable and has ruined my good spirit and my trip. I had to go to the hospital for sickness dementia and exhaustion. I have copies of the medical bill. I feel like the tsa forced me to participate in a homosexual act and Im not homosexual. They gave me no option to opt out and were very intimidating a racially rude to me. I wish to be compensated and the employer jailed and or firing for gay harassment or rudeness and I wish to sue and never fly this airline again, and have my doctor bills paid for. I come from a very impoverished family and can only afford to fly once a year, and my trip this year was completely ruined and my amendment rights violated due to your tsa employee. I deserve and would like to receive a settlement of 250,000 to help me with my various fees , bills and damages. Thanks

Police officers that helped with police case

(b)(6);(b)(7)(C)

(b)(6)

Flight Number: 4611

List any witnesses: other tsa workers

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)  
Last Name: (b)(6)  
Address: (b)(6)  
City: (b)(6)  
State: (b)(6)  
Zip Code: (b)(6)  
Phone: (b)(6)  
Email: (b)(6)

Preferred Language to Respond: English  
Preferred Time to be contacted: 1:00 pm - 3:00 pm  
Consent: Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

1963 4/18/2016

The caller travels twice a week and she uses cable locks and 80 percent of the locks are missing. The caller states that the equipment is cinamphotography equipment and the locks are getting expensive and the caller wants to know why TSA is not locking their luggage. The caller travels to South America. They traveled from IAD to STL and they had 6 locks missing from their luggage. The caller states this always happens at IAD. The caller wants to know if the officers have keys and why TSA is taking off their locks. The caller is spending about 100.00 a week buying locks and is becoming a real issue.

Date Time: 4-14-16 departing at 8:30am  
Airport: IAD  
Airline: Delta  
Flight #: Does not have  
Bag tag # (10digit): Does not have  
Bag Description: Very large pelican cases  
Missing Damaged item description: TSA locks are being cut off.  
NOI present (writing on it): Yes Nothing written.

1964 4/18/2016

The caller had tools and honey in his checked baggage and has a NOI in his luggage. His suitcase is damage and the items in his suitcase was not placed back the way they was found.

Date Time: 04 18 16 @ 06:48am

Gate Terminal: D11

Airport: IAD

Airline: United

Flight #: 1881

Bag tag # (10digit: (b)(6))

Bag Description: Brown and Black Bag

Missing Damaged item description: Suitcase is damaged. Tools was all over suitcase and honey was not placed back into a secure place.

NOI: Yes

1965 4/18/2016

Dear Sir,

I flew Dulles(Washington DC)-Incheon(Seoul) on April 5 aboard a Korean Air. I checked one baggage with a Travel Easy safety belt around. At Incheon Airport it took me quite a long time to locate my baggage as the safety belt was missing. Later I found a TSA notice in the baggage and the safety belt was in the outside pocket.

Safety belt is one of the important indicators in recovering baggage at crowded airport situation. My suggestion is that the belt should be re-buckled to the original place after inspection or tied outside to be seen clearly. Yours, (b)(6)

[https://mail3.nate.com/app/msg/confirm/?usn=2431558&email=whitepeak@empas.com&key=e7f07308a286e9d05d6ac133a75c693e\\$35776097@mail3.nate.com](https://mail3.nate.com/app/msg/confirm/?usn=2431558&email=whitepeak@empas.com&key=e7f07308a286e9d05d6ac133a75c693e$35776097@mail3.nate.com)

1966 4/18/2016

Submitted on Monday, April 18, 2016 - 04:45 Submitted by user: Anonymous  
Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Profiling

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-01-17

Approximate Time: 09:00

Please provide a description of the issue.:

Every year I travel to Ethiopia, during my vacation, and my luggage is always searched for no reason.

I am a contract guard,working for the federal government, for the last 17 years. I hate terrorists no less than any TSA employee. I don't know why my luggage is searched when ever I travel except that I have foreign name.

List any witnesses:

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name: (b)(6)

Address: (b)(6)

City: (b)(6)

State: (b)(6)

Zip Code: (b)(6)

Phone: (h)(6)

Email: (b)(6)

Preferred Language to Respond: English

Preferred Time to be contacted: 1:00 pm - 3:00 pm

Consent: Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

1967 4/18/2016

Submitted on Sunday, April 17, 2016 - 21:03 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-04-17

Approximate Time: 07:30

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

Airline & Flight Number:

Checkpoint/Area of Airport: TSA Pre Check Area

Please provide a description of your inquiry/comment.:

I'm TSA Pre Check approved. I have an artificial Hip (right). I'm use to not getting through the metal screeners and have put up with the body scanner. Today, my right hip showed up on the scanner and the TSA screener told me he had to use the back of his hands to go over my leg... This has happened before, but this time they guy ran his hands up and down both legs (left and right) , my buttocks, my scrotum, my legs, and it went on for several minutes and went back and forth... .. I was humiliated as people, including the other officers, were wondering what this guy was doing. I brought it up to the on shift supervisor but he was not helpful.

What good is the PreCheck process if you put people though this kind of process.

Terrible, really terrible.

I hope you change this process.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone (b)(6)

1968 4/18/2016

Dear TSA,

I arrived to the United States last Wednesday night by the Dulles airport to work as a researcher in the Smithsonian Conservation Biology Institute at Front Royal.

I am an entomologist and in all my passes through USA my luggage is always check by you. I am happy with that and for that reason I always use the US locks in my luggage.

This time my new suitcase arrived with the zipper broken by many places. I know that it was heavy and probably you get troubles to close it again. I want to know if in this case you will get responsible for the damage and what I need to do.

Thank you very much for your time and help,

(b)(6)

(b)(6)

Smithsonian Tropical Research Institute  
Naos, Panamá.

Venezuelan Institute of Scientific Research (IVIC).  
Ecology Center.  
Caracas, Venezuela.

HYPERLINK "mailto:(b)(6)"

1969 4/18/2016

The caller states they had an NOI inside their bag and now they have some razor blades and a pocket knife missing.

Email: (b)(6)

Date Time: 04 16 16 10:25 pm

Gate Terminal: C9

Airport: IAD

Airline: UA

Flight #: 299

Bag tag # (10digit): (b)(6)

Bag Description: A large soft side OGIO bag.

Missing Damaged item description: A folding pocket knife and razors blades for a razor

NOI: Yes

Timestamp: No

1970 4/18/2016

Call Reason: -  
Caller is calling for his spouse, (b)(6) who is missing a TSA lock from her bag.

Date Time of Incident: 04 17 2016 07:05 am  
Gate Terminal:  
Airport: Dulles to ABQ  
Airline: American  
Flight #: 2569  
Bag tag #: Not Provided  
Bag description: Large cloth black suitcase. Red band around it.  
NOI: No

1971 4/19/2016

Reason for Call:.....Checked bag inspected....NOI.....Large Red Hair Dryer Missing.

1. Date and Time of Flight.....April 13, 2016 at 10:15 am
2. Gate Terminal.....Unknown
3. Airport.....IAD
4. Airline.....Virgin America
5. Flight #....VX69
6. Baggage Tag #....Unknown
7. Bag Description.....Dark Purple Reddish Hard sided bag wheels, TSA Approval Lock
8. Missing Damaged Item.....Large Red Hair Dryer Missing
9. Was NOI Present.....Yes
10. Was Time Stamp Note.....No
11. Phone.....415-230-7973
12. Email....(b)(6)

1972 4/19/2016

Hello,  
 This is to report a missing item following TSA baggage inspection.  
 On April 9, 2016, my wife and I flew United Airlines (UA1439 @ 8:15am) from Washington Dulles (IAD) to St Maarten (SXM) . On arrival at destination, we discovered that both our suitcases had been opened by TSA inspection staff (a form 1000 was enclosed in each bag). We had packed six bottles of wine and champagne for our vacation. One French champagne bottle (Ruinart Rose) in its original box packaging was missing when we opened the bags.  
 I travel a lot and have had my suitcases opened by TSA for inspection several times in the past. But, this is the first time that an item has been missing after such inspection. Please investigate and advise what follow action/compensation TSA plans to make.  
 Thank you, (b)(6)

Sent from my iPhone

1973 4/19/2016

Submitted on Tuesday, April 19, 2016 - 18:50 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? Other

Date: Mon, 2016-04-18

Approximate Time: 13:00

Name of TSA employee (if known):

Airline & Flight Number: Jet Blue, Flight 456

Checkpoint/Area of Airport: Terminal B checkpoint

Please provide a description of your inquiry/comment.: My food item was taken from me. It was during a screening through airport security. This happened at Washington Dulles Airport (IAD).

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

1974 4/20/2016

Caller just flew back from Brussels to IAD to Springfield MO, caller said after arriving at his destination he discovered that his luggage had a cut in it about 4 or 5 inches. Caller said he did have NOI inside.

Date Time: 4 19 16 @ 4:18 pm

Gate Terminal:

Airport: IAH

Airline: United

Flight #: 542

Bag tag # (10digit): (b)(6)

Bag Description: Small red duffle bag.

Missing Damaged item description: luggage had a cut in it about 4 or 5 inches

NOI: Blank

1975 4/20/2016

Caller checked in at IAD yesterday to fly to RDU and when he unpacked his bag he had a NOI. His TSA approved lock is now missing and his items are in total disarray.

Date and Time: 4.19.2015 10:10pm

Gate or Terminal Number: D26

Airport: IAD

Airline: United

Flight Number: 6180

Baggage Claim Number: (b)(6)

Bag Description: Black Samsonite suit case with wheels

Description of Missing or Damaged Item: Disarrayed and missing lock

NOI: Standard

1976 4/20/2016

Submitted on Wednesday, April 20, 2016 - 06:20 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-04-15

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: Handicap entrance

Please provide a description of your inquiry/comment.:

When checking in through the wheel chair access lane the employees pushing wheel chair passengers will push around the people that have been waiting in line and try to get through faster, when doing this they will grab the totes and push back the luggage already sitting in line and place the totes ahead of passengers in an attempt to speed through, all this does is slow down the entire process, they should be made to wait just like everyone else already in line. It causes people that have already passed through the security screening to have to wait for their luggage because there's is still sitting on the line due to the aire serve employees jumping line. I have witnessed this practice for almost two years and it needs to stop, the TSA employees are two busy doing there job to keep track of the other Dulles employees, I have personally been pushed aside by 3 wheel chair passengers only to have to stand and watch the entire system get backed up delaying all passengers that have already made it through the initial check point with your boarding pass and credentials.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1977 4/21/2016

The caller traveled on the 16th. She has a NOI and her item was damaged. The officers opened her luggage and she had jelly inside a wine skin. The officers inspected the jelly and tore her wine skin. The officers did not put her items back the way they found them.

Date Time: 4-16-16 departing at 2:00pm

Airport: IAD to LAS to SJC

Airline: Southwest

Flight #: 3366

Bag tag # (10digit: (b)(6))

Bag Description: Large green hard shell case with wheels.

Missing Damaged item description: Wine skin

NOI present (writing on it): Yes. Nothing written.

1978 4/21/2016

Submitted on Thursday, April 21, 2016 - 16:28 Submitted by user: Anonymous  
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-04-21

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number: United 419

Checkpoint/Area of Airport: PreCheck

Please provide a description of your inquiry/comment.:

Both today and last Friday (DEN, 7am) I waited 15 min in a long PreCheck line. Did you change a policy? Just random bad luck? Or has the volume of TSA started to exceed capacity?

Please note: all the TSA personnel were pleasant and efficient. No one activity seemed to be driving the wait. Just huge volume of passenger.

I've been traveling almost every week since mid-January and this wait seems new.

My question/request: will TSA increase capacity to improve wait times? Will TSA limit the total number of TSA enrollment a to match capacity?

Thank you for your consideration,

(b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

1979 4/23/2016

Caller traveled on the 04 20 2016 and realized that his watch is missing.

Date Time: 04 20 2016 7:00AM

Gate Terminal: B 70

Airport: IAD

Airline: South african

Flight #: SA207

Bag Description: Black suitcase

Missing Damaged item description: Gordon square watch

NOI: Yes

1980 4/23/2016

The caller opted out of the body scanner like usual and the agent named (b)(6) (b)(6) groped his sensitive body parts. He would like to make a complaint about it and let the airport know once more that this happened. He stated that he already contacted the airport with all of his information and he was just calling to notify them and remind them of the incident. He stated that he would like to be contacted back about this.

1981 4/23/2016

Hi.

Last week on April 20th I took flight United 1972 from IAD to Newark, then flight UA 90 to Tel Aviv. I traveled with my husband (b)(6) (b)(6) in business/first class, with priority baggage handling.

We were at the airport early but our flight was delayed ti Newark by 3 hours. When we arrived in Tel Aviv, all four of our suitcases were missing. On inquiry, we found they did not leave Washington, but had been put on another flight arriving 10:30 am the following day.

We went to the airport, and finally got one of the four suitcases. Another suitcase was apparently in Germany possibly arriving the next day, and two others were missing.

We left for our hotel in the Gallile to celebrate Passover holiday with our family. Only my husband had clothes, I had nothing. Today, Saturday April 23, the remaining three suitcases arrived unexpectedly in the afternoon.

One suitcase was missing very expenses hair pieces, that were custom made in NY for \$4000 each. They were in a ziplock bag in the side pocket of the case.

Who would take this? These hair pieces are irreplaceable. They took 6 months to custom make and I need to wear them because of health reasons..

That is \$8000 of stolen goods, but the aggravation of having no luggage for 3 days, and having to buy a bunch of stuff meantime, and now no hair.

How can I get this back?

What am I supposed to do? The airline can't get away with stealing from people's luggage.

Please explain or help.

Thanks

(b)(6)

1982 4/24/2016

CSM RFI-----Mishandling RFI

REASON for the call:

Caller flew from Brazil last Wednesday and cleared Customs at Dulles on Thursday AM and connected to Reagan and when he arrived he had a NOI and is missing 2 I-Phones. He had a TSA lock on the bag and he locked it before he checked it in Brazil to start his trip.

Date Time: 4-21-16 Departing at 7:10 AM

Gate Terminal: Thinks it was C but not sure

Airport: IAD

Airline: American

Flight #: 1556

Bag tag # (10digit) (b)(6)

Bag Description: A large grey and blue Samsonite brand bag with an orange luggage tag.

Missing item description: 2 Apple I Phone 5. ( He uses those when in Brazil and he uses his I phone 6 when in the US)

NOI: Yes Nothing written or stamped on it.

1983 4/24/2016

Hi -

My name is (b)(6)

I flew in on United Flight 808 from PEK (Beijing) with the final destination being CLT (Charlotte) yesterday (23 April). I had a note in one of my checked bags that said my bag had been inspected by TSA.

I make beaded jewelry for a hobby and had a separate checked bag. There was a plastic bag in that bag that had my tools in it - pliers, crimper, a tool that clips the wire, round nose pliers, 2 spools of stringing wire, crimp tubes, a tool used to knot a string of pearls, and the string used for stringing pearls.

I went on the TSA website to make sure none of those items were prohibited, and I do not see where they are.

Could someone have forgotten to put it back in my bag?

Please let me know. If the bag is at Dulles, I'd like to get it back. If not, I'll replace the tools.

Thank you.

(b)(6)

Sent from my iPhone

1984 4/24/2016

To Whom It May Concern,

I flew from IAD-Dulles airport on Thursday, April 21 on BA 216 to London, with baggage tag 236345. I am writing because I found a TSA notice that my suitcase was inspected and I am unhappy about several things:

1) I had locked my bag with a TSA-approved lock purchase from Samsonite, This lock was not replaced after my bag had been inspected and thus was not returned to me. I have used this lock many times, so I am certain the TSA is able to open it without breaking it, and think it was just the absent-mindedness of the inspector for not returning the lock to me.

2) One of the items in my suitcase was a bottle of shampoo. I had wrapped the shampoo in a plastic bag, to protect my other items in case the bottle leaked. Not only was the shampoo bottle not in the plastic bag, but it had leaked all over my other items because the top had been LOOSENED, and not tightened again. I know the inspector has to check the shampoo to make sure it is not some dangerous chemical, but they could have properly tightened the cap, AND put it safely back in the plastic bag after the inspection.

I have lived overseas for 16 years, and am a very experienced traveller (I have exceeded 1 million miles on American Airlines), so I am accustomed to TSA procedures and understand that people are just doing their job. But part of doing one's job is returning all the property properly (my lost luggage lock), AND treating the contents of the bag with care. I think tightening the shampoo bottle and putting it back properly in the plastic bag is not too much to ask of the TSA inspection process.

I would like to enquire as to the process for filing a complaint about these 2 matters. Half of the things in my suitcase have been damaged by the open shampoo bottle, and I am very unhappy with the handling by TSA.

Best regards,

(b)(6)

--

(b)(6)

HYPERLINK "mailto:(b)(6)"

HYPERLINK "(b)(6)"

1985 4/25/2016

The passenger flew from Jamaica to IAD to New Jersey. When he arrived in IAD, he had a sealed bag of duty-free liquids, but the TSO told him he could not take them through the checkpoint and he had to place them in Checked luggage. When the passenger arrived at his destination, the liquids in glass bottles had shattered, staining everything inside and the glass even ripped the luggage bag itself. The airline said they could do nothing about this situation and that TSA was at fault, even though there was not an NOI inside the bag.

Date: 4-23-16

Time: 3:30pm

Airport: IAD

Terminal: A

Airline: United

Flight: 4965

NOI: No

Bag Tag: (b)(6)

Bag Description: Large black Marmot duffel bag with red writing on it

1986 4/26/2016

The caller wants to know if TSA has responsibility for breaking items when inspecting bags. The caller has a NOI and he has a frabriga egg with shot glasses and a decorative bottle of vodka inside. The caller states the box was ripped open and the velvet case box is broken. The officers left the plastic all crumbled up inside the bag. The caller wants to know what happens next.

Date Time: 4-25-16 departing at 10:30pm and arrived at IAD at 8:00am

Airport: IAD to CLE

Airline: United

Flight #: 6243

Bag tag # (10digit): (b)(6)

Bag Description: Medium black rolling duffel bag with blue lining.

Missing Damaged item description: A fraberge egg with shot glasses and a decorative bottle of vodka inside. The caller states the box was ripped open and the velvet case box is broken. The officers left the plastic all crumbled up inside the bag.

NOI present (writing on it): Yes Nothing written.

1987 4/26/2016

Dear TSA,

My name is (b)(6). I travelled from Washington IAD to Amsterdam on 16th April via KLM flight no. KL0652 and my baggage was one of those that was physically searched. As explained in the note I found inside the baggage, the lock was broken. While I appreciate the need to do these searches for our safety, I am wondering why TSA does not attempt to summon the owner of the baggage so that the search is done in their presence. The owner of the baggage will be within the airport premises. This will not only avoid breaking locks, but also ensure the baggage is safely locked to avoid loss of property as it transits through airports!

Think about it.

ID Date Added\_Date Only Contact Details

1988 4/26/2016

Good morning,

My suitcase has been opened and physically inspected before the Washington DC (Dulles) - Paris (Charles de Gaulle) flight on the 24th April. The flight number is: AF 055. Following this inspection, five silver rings are missing, which is quite annoying.

I just wanted to inform you, so that you could tell your inspectors to be more careful.

Yours sincerely,

(b)(6)

1989 4/26/2016

Submitted on Tuesday, April 26, 2016 - 12:53 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-04-26

Approximate Time:

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

Airline & Flight Number:

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: I am an FTM transgender passenger and I was screened through the body scanner and after it was alarmed I was pat down over my chest. The TSA agent felt my binding garment and seemed confused. I told him I was trans and wore an undergarment. Then, he said I'd have to have a private screening. I asked to speak to the supervisor. He also said I had to have a private screening even though I explained my situation and told them I would really rather not considering I had already been through the body scanner and pat down. They made me go into the private screening area where I was asked to lift my shirt up. According to the policy I have read on the TSA website, trans passengers should not be asked to removed clothes over sensitive areas. I feel that having to lift my shirt up was highly innapropriate after having disclosed my transgender status, not to mention against the policy that was stated on your website. I would ask that you respond to me and tell me how you will ensure that this does not happen to passengers again in the future. Thank you for your time and consideration.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

1990 4/26/2016

On Friday, April 8th,2016 my wife flew on United Airlines flight 861 out of Dulles Airport en route to Sao Paulo, Brazil. She checked two bags, both of which had TSA approved cable locks. On arrival in Brazil my wife discovered that both bags had been opened for inspection - both bags had a TSA-OSO Form 1000 (Rev. 1-13-2010) inside. Neither bag had been re-locked, and only one lock was found inside a bag compartment.

The fact that no effort was made to re-lock the bags indicates that TSA inspection personnel do not have any respect for the traveling public they are supposed to be serving. My wife uses locks on her baggage whenever she flies to Brazil because Brazilian airline/airport security has been known to be insufficient, and many travelers, including my wife, have experienced theft from baggage while traveling to and from Brazilian airports.

Since the type of locks we use were specifically selected to facilitate TSA inspections, and the one remaining lock is still fully functional, I can think of no valid reason for TSA inspectors to simply stuff one lock inside the bags instead of re-locking both suitcases. Disregard for the security of travelers' possessions will not help TSA's image or public relations. I suggest that TSA inspectors be given concise guidelines about the need to respect every traveler's property and their rights to secure their possessions.

Also, I request that TSA reimburse my wife for the cost of a combination style luggage lock. While we no longer have the original receipt for our locks, I have found similar locks on-line that sell for \$15 to \$20.

(b)(6)

1991 4/29/2016

(b)(6) girl friend flew from IAD 10-27-2015 on British Airways, she had some items that were missing, but not sure what they are.

Date Time: 10-27-2015

Gate Terminal:

Airport: IAD

Airline: British Airways

Flight #: don t have

Bag tag # (10digit: Don t have

Bag Description: don t have

Missing Damaged item description: items missing, but he is not sure what they are.

NOI: not sure

ID Date Added\_Date Only Contact Details

1992 4/29/2016

He said he got a noi and that he is missing 3 bottles of eye drops from his bag when he flew on Monday from Dulles. He requested that we email the claim form to him.

Mishandling RFI

REASON for the call:Missing Eye Drops

Date Time: 04-26-16 at 7:30 am

Gate Terminal:unknown

Airport:Dulles

Airline:Delta

Flight #:unknown

Bag tag # :unknown

Bag Description:black suitcase with his name tag on it

Missing Damaged item description:missing 3 bottles of eye drops and 2 bottles were prescription and 1 over the counter

NOI:Yes

1993 4/30/2016

Please see my answers to your inquiries in RED

Please note, that I am currently out one luggage lock and a copy of my camera manual.

While I sympathize with the need for security and the volume of passengers and flights, my personal belongings were shoved into the bag without any care whatsoever.

Please respond to me.

Thank you,

(b)(6)

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From: "tsatcc\_do\_not\_reply@senture.com" <tsatcc\_do\_not\_reply@senture.com>

To: (b)(6)

Sent: Wednesday, April 27, 2016 2:15 PM

Subject: In Response to your inquiry.

Thank you for contacting the Transportation Security Administration (TSA) Contact Center.

TSA is unable to respond to your inquiry with the information you have provided. In order 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) (b)(6)
- Specific name of the airport where the incident occurred Dulles International Airport, Virginia
- Date and time of incident Tuesday, April 26th, 2016 Between 6:00 pm and 8:00 pm EDT.
- Airline United Airlines Flight 2019
- Gate Number D-1
- Contact number (b)(6)

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

- Baggage Claim Number Baggage Claim No. (b)(6)
- Description of your bag Silver Delsey Suitcase with wheels.

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.

Thank you.

TSA Contact Center

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1994 5/1/2016

Caller wanted to report that his jacket is missing. It s a blue jacket. The brand is Cinque

Date Time: 04 29 2016, 3:30pm

Gate Terminal: B

Airport: IAD

Airline: Lufhansa

Flight #: 417

Bag tag # (10digit: (b)(6))

Bag Description: The bag is a aluminum silver bag. A big mobile suitcase. The brand is Rimoa.

Missing Damaged item description: A dark blue jacket

NOI: Yes

1995 5/1/2016

Submitted on Sunday, May 1, 2016 - 18:18 Submitted by user: Anonymous Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-04-29

Approximate Time: 14:30

Name of TSA employee (if known):

Airline & Flight Number: UA 914

Checkpoint/Area of Airport: International Security Checkpoint after Immigration

Please provide a description of your inquiry/comment.:

There were just two lines for security when at least 5 flights had just come in. Although I had paid in the past for both pre-check and Global Entry, there was no line for either of those in security. What was the reason for spending hundreds of dollars, getting fingerprinted twice, and having a background search twice, if i can't use the pre-check or global entry to make the entire security process more efficient and timely? After we had got up to the metal detector (after waiting quite a while), they finally opened a third line but it was still not accepting pre-check or global entry customers.

I will say for immigration, Global Entry did speed things up for the immigration process, even though there was not a global entry sign directing us, and i had to ask the officer manning the line where to go and she directed us to a spot way over in the corner not very visible.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

1996 5/1/2016

Hello,

My bag underwent physical inspection at Washington Dulles International Airport (IAD) on Tuesday May 26, 2016. I flew Ethiopian airlines flight number 501 to Addis Ababa. My bag tag number/sticker is (b)(6). The item missing from my luggage is a tan colored suede dress from Abercrombie and Fitch, size S with the tags still on it. I would greatly appreciate it if someone could tell me if my item was left behind by accident or how I can get a hold of it. Thank you.

(b)(6)

Sent from my iPad

1997 5/1/2016

Dear Ladies and Gentlemen,

my baggage has been inspected by TSA and now belongings are missed in my suitcase. Please in form me how to receive my belongings back or to obtain redress.

Details

Passanger Name: (b)(6)

Flight Number: LH 417

Flight Date: 30th April 2016

Flight Destination: From Washington D.C. Dulls Airport to Frankfurt Germany

Departure Time: 3:30 pm Dullas Airport

Airline: LUFTHANSA

Suitcase: Aluminum, Brand "RIMOWA" with 2 roles

Baggage Number: (b)(6)

LUFTHANSA identification number: LH536 378

Condition: Open with notice of baggage inspection by TSA

Missed belongings: 2 x Suit Jackets

Brand Name: Cinque

Size: 102

Colour: Dark Blue and Light blue

Purchase Price: €249

Comment: Both Suit Jackets were put into the suitcase on top and are not there any more

Thanks and best Regards

(b)(6)

PARI Medical Holding GmbH

(b)(6)

Mobile: (b)(6)

1998 5/2/2016

Caller states his bag was inspected and he is missing three flash drives. He flew from Germany to IAD to Spartanburg NC

Date Time of Travel: 04 29 16 2:30pm

Gate Terminal:

Airport: IAC

Airline: United

Flight #: 107

Baggage Tag # : Does not have this information at this time

Bag Description: Black suite case

Missing Damaged Item Description: Missing Three Flash Drives

Was an NOI Present? Yes

Was there a timestamp or written notice on the NOI? No

1999 5/2/2016

Hi!

I travelled from Washington Dulles to Copenhagen on May 1, 2016 by SAS flight SK 926 (boarding card enclosed). On my arrival in Copenhagen I discovered a notice from your department inside my checked-in baggage, suggesting that my baggage has been inspected.

During baggage inspection telephone charging cable for my Apple smart telephone S6 with European two-pin contact plug has got misplaced. If this telephone charging cable with European two-pin contact plug has been deposited in your "lost and found" department , the same may kindly be posted to the following address in Virginia;

(b)(6)

Thank You so much!

(b)(6)

2000 5/3/2016

She traveled from Dulles Washington to Fort Lauderdale via Charlotte with American airlines. When she arrived at her destination she found a NOI. A bottle of sleeping pills was missing and want to file a claim.

Date Time: 05 01 2016 2:55pm  
Gate Terminal: C12  
Airport: Dulles international  
Airline: American  
Flight #: 1760  
Bag tag # (10digit: Not available  
Bag Description: Tan in color  
Missing Damaged item description: A bottle of sleeping pills.  
NOI: No info

2001 5/3/2016

I check edmy bag on my current trip today (2 May 2016) to Cincinnati (checked bag at Dulles/IAD on United Airlines flight 485 to Chicago with connection on UA-3362 to final destination of Cincinnati/CVG) and was unfortunate enough to have my bag “randomly” inspected. My clothes are a wrinkled mess – please advise your folks to take better care of other folks belongings!!...

Very Disappointed,

(b)(6)

2002 5/3/2016

Sir,

We support and defend your right to check our bags, and to help you in your work we purchased, at a not insignificant cost, TSA approved locks for all of our luggage on a recent trip to the US.

We were very disappointed that one of your agents at Dulles airport on Sunday past, decided just to break the lock rather than using the special key that we believed you have use of.

Whilst we appreciate that you placed a note in our case to notify us of the search, it had no sort of other notification or apology on the damage to the lock. We found this a little disappointing.

It may just be one lock in the many that you deal with, but we had only recently purchased it and will now have to go buy another.

I look forward to hearing from you.

Regards.

(b)(6)

Mob: (b)(6)

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

Skype: (b)(6)

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

2003 5/3/2016

Callers friend traveled on Saturday to Bolivia. Caller s friend said their bag was opened and a note was left. They are missing a video camera. The caller wants to know what happened.

Date Time:	4.30.16	1613
Airport:	IAD	
Airline:	Avianca	
Flight #:	247	
Bag tag #:	NA	
Bag Description:	Brown bag	
Item description:	Camera	
NOI:	Nothing additional	

2004 5/4/2016

Dear TSA Team,

I and my wife checked in with 4 suit cases of baggage on Qatar Airways Flight QR 708 (21.15 Hrs.) from Dulles International Washington on Friday, April 29, for Karachi Pakistan via Doha Qatar. To safeguard theft at destination airport, I needed to put small locks on all the 4 pieces.

Two of my suit cases had the locks opened and one contained a TSA confirmation of physical baggage check. Keeping in mind US laws and concern for Human safety I have absolutely no objection, in fact whole heartedly support your practice, which must be continued until the international threat environment clears or TSA develops a non-invasive procedure.

To my knowledge all contents are ok excepting a very beautiful and prized purchase of my wife, a Table lamp which was found broken on opening the suit case. The lamp was very securely packed, ruling out breakage in transit along with other glass items. Its base smashed because either it was not opened with discretion or not repacked properly in the bubble wrap. The airline disowns responsibility and I would request a compensation of cost or preferably a replacement delivered at Karachi by TSA. Total delivered cost is estimated \$ 80. (Its a Home Goods Stores, Vienna VA, purchase)

I am attaching photos of the broken Lamp, and would provide any further details available with me.

Thanks and regards,

(b)(6)

Cell: (b)(6)  
Phone:  
Address:

2005 5/4/2016

Submitted on Wednesday, May 4, 2016 - 06:27 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-05-02

Approximate Time: 04:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: Security Area (where ID and Boarding Pass is checked)

Please provide a description of your inquiry/comment.: I was standing in line and there was a family in front of me. The mom was wearing a jihab and when the screener checked her ID she looked at the woman and said, "Oh, you changed your hair" and laughed. I found it rude, culturally insensitive, and inappropriate. The woman was very gracious and smiled. It was unprofessional and I thought it worth sharing.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2006 5/4/2016

Submitted on Wednesday, May 4, 2016 - 12:32 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-05-03

Approximate Time: 16:30

Name of TSA employee (if known): Female employee

Airline & Flight Number: Virgin America 77

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: I was discriminated by white TSA lady . she Pat down me and went to check the result from computer , I was waiting for her to tell me result , if I can go she just went to lady after me and check her . I asked her 4, 5 times if I am good to go she didn't answer me then I asked another TSA lady if I can go , when she asked her then she shake her head . she ignored me because I was wearing Punjabi dress .

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2007 5/5/2016

(b)(6) flew form IAD on 5-3-2016 9 am on Virgin America VX 89, She did not receive a NOI and now a Instyler hair straightener is now missing, \$129.99 value

Date Time: 5-3-2016 9 Am

Gate Terminal:

Airport: IAD

Airline: Virgin America

Flight #: VX89

Bag tag # (10digit): (b)(6)

Bag Description: Purple Jessica Simpson, roller, name tag

Missing Damaged item description: Instyler hair straightener is now missing, \$129.99 value

NOI: no

2008 5/5/2016

Caller said her luggage was locked when she got it by a built in lock on her luggage. She said she doesn't have the key to the lock and wants to know how open it?

Mishandling RFI:

Date Time: 05 05 16 5:26pm

Gate Terminal: Gate D 20

Airport: IAD

Airline: United Airlines

Flight #: 6122

Bag tag # (10digit): (b)(6)

Bag Description: Purplish Pink color, Samsonite brand, Mid-Sized

Missing Damaged item description: A built in lock on her luggage had been locked. She doesn't have the key.

NOI: Unknown

Email: (b)(6)

2009 5/6/2016

Submitted on Thursday, May 5, 2016 - 20:48 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sat, 2016-03-19

Approximate Time: 06:00

Name of TSA employee (if known):

Airline & Flight Number: United 1443

Checkpoint/Area of Airport: Domestic Security

Please provide a description of your inquiry/comment.:

To Whom It May Concern:

On Saturday, 19 March 2016 at approximately 0600 EST I traveled through Dulles Airport with a destination of St. Thomas. As always, I allowed myself plenty of time to get through Dulles Airport's security line. I have Type 1 Diabetes and have had several problems in the past traveling with my insulin pump at IAD. I wrote a letter in 2012 to IAD regarding an incident where I was harassed by security due to my insulin pump and was reassured that this would not happen again and that the staff will be trained about these medical devices.

Unfortunately, on that Saturday, I was harassed and humiliated again due to the lack of education your staff continues to display. Prior to walking through the advanced imaging technology machine, I disconnected my insulin pump and handed it to the TSA agent. After I walked through I was told I would need a pat down due to wearing an insulin pump. I was apprehensive and unsure of why I would need this additional screening. When I asked the Supervisor on duty, she said it was because I had a pump. While this was going on, my insulin pump was passed through several hands of TSA officers next to me.

With frustration, I proceeded with this mandated pat down. After this pat down, I was flagged for another pat down. At this point my mother and sister had already taken my items off of the belt and set them aside, while they waited patiently for me to be screened again.

The Supervisor on duty said she would need to take me to a room to do another pat down. She walked up to my mother and sister, grabbed all of my items and had one of her TSA agents go through them. Then she had me take my items and go to a separate room for my third pat down. At this point, 20 minutes had passed since I removed my insulin pump and handed it to security.

The supervisor did her 3rd screening on me in a separate room and once she gave me an "all clear" I gathered my items and was

off to my gate.

I'm writing this because of the annoyance, embarrassment and the discrimination I had to go endure. According to the American Disability Act,

"If an individual with a disability is able to pass through the security system without activating it, the person shall not be subject to special screening procedures. Security personnel are free to examine an assistive device that they believe is capable of concealing a weapon or other prohibited item."

What I experienced was that the TSA agents were unsure of what to do with my pump as well as what to do with me. In addition to this unprofessionalism, I had to lift up my shirt multiple times in public to 1) remove my pump and 2) show my pump site and 3) place my pump back on after I requested it back, due to the prolonged amount of time I was without it.

I travel for work throughout the United States on an on-going basis and IAD continues to be sub-par with their screenings. Please investigate this situation and let me know how I can continue to use this airport without being discriminated against due to my invisible disease.

Very respectfully,

(b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2010 5/10/2016

TSA,

I flew out of Dulles to Tokyo on ANA # 1 on May 9th. My bag went through a TSA inspection. Whomever went through my bag, opened up marketing materials that I had packed carefully to ensure that they arrived in good shape in Bangkok, however they didn't put them back as I had packed them and as a result the materials now can't be used. They are bent up and a mess. This is very disappointing as I am now left without the materials that I needed for my presentations in Bangkok.

Please ensure that your inspectors have respect for the materials they are going through when doing an inspection. I am very irritated that your inspectors lacked any respect for my personal belongings. The fact that my clothes were in knots from the inspection is one thing, but the fact that you opened up materials and then didn't bother to put them back in the packaging that I had them in is very disappointing. TSA needs to improve their inspections. The last time you went through my bag I returned with an iron that wasn't mine, so it makes one wonder what goes on during these inspections. I should have taken a picture of how my clothes arrived, as it appears as if someone tried to make a mess out of my personal belongings intentionally. VERY DISAPPOINTED in TSA.

(b)(6)

Senior Project Manager

Budget, Performance Review & Strategic Planning

T

(b)(6)

M

(b)(6)

E

HYPERLINK "mailto:(b)(6)"

W

HYPERLINK "http://http://intranet.wbgtravel" \nhttp://intranet.wbgtravel

A

(b)(6)

2011 5/10/2016

Hello I received an email stating that my screening experience at IAD-Washington Dulles International Airport on March 23, 2016, would be resolved by a customer support manager (CSM) named Dean Cummings. I havent spoken to him and has been trying to reach him in regards to my financial compensation. The email stated that Dean Cummings by contacting me, but he hasnt yet and if I wanted to I could email you if I had any concerns. My concern is that I havent been paid yet and my issue still hasnt been resolved and I am still suffering the mental damages from the entire ordeal and have developed a depression problem that has prevented me from working. Please call and email me at (b)(6) and (b)(6) asap. Thank you My name is (b)(6),

Also what is my tsa claim number so that I may check the status of my claim online thank you

2012 5/10/2016

Submitted on Tuesday, May 10, 2016 - 15:59 Submitted by user: Anonymous  
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? Other

Date: Sat, 2016-04-30

Approximate Time: 15:00

Name of TSA employee (if known):

Airline & Flight Number: UA 0914

Checkpoint/Area of Airport: Between connecting flight to  
Cleveland

Please provide a description of your inquiry/comment.:

At Dulles. A minor comment. I purposely use twisty ties so that there is no lock problem, but somehow the loop attachment to the zipper was once again ripped which means that the case itself will be basically unusable since it will be difficult to secure in any way. All that was required was a pair of scissors or just undoing the tie. cases are not cheap.

Apart from this all checkpoints went smoothly all the staff were efficient courteous.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2013 5/11/2016

Caller said she flew yesterday with her husband from IAD to DEN and their bags were inspected in Dulles and she said their bags were ransacked and her husband dress shoes were not placed back in the Ziploc bag she had them in and one of them was folded completely in half when she opened the bag. She said she is an airline employee but this is the first time she has found her bag like this although it is inspected all of the time.

RFI-

Date Time: 05 10 16 Departed at 4:15PM

Airport: IAD

Airline: UA

Flight #: 542

Bag tag #: (b)(6) and another she no longer has the tag for

Bag Description: A very large black rolling Samsonite bag. Both bag had an orange plaid ribbon on it to identify it easier at the airport.

NOI: Yes, Nothing on it.

Contact: (b)(6) Home (b)(6) or Cell (b)(6)

She is also very concerned with the security at DEN. She said she always comes into work on the Land Side and there are TSA and Airport Security that complete the screening. She said it used to only be TSA but they have now integrated adding airport security and when TSA completes their screening when they come to work they always inspect their bags, look at the badge of that person, the expiration date of the badge, the face of the person on the badge vs. who is coming through, and get their fingerprints but when the airport personnel complete the screening they do not look up at all from the bag they are screening and she believes anyone could walk through at that point and they would not notice so one day she asked and the Security Officer became upset and he got his Supervisor and the Supervisor informed her that they were informed by TSA not to look up from the bag they were inspecting at all until the inspection was complete. She said they don't compare the information on the badges or ensure no one else is coming through and no one else is bringing anything through and she thinks it may pose a threat the way that Airport Security is screening those employees. She said this occurs in a small room on the Land Side of the airport when they enter.

2014 5/11/2016

Reason for the call - Caller stated that her bag looks like a bomb went off in it. She had some Swiss Chalet powdered dipping sauce in her luggage. One of packages was opened and spilled in her luggage. Her dress smelled like a chicken. The wrapping paper on her books was ripped apart. Everything in the bag was turned upside down. The straps in the bag were not fastened back. She wanted to make a complaint.

Airport - IAD

Airline - United Airlines

Flight Numbers - 6097

Departure Times - 12:45 pm

Date And Time of Incident - 5 05 2016

Baggage Tag Numbers - Does not know

Description Of Luggage

Color - Dark denim blue

Style - Soft-sided roller bag

Size - Medium

Brand - Travel Pro

Was There An NOI - Yes

Was Anything On The NOI - No

Missing Damaged item description - She has a package of Swiss Chalet powdered dipping sauce spilled in her luggage

Location Of Incident

Gate - 8

Terminal - Does not know

Phone Number - (b)(6)

Email - Does not have

Special Notes - She flew from Toronto to IAD and then to Norfolk, VA. She stated that she did not do anything wrong and that TSA should be more respectful of other peoples belongings. She did not want to file a claim.

2015 5/11/2016

Submitted on Wednesday, May 11, 2016 - 09:03 Submitted by user: Anonymous  
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-05-10

Approximate Time: 06:00

Name of TSA employee (if known): NA

Airline & Flight Number: UAL 403

Checkpoint/Area of Airport: UAL

Please provide a description of your inquiry/comment.: My wife entered the country from Brazil, and had checked baggage thru from GRU to DEN. Her baggage was locked with an approved lock. For the THIRD time in a year, the lock was cut off (and presumably destroyed and discarded), the contents of her neatly organized bag rummaged and rifled, and left in a helter-skelter state. My wife has traveled this route numerous times. At this point this is not only offensive and invasive, it is criminal with respect to a violation of property and rights. This haphazard and arbitrary (seemingly?) inspection does not serve the greater good in the war against terrorism, nor serve to increase security. It merely serves to annoy and antagonize the honest passenger. As an airline employee, and front-line observer, I can testify that this is not just ineffective, but onerous to those who are on the front line in the battle for quality security. I am forwarding my complaints to my congressman or attention.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2016 5/13/2016

The caller stated that she was provided the number by a TSA at Dulles. She had went for her Austrian air Flight, and the flight was canceled. Her lock was removed, and she had a chalice taken from the bag. The other bag had the lock placed back on it, but it was rummaged through as well. She had a medical kit that had been reordered in her bag. There was also white tips in her bag. There was no NOI in her bags at all, the name tag was taken off and placed in the bag.

Date Time: 05 11 2016 05:20 pm

Gate Terminal: B49

Airport: IAD

Airline: Austrian Air

Flight #: OS94

Bag tag # (10 digit): The caller does not have this information.

Bag Description: It is a large duffle like bag, it is green in color, and it rolls. The second didn t have a NOI, it was the same green color duffle bag.

Missing Damaged item description: One bag had a chalice missing, and the other was in disarray.

NOI: No

2017 5/14/2016

El día 12 de mayo viaje desde WDC hasta New York por Delta vuelo DL 4285, con mi marido y mi hija.

En el hotel nos dimos cuenta que a mi valija le faltaba el candado de seguridad que responde a las normas internacionales y la valija de mi marido q había usado el propio candado que posee la valija, estaba abierto sin seguridad.

Posteriormente constate que habían dejado un aviso de inspección de equipaje.

Dado que el 20 de mayo vuelo a Miami y luego el 27 regreso a Buenos Aires, desearía saber quién se hará responsable por la devolución del candado.

Desde ya agradezco su atención y comprensión.

Atte.

(b)(6)

Enviado desde mi iPhone

2018 5/15/2016

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

-----  
Remote Client IP: (b)(6)  
Date Time: 5/15/2016 7:59:09 AM  
-----

Name: (b)(6)  
Email: (b)(6)  
Complaints: Discourteous/Rude Employee  
Flight Info (If applicable. Enter  
Flight#/Airline/Terminal/Airport/Gate/Etc): EY#130/IAD

Comments: On Friday 13th, 2016, I was in flying in from IAD to AUH on Abu Dhabi flight. My flight was scheduled at 10:00 P.M and I checked in at thicket counter at 18:10 with airlines and I was told to go to TSA and wait at the gate for departure. I was also told by airlines that flight is delayed by few hours but I can go to the gate. I tried go thru TSA check point but I was told by TSA screener that I was too for flight. I told Screener (b)(6) that I don't want to rush at the last moment. He was very rude and told me I can't go and said " GO BACK upstairs" . I asked to see a Supervisor and when he came he said" He needs to see if my flight was delayed or not " I showed him my boarding pass and he said" Wait here" after 27 minutes TSA Supervisor came back said you can go. My question is what is TSA regulation as far check in. How far in advance " I can check in". I asked the Supervisor about this but he declined to answer. When I came back, to go thru TSA again Screener (b)(6) was shouting at me "Take your Jacket off" and said" hey push your bag". Please answer these question for me" How far in advance I can check in and why was treated these way" Also, my check bag is checked all the time by random inspection. Can you tell me why? I would like to these under " Freedom of Information Act". After I receive the answer from TSA, I will contact my local congressional rep. about this incident. Thanks for your help .

2019 5/15/2016

Submitted on Sunday, May 15, 2016 - 04:39 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-03-15

Approximate Time: 04:30

Name of TSA employee (if known): Unknown Caucasian dude

Airline & Flight Number: Spirit

Checkpoint/Area of Airport: D

Please provide a description of your inquiry/comment.: The TSA agent was very disrespectful I asked him was there there a way to get through check point with out taking my military boots off and he got disrespectful so I ask for his name and I told him I was going to report him I also told him that I have a letter from my csm you need to have a long talk with him because he violated my rights because I asked him his name so I can politely report him as well as very poor communication and customer service

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2020 5/16/2016

From: (b)(6)  
Sent: Monday, May 16, 2016 1:50 AM  
To: Tsa-contactcenter@dhs.gov  
Subject: Complaint

Dear TSA representative:

I just arrived in SJU from MIA flight AA316. My departure airport was IAD flight AA2536 to MIA.

When I opened my bag the first thing I saw was the entire contents (clothes, shoes, bags) covered in coffee creamer and your card.

I travel with my nespresso machine and all necessary accoutrements including capsules, sugar and creamer. I completely understand that it could be mistaken for "something else" when x-rayed and have absolutely no problem with my bag being checked. It has happened before. It doesn't bother me.

However, I would like to recommend that you instruct your employees that if something is opened it should be closed before returning it to the suitcase. If the jar lid had been screwed back in place this would have not happened. It was obviously put back open because no matter how roughly a bag is handled it cannot unscrew itself. The jar was not broken, it was open. I would also like to make the suggestion that if you open something edible you notify it or put it in a special bag that says the contents were opened in case the owner wishes to discard them.

I'm sorry to bother you with something so trivial considering the more important things you deal with everyday but this really bothered me because it was careless handling.

Sincerely,

(b)(6)

(b)(6)

American International Real Estate, LLC  
PR Broker Lic. (b)(6)

(b)(6)

Image removed by sender.

Attachment worked by (b)(6)

NOI included

2021 5/16/2016

Submitted on Monday, May 16, 2016 - 07:45 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sat, 2016-05-14

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number: SA 210

Checkpoint/Area of Airport: Baggage screening

Please provide a description of your inquiry/comment.: Arriving in Johannesburg, I found the TSA lock missing from my suitcase and inside a Notice of Baggage Inspection. Not only was my suitcase thus left unprotected while transiting an airport notorious for theft, but the contents looked more ransacked than inspected with any decency. I routinely travel from the US to Africa and 9 times out of 10, I get your little love letters in my bag. I guess TSA doesnt like my shopping lists, but I wish I knew what triggers this since I never travel with any prohibited items and have never had anything removed. The exception is that this is not the first time a TSA lock has been removed and not replaced on the bag. I am sick and tired of my stuff being rummaged, clean and meticulously-folded business clothes having to be sent out for ironing, and once again my lock removed (or stolen?). Why cant your inspectors treat travelers belongings respectfully? I appreciate the necessary security TSA provides, but how can I mitigate this constant intrusion and occasional loss? Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2022 5/16/2016

REASON for the call: Caller states his mother flew out of Dulles on a United flight and is now missing a Kindle from her bag. Caller asked what can she do about this. Caller states his mothers bag did not have a NOI inside and asking if they can view the tape of the inspection as he feels whoever inspected the bag took the kindle and did not place a NOI in the bag.

Airport: Dulles

Airline: United

Flight #: 511

Date Time: 05-14-2016 4:15 pm

Bag tag # (10digit): NA

Bag Description: Black suitcase with wheels 21 inch bag

Missing Damaged item description: Kindle

NOI: No

Anything on NOI: NA

Gate Terminal: Gate C6

Email Address and phone: (b)(6)

2023 5/16/2016

Submitted on Monday, May 16, 2016 - 17:18 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-05-16

Approximate Time: 04:30

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

Airline & Flight Number: LH 8419

Checkpoint/Area of Airport: X-ray machine

Please provide a description of your inquiry/comment.: I have a hip implant and need to go through the full body scan. When I approached the regular scanner and Mr (b)(6) that I needed the full scan, he had me step aside for the machine. For 10 minutes he made no effort to call someone over to scan me. I would have waited indefinitely had another TSA employee asked if I were for a scan, which he then performed. When I got through the scan, I asked (b)(6) why he was insolent. He answered, Because I can. I fly at least 20 times a year. I have never complained. But this behavior was beyond the acceptable.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2024 5/17/2016

Dear Sir or Madam,

on May 11 th 2016 I took the Flight LH 415 from Washington Dulles International, DC, to Munich at 10:30 p.m. I gave my luggage to the Lufthansa check -in counter. It was a big gray bag and a small black bag. In this small black bag was my backpack including my Ray Ban sunglasses with special glasses for my eyes.

As I arrived in Hamburg, I found a notice of baggage inspection from the Transportation Security Administration in the small black bag about the inspection. All zipper of my backpack have been opened. My Ray Ban sunglasses, Model RB 2132 55-18, Artikel-Number.: 4359366, with special glasses for my eyes were not anymore in my backpack. I ask you for sending my Ray Ban sunglasses to my following address in Germany:

(b)(6)

Thank you in anticipation!

Mit freundlichen Grüßen

(b)(6)

(b)(6)

- Rechtsanwalt -

(b)(6)

E-Mai: HYPERLINK

"mailto:(b)(6)

HYPERLINK (b)(6)

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2025 5/17/2016

Submitted on Tuesday, May 17, 2016 - 17:30 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles  
International

Date: Tue, 2016-05-10

Approximate Time: 18:00

Name of TSA employee (if known):

Airline & Flight Number: Air France

Checkpoint/Area of Airport: International Terminal

Please provide a description of your inquiry/comment.:

Since September 2011, I have had a numerous incidents involving TSA and Homeland Security. I am constantly screened by TSA security every single time I travel through an American airport. Incidents have also extended outside the United States to international airports. I am senior citizen, diabetic, and recently had a surgery on my foot. I do not understand why I am constantly on the receiving end of these screenings.

I have been a American citizen for 21 years. I have never been arrested nor do I have a criminal record. Since gradating from Michigan State University with my masters degree in 1974, I have held numerous jobs that require extensive traveling. These include: an advisor of the embassy of the UAE, the bureau chief of Voice of Kuwait newspaper in Washington D.C, Vice President of HotSource Media, Managing Editor of Newsweek Arabic for 8 years, Editor of Chief of Foreign Policy Magazine Arabic for over 10 years, board member of Al-Jazeera Television for 5 years, member of the Advisory Council for Carnegie Endowment for International Peace, Minister of Information of the Interim Government during the Libyan Revolution, which I no longer am a part of. This is just a handful of many positions I have held throughout my career. I am married with 4 children, all of whom are born and living in the United States. (I am crossing my fingers to become a grandfather soon). A few years ago, I met with both former Sec. of State Hillary Clinton and President Obama where we discussed the aftermath of the Libyan revolution. I have had numerous meetings with many high ranking government officials throughout my career. I have many references who can speak to my character as a person and as United States citizen.

Recently, when traveling to Chicago to attend my daughters graduation, I was asked to wait for more than an hour before I was able to receive a boarding pass. In addition, my family and I were screened by TSA and searched. I was traveling in a wheelchair. When traveling by herself in London, my daughter was harassed by Homeland Security when she attempted to board her flight. My son was recently held at Dulles Airport for over two hours when returning from a trip to Egypt. I have had enough of the discriminatory screenings that my family and I have been

facing by TSA and Homeland Security. I have filed an official civil rights complaint with Homeland Security. I would like the opportunity to speak with someone directly regarding these screenings. If I do not hear back from someone, I will move forward with a lawsuit as I feel my civil rights are being violated.

Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2026 5/17/2016

Submitted on Tuesday, May 17, 2016 - 17:25 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-05-04

Approximate Time: 15:30

Name of TSA employee (if known):

Airline & Flight Number: UA 6124

Checkpoint/Area of Airport: TSA Screening point for international travelers connecting

Please provide a description of your inquiry/comment.:

I was set aside for extra screening, namely for my hands to be swabbed. While my hands were being tested, my trays were piling up out of the machine and I was unable to retrieve them. The tray with my laptop in it was pushed to the floor as the personnel sorting the bins at the exit of the machine. My laptop fell and this happened in full view of several passengers. A screener casually picked up the laptop put it back and walked away like nothing had happened. I want to stress there was no damage and I did not seek a supervisor to escalate a complaint.

Instead I thought I might raise the issue as a comment since no harm was done (except in my opinion of IAD screening facilities). Laptops are expensive and somewhat fragile. Better handling would lead to more trust by travelers that items in tray will not be damaged at security checkpoints. This kind of trust would also result in faster screening.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2027 5/17/2016

Submitted on Tuesday, May 17, 2016 - 16:19 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles  
International

Date: Tue, 2016-05-17

Approximate Time: 04:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: If I may suggest a solution to the security checkpoint delays, constructing multiple separate stations and failing to open them would seem to be the primary source of the delays. Opening those stations would eliminate the delays and obviate the need to hire people to answer the complaints about the delays. This would seem to be a reasonable solution to the problem.

==Passenger Information==

First Name: (b)(6)

Last Name: [Redacted]

Email: (b)(6)

Phone: [Redacted]

2028 5/17/2016

Submitted on Tuesday, May 17, 2016 - 19:07 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-05-17

Approximate Time: 18:00

Name of TSA employee (if known): unknown

Airline & Flight Number: Southwest Flight # 4554 IAD to Boise

Checkpoint/Area of Airport: TSA West Entrance

Please provide a description of your inquiry/comment.:

The TSA agents pulled my father mother in law from line ages 92 and wheelchairbound and 81, respectively, and body searched them in a separate room. They regularly travel with a medical device, a leg pump and the prescription for it. The TSA agents refused to listen to them and / or look at the prescription, then targeted them for a body search. These devices are no different than a CPAP machine and thousands of travelers travel with them weekly. There is absolutely no reason not to recognize these machines and to subject frail and elderly people to this disrespectful treatment. This incidence had my mother in law so upset that she was unable to speak, think or move. Had it not been for the escort pushing my father in law in the wheel chair, they would not have made it to their gate.

This treatment is a disgrace. It also probably violates the American with Disabilities Act and continues to add fuel to the publics incompetency claim against the TSA as a whole. These Americans deserve an apology and the TSA officers deserve to be fired.

==Passenger Information==

First Name: (b)(6)

Last Name: [Redacted]

Email: (b)(6)

Phone: [Redacted]

2029 5/18/2016

Just flew through IAD at 4:30 AM. I am TSA pre-check, but the line was longer and slower than the regular line. Plenty of TSA staff were standing by as well in the main terminal, using just one line when there were two or three closed – with at least five people in blue uniforms standing around doing nothing. What is the point of having pre-check if it's not faster?

(b)(6)

Sent from my (b)(6) Phone

cell: +(b)(6)

2030 5/18/2016

Submitted on Wednesday, May 18, 2016 - 15:59 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-05-18

Approximate Time: 03:00

Name of TSA employee (if known):

Airline & Flight Number: United 511

Checkpoint/Area of Airport: East Security

Please provide a description of your inquiry/comment.: Watched the video during the 30 minute wait about taking laptops and large electronics out of your bag, take the fluids out, who needs to wear shoes, etc. was well prepared with only a purse and computer to go through quickly. Screener was rude and told me to put it back in my bag, Which at that point slowed things down further and was really unnecessary as its all I have, then yelled that no one should take anything out of their bags, or remove any items a complete 180 from the video thats been playing forever and for which everyone is prepared. I watched as several lines told people to leave fluids in their bag that they did not need to declare them. Both take your shoes off and No one take your shoes off was yelled at one point by different lines. Either these policies are evidenced based for security or not. But to have staff be so rude and disregard posted policy is maddening. I do not feel safe or protected and you have completely lost my trust as an organization. Especially at Dulles with so many international passengers.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2031 5/19/2016

Hello,

I traveled from Washington Dulles to Denver International Airport on 18 May on United flight 696.

In my checked luggage was Leatherman knife and multi tool. When I arrived in Denver, there was a TSA NOTICE OF BAG INSPECTION in my luggage, and the Leatherman tool was missing (a \$150 item).

Furthermore, the luggage has a TSA lock, which was intact and locked when I arrived in Denver.

What recourse is available for me to recuperate the cost of this loss?

Thank you,

(b)(6)

Sent from my iPhone

2032 5/19/2016

Submitted on Thursday, May 19, 2016 - 13:55 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-05-11

Approximate Time: 06:00

Name of TSA employee (if known):

Airline & Flight Number: American Airlines

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: I understand that TSA checks luggage at random and that its ultimately for the safety of the passengers, but in the check done at the Dulles airport prior to being loaded onto the plane, all of my toiletry items that were in their own toiletry bag was removed from said bag and scattered throughout my actual suitcase and left to leak all over my clothes. The TSA employee should have placed my items back into the toiletry bag and re-zipped so as to not allow my clothing to be ruined. I am incredibly disappointed for the lack of care to my personal property and the lack of professionalism as I am certain this is not the quality of work expected of a TSA employee.

==Passenger Information==

First Name: (b)(6)

Last Name: [Redacted]

Email: (b)(6)

Phone: (b)(6)

2033 5/19/2016

Submitted on Thursday, May 19, 2016 - 06:40 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles  
International

Date: Thu, 2016-05-19

Approximate Time: 06:30

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

Airline & Flight Number: United

Checkpoint/Area of Airport: TSA PreCheck ljnes

Please provide a description of your inquiry/comment.: Agent

(b)(6) opened a new line for screening without regard for the current lines. New passengers skipped ahead of 30+ passengers who now found themselves in the longest (and slowest) line. in the future I hope she thinks about the people who have been waiting before adjusting the lines. Thanks for listening

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2034 5/19/2016

On 05/16/2016, I checked my bag (including weapon and ammunition) through proper channels and went through TSA screening for same. I had a black HYPERLINK "http://www.countycomm.com/\_images/kubo/kubo1large.jpg" kubaton in my bag both coming and going. This is a LEGAL device that can and has been checked in the past. Now for the 2nd time, TSA removed it from my bag and placed one of your "NOTICE OF BAGGAGE INSPECTION" cards inside. The card reads, "...the contents were returned to your bag." My kubaton was not and I want it back (in my law enforcement world, this is theft). Please address!

Departing: Washington Dulles, Southwest flight 1481, Monday, 05/16/2016. I checked my bag at approximately 2:00-2:30 PM.

Arriving: Denver (DIA).

(b)(6)

(b)(6)

[https://301b9372ac5dae483a9cab5a4d8c9583e422bc2c.googleusercontent.com/host/0B8gdu pL6hOgVUmE4eUtlcEhrcmM/images/co\\_dora\\_div\\_sec\\_72\\_rgb\\_email.png?](https://301b9372ac5dae483a9cab5a4d8c9583e422bc2c.googleusercontent.com/host/0B8gdu pL6hOgVUmE4eUtlcEhrcmM/images/co_dora_div_sec_72_rgb_email.png?)

(b)(6)

(b)(6)

HYPERLINK "mailto:(b)(6)"

HYPERLINK "http://cdn.colorado.gov/cs/Satellite?c=Page&childpagename=DORA-SD/DORALayout&cid=1251614746375&pagename=CBONWrapper" \nwww.dora.colorado.gov/dos

2035 5/19/2016

Submitted on Thursday, May 19, 2016 - 15:11 Submitted by user: Anonymous  
Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-05-18

Approximate Time: 02:00

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

Airline & Flight Number: United, 6176

Checkpoint/Area of Airport: TSA Pre Check

Please provide a description of your inquiry/comment.:

Apparently the Supervisor, I requested to see after the initial agent, agent (b)(6), is not privy to the rule of what 4 overall scissors looks like, and to comment that I work for the TSA, so I know what is and is not allowed to be in your carry on. I have traveled regularly for the last 4 years with the same items now to have an arrogant agent make a claim, that well sir, we were the only ones to catch it when normally I place the items in the coin caddy in plain view, with the other contents from my carry on, for TSA agents to see tells me that there is a separate standard and SHE IS NOT privy to what 4 is, when the over all length including finger pinch handles is 1 1/2.

Actual time of incident was 2:14 local left lane at the TSA Pre Check.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2036 5/20/2016

Caller is calling from Denmark and wanted to speak to someone regarding his checked luggage. He traveled out of IAD and he noticed that more than 10 of his dress shirts were missing and 3 dress jackets were missing as well. He noticed that the locks on all the bags had been opened.

IAD - Denmark

2037 5/21/2016

Submitted on Saturday, May 21, 2016 - 16:21 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles  
International

Date: Sat, 2016-05-21

Approximate Time: 04:00

Name of TSA employee (if known):

Airline & Flight Number: United

Checkpoint/Area of Airport: TSA precheck line

Please provide a description of your inquiry/comment.: Lines are too long. Then as we are patiently waiting, your staff opens another line and lets everyone from the BACK of the line go into the new line. How is that fair and how can you not train your people on basic courtesy and crowd control. Ridiculous!

==Passenger Information==

First Name (b)(6)

Last Name:

Email: (b)(6)

Phone

2038 5/22/2016

Hi,

My name is (b)(6) - I was in the Dulles airport in Washington DC this past Thursday, May 19th, traveling to Denver on the flight #UA505. The TSA employee dropped my laptop (work computer) on the floor. She gathered my belongings to proceed to a pat-down on me, and dropped my computer. This should all be on camera - it happened around 5:30 p.m. on Thursday May 19th. (the TSA agent was a female, African American, 5'5, short black hair, in her late 20's early 30's)

I request to be compensated and refunded for the full value of this item. It is a Lenovo 2015 laptop (\$768.80). Please also note that I was not able to work on Friday because my laptop is now completely broken which is very inconvenient.

As a frequent traveler in the Washington Dulles airport, I am extremely disappointed and upset with this service. Please contact me responding to this email or calling me at

(b)(6)

Thank you in advance for your attention to this matter,

(b)(6)

--

(b)(6)

2039 5/22/2016

Dear Sir/Madam

I flew back to Heathrow from Washington Dulles on Friday night on the British Airways flight BA216.

On opening my case to unpack I found the card to say that a TSA security officer had opened it to inspect its contents.

I completely understand the need for these checks and searches to be done, especially with terrorism being at an all time high, but I don't however expect to find my property damaged and missing.

I travel frequently and have had these checks done to my suitcase before but have never had anything damaged or stolen.

I'm really disappointed to have found the little windmill I bought for my baby daughter, broken, the photos I had printed to be crumpled and my Oakley sunglasses to be missing completely.

Like I previously said, I completely understand the need for these checks to take place but people's personal belongings shouldn't be getting damaged and certainly shouldn't go missing or stolen out of their cases.

I'd like to know why my sunglasses have been taken out and what I can expect to be done about this?

Yours sincerely

(b)(6)

Sent from my iPhone

2040 5/22/2016

To whom it may concern. I understand the need to search certain suitcases for the safety of all but when you searched my suitcase in Washington (IAD) you took the lock I had on it. I purchased a TSA lock to prevent this. The suitcase had a TSA approved lock that the TSA can unlock but you failed to give me the lock back, the was the intent of purchasing this lock so that I would not lose it. Is there anyway I can get my lock back?

Thanks,

(b)(6)

2041 5/22/2016

At Dulles, last night May 21, TSA opened our two suitcases. One had a slip of paper in it saying that it had been opened but the original lock was still on it and our usual number opened it.

HOWEVER, the second suitcase no longer has a lock on it. The suitcase was locked using the Rimowa integrated lock. Our number doesn't work and we have no way of figuring out what number was used to set it. We are now in Paris unable to get to our clothes. Please help.

(b)(6)

2042 5/22/2016

Submitted on Sunday, May 22, 2016 - 15:57 Submitted by user: Anonymous Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-05-06

Approximate Time: 08:00

Name of TSA employee (if known):

Airline & Flight Number: United UA424

Checkpoint/Area of Airport: TSA Pre Check

Please provide a description of your inquiry/comment.:

Hello, two comments. For some unknown reason the line I was in at TSA-Pre took almost 30 minutes longer than the other two lines. It was a complete mess. The TSA Officers made no attempt to move passenger to other lines - including the non-TSA Pre line that was moving faster.

Heres a suggestion: Allow US Government employees and contractors with HSPD-12 Credentials and high level security clearance (Dept of Defense-Secret/Top Secret and Dept of Energy-Clearances), which require extensive background checks by trained FBI and OPM agents, to automatically enrolled in TSA-Pre without having to pay anything. The Government has already done and paid for extensive background checks and screening of this individuals. The TSA-Pre Check process is a waste of money for them.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2043 5/23/2016

Caller is at the airport and her laptop was dropped while at the security line.

REASON for the call: Damaged Laptop

Date Time: 05 23 16 @

Gate Terminal: Lane 10

Airport: Dulles

Airline: Virgin American

Flight #: 89

Bag tag # (10digit:) N/A

Bag Description: N/A

Missing Damaged item description: Silver Mac Book Air Laptop Damaged

NOI: N/A

2044 5/24/2016

The caller would like to know the names of the TSA officers working when he through the check point. He would like to file a complaint that the TSO were very negligent and they cut open a bag that should not have been touched. They took his shampoo because it was over sized and he should not have a regulation because of who he is. He has filed a complaint with the Department of Commerce.

Flight Details:

Date Time of Travel: 5-18-2016 @ 12:55pm

Gate Terminal: Terminal B

Airport: IAD

Airline: Delta

Flight #: Not Available.

Phone Number and Email Address:

2045 5/24/2016

Dear Sirs,

I have been engaged in Law Enforcement all of my adult life and fully understand, particularly at this difficult time, the need for heightened security at airports and at other places. Although it is sometime frustrating for travelers to stand in long lines waiting for their carry on to be checked I doubt whether a single one of them would be happy if it was not done.

I also understand and support that TSA will check a certain number of checked luggage items and in fact have had mine checked on several occasions and it is in respect of the most recent occasion that I now raise an issue with you.

On Saturday I flew on flight UA100 from Washington Dulles to Manchester (UK). My checked in bag had 2 TSA approved locks on it, the same locks which have been opened and re locked by TSA staff on previous flights. When we landed at Manchester I noticed that both locks were missing from my bag and when I opened it I found both locks which had been cut inside with your normal notice advising that my bag had been checked. This is more than a little annoying as I had spent the money to ensure I had the best locks which your staff could open and re lock. There was no reason why they should have been cut off leaving me now in the position whereby I have to purchase new locks to replace perfectly good and compliant ones.

Your notice says "If the TSA security officer was unable to open your bag for inspection because it was locked, the officer may have been forced to break the locks off your bag. TSA sincerely regrets having to do this, however TSA is not liable for the damage to your locks resulting from this necessary security precaution." However on this occasion cutting the locks was not necessary as the locks were TSA approved and had been previously opened, in fact on this trip which included flights from New York to Toronto, Toronto to Las Vegas and San Francisco to Washington DC.

These actions leave even the most understanding and appreciative of us feeling frustrated at the actions of an individual within your organisation who I believe has let your organisation down.

I know there's nothing I can do about it except go and purchase some new locks. But even with new TSA approved locks I have no guarantee that you won't destroy them. My choices are limited. I can put the TSA locks on or put cheap locks on either of which you may cut off or I can leave my luggage unlocked and at risk to baggage handlers, or others, taking stuff from it or putting stuff in it.

I would welcome your views.

Yours Sincerely,

(b)(6)

2046 5/24/2016

Caller was traveling recently and she is tired of them going through her stuff. Caller said she is tired of them searching her luggage without her consent and throwing everything back in there. Caller flew from Paris to Iceland then to MCO.

REASON for the call: Disarrayed Items  
Date Time: 05 18 16 @ 11:00 PM  
Gate Terminal: N A  
Airport: IAD  
Airline: Frontier  
Flight #: 1625  
Bag tag # (10digit:) N/A  
Bag Description: Tan (Samsonite) with wheels  
Missing Damaged item description: Disarrayed  
NOI: Nothing Wrote on it

2047 5/24/2016

My husband and I recently spent a few days In Sterling, Dulles. We visit the US of A fairly often and apart from always enjoying ourselves have never had any cause to either comment or complain about the TSA or customs inspections etc We departed Dulles airport Thursday 19 May 8pm on Icelandair to Glasgow with a connection at Kevlavik, Iceland before landing in Glasgow at approx 10.30am 20 May. On collecting our luggage at Glasgow from the carousel we noticed that the suitcase zipper was opened approx 4" and the securing padlock was missing. We both immediately thought that the case had been broken into and that our belongings had been stolen from inside so we opened the case there and then. In among our belongings was a TSA printed notification telling us that the suitcase had been chosen for further official inspection and that was why it had been opened. We fully understand and are totally compliant with all enhanced security measures. Our concern is that our bag was insecure from leaving the inspection area at Dulles, through arrival to and departure from Iceland and then on to arrival at Glasgow airport allowing numerous persons to remove our items or more seriously to actually insert explosives, drugs etc Is it not possible that after luggage is inspected in this manner that it could be re-secured in some manner rather than being left unzipped. We sincerely hope that these comments may be of future benefit to your security operation.

(b)(6)

2048 5/24/2016

Submitted on Tuesday, May 24, 2016 - 12:56 Submitted by user: Anonymous  
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-05-23

Approximate Time: 13:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: TSA-pre, main level

Please provide a description of your inquiry/comment.: Normally a very efficient, courteous, and well-managed location, on this day, there was a single line that extended beyond the normal area out into the terminal. Normal security check time was listed as under 5 minutes. Pre took 20 minutes. When I suggested to the officer that a supervisor be notified of the back-up, I was pointedly told that the supervisors knew and were watching the cameras. I was told that it was time for shift change and there were no officers available. Perhaps this was an anomaly (as my experience states). There should be the flexibility to quickly address an unexpected backup.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

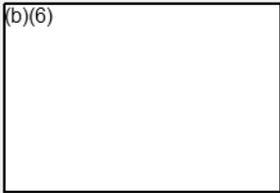
2049 5/25/2016

The US Transportation Security Administration

Dear Sir / Madam,

I took the United Airline flight UA1881 from Washington Dulles to San Francisco, and then UA888 to Beijing on 19 May, 2016. My unlocked suitcase was open for inspection. One of the handle wraps was cut and cracked which I think is unnecessary or excessive since the suitcase was open. I hereby request for compensation for the damage. The price of my suitcase is about 200 US\$. Please find attached photos of the damaged handle wrap and my boarding pass and itinerary. I look forward to your reply.

Sincerely,



<http://mimg.163.com/jy3style/lib/htmlEditor/portrait/face/preview/face56.gif>

Email: HYPERLINK "[\(b\)\(6\)](#)"

excessive

since the suitcase was open

unlocked

suitcase was . It was opened and inspected and one of its handle wraps was

???126???????

[http://fs.163.com/fs/display/?p=X-NETEASE-HUGE-ATTACHMENT&file=v-HMmbxazUvUoio-AYOieZI3dutBQ52s0-K4SczzCxHLzx5g2i3OTRd5Le4DX0-Hgld\\_4SNnJCA2-ppLXV1yA&title=Request%20for%20compensation%20of%20suitcase%20damage%20](http://fs.163.com/fs/display/?p=X-NETEASE-HUGE-ATTACHMENT&file=v-HMmbxazUvUoio-AYOieZI3dutBQ52s0-K4SczzCxHLzx5g2i3OTRd5Le4DX0-Hgld_4SNnJCA2-ppLXV1yA&title=Request%20for%20compensation%20of%20suitcase%20damage%20)  
HYPERLINK "[http://fs.163.com/fs/display/?p=X-NETEASE-HUGE-ATTACHMENT&file=v-HMmbxazUvUoio-AYOieZI3dutBQ52s0-K4SczzCxHLzx5g2i3OTRd5Le4DX0-Hgld\\_4SNnJCA2-ppLXV1yA&title=Request%20for%20compensation%20of%20suitcase%20damage%20](http://fs.163.com/fs/display/?p=X-NETEASE-HUGE-ATTACHMENT&file=v-HMmbxazUvUoio-AYOieZI3dutBQ52s0-K4SczzCxHLzx5g2i3OTRd5Le4DX0-Hgld_4SNnJCA2-ppLXV1yA&title=Request%20for%20compensation%20of%20suitcase%20damage%20)  
\\nIMG\_5822.JPG (5.72M, 2016?6?24? 12:56 ??)  
HYPERLINK "[http://fs.163.com/fs/preview/?file=v-HMmbxazUvUoio-AYOieZI3dutBQ52s0-K4SczzCxHLzx5g2i3OTRd5Le4DX0-Hgld\\_4SNnJCA2-ppLXV1yA&title=Request%20for%20compensation%20of%20suitcase%20damage%20](http://fs.163.com/fs/preview/?file=v-HMmbxazUvUoio-AYOieZI3dutBQ52s0-K4SczzCxHLzx5g2i3OTRd5Le4DX0-Hgld_4SNnJCA2-ppLXV1yA&title=Request%20for%20compensation%20of%20suitcase%20damage%20)  
???? | HYPERLINK "<http://fs.163.com/fs/display/?p=X-NETEASE-HUGE-ATTACHMENT&file=v-HMmbxazUvUoio-AYOieZI3dutBQ52s0->

for%20compensation%20of%20suitcase%20damage%20"??  
? ?????? HYPERLINK "http://gzy.mail.163.com/?from=mailread" \n?????  
?????,????????????! ?

2050 5/25/2016

Disability Description: The callers mother (b)(6), has a pacemaker and a defibrillator implanted.

She had assistance through the checkpoint via a wheelchair and a wheelchair attendant.

Incident Details: The caller stated that her mom traveled from IAD to HNL on United Airlines.

She has a pacemaker and a defibrillator implanted.

She told the officer that she could not go through the machine and he told her that she would be ok and made her go through the machine.

She later told her daughter, the caller, that she felt like she absolutely had to go through the machine or he would not allow her to fly.

2051 5/25/2016

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

From: (b)(6) [mailto:(b)(6)]

Sent: Wednesday, May 25, 2016 7:19 PM

To: tsa-contactcenter@dhs.gov

Subject: (b)(6) Baggage Inspection

Hi,

On May 7 2016, I took flight UA542 from IAD to DEN. My bag arrived having been inspected and treated very poorly in the process. It arrived with my personnel articles damaged and other articles hanging outside of the bag.

I have attached pictures showing the damage caused to my helmet which I use in my Emergency Medicine career. Being covered in tape and dented renders a helmet unusable. I immediately talked to the United agents and TSA personnel that I could locate. I followed their instructions by taking pictures of how my bag arrived. I also attached pictures of my bag closed after the tape was removed. It zipped shut easily and would have taken the agent less time to zip then to tape.

Items damaged - POC MIPS backcountry helmet \$250

Please contact me with the next steps to claiming a replacement for damage caused.

Respectfully,

(b)(6)

ATTACHMENT WORKED BY Daylan:

Attachment info....

Pictures of a helmet.

2052 5/25/2016

Submitted on Wednesday, May 25, 2016 - 10:48 Submitted by user: Anonymous  
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-05-24

Approximate Time: 05:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: TSA PreCheck checkpoint

Please provide a description of your inquiry/comment.: I am usually happy with TSA PreCheck. However, I was very disappointed in what I experienced yesterday at Dulles International Airport (IAD). There, you have created a single security checkpoint where all TSA PreCheck passengers must pass through the screening process. This creates a line that is just as long or longer than the regular lines. Please change the procedure so that TSA PreCheck passengers can go to any of the security checkpoints to truly receive the benefits of efficient and expedited screening.

Thank you for your consideration.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2053 5/26/2016

Submitted on Wednesday, May 25, 2016 - 23:35 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-05-24

Approximate Time: 12:00

Name of TSA employee (if known): card left in suitcase, but no signature or ID number

Airline & Flight Number: All Nippon Airways #2

Checkpoint/Area of Airport: luggage check after it was checked in

Please provide a description of your inquiry/comment.:

I specifically purchased a TSA-approved lock for my luggage.

When I checked my luggage in, the lock was on. but when I

received my luggage back at Narita Airport, the lock was missing.

I believe the TSA agent opened the suitcase but neglected to place the lock back on and lost it. I request reimbursement for the lock as it was not a cheap lock that was purchased SO THAT THE TSA CAN OPEN AND RE-LOCK MY SUITCASE FOR SECURITY. This lock cost me over USD \$20 to replace at Tokyo airport. I would like reimbursement or replacement of the lost lock.

[http://www.amazon.co.jp/TUMI-%E3%83%88%E3%82%A5%E3%83%9F-ID062DH-ALPHA-BLACK/dp/B01A9Q1KAS/ref=sr\\_1\\_4?ie=UTF8qid=1464227223sr=8-4keywords=tsa+%E3%83%AD%E3%83%83%E3%82%AF+%E9%8D%B5](http://www.amazon.co.jp/TUMI-%E3%83%88%E3%82%A5%E3%83%9F-ID062DH-ALPHA-BLACK/dp/B01A9Q1KAS/ref=sr_1_4?ie=UTF8qid=1464227223sr=8-4keywords=tsa+%E3%83%AD%E3%83%83%E3%82%AF+%E9%8D%B5)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2054 5/26/2016

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

From: (b)(6)  
Sent: Thursday, May 26, 2016 2:31 PM  
To: TSA-contactcenter@dhs.gov; TSAClaimsOffice  
Subject: Complaint baggage damage\_María de Palacio

Good afternoon,

I am writing to make a complaint as my travel agency finally told be I had to contact the TSA directly.

On the 15th April 2016 I took a United Airlines flight from Washington DC to Manchester City (boarding pass attached - final destination Madrid).

When I arrived home I found one of the zippers of my bag had been broken and lost (as you can see in the attached photo). When I managed to open the suitcase, what I had trouble to do without the zipper, I found a Notice of Baggage Inspection from the TSA (photo attached).

As it was not a problem of being unable to open the bag because I had a TSA accepted lock (find photo attached, where you can see TSA007 - lock was not damaged), I must claim for mistreatment and damage of my suitcase. As you can see in the last photos, it's a black Samsonite, and I also attach the price which I fortunately still had at home (290€).

Please tell me how I can receive some compensation, as I will need to take the suitcase for repair to the house (if they accept to repair it at Samsonite, maybe not...) in order to be able to use it again. And I don't accept having to pay it myself, as you may understand.

Thank you in advance.

Regards,

(b)(6)

Attachment worked by Benge, Rachel M.

Attached were photos of a NOI and a damaged piece of luggage. A boarding pass was also attached.

IAD to MAN. They departed from C23. It departed at 6:30PM. It was United flight number 100. The date was Friday April 15, 2016.

2055 5/26/2016

Caller states he flew from Washington DC to home and his bag was searched. He would like to know what happened to his 4th Amendment. He feels that TSA is traders and the next time he flies if he receives enhanced screening he will hire an attorney. He would like to know where the search warrant is that gave us permission to search his belongings are. He advised me he is missing his rights of freedom and privacy.

2056 5/27/2016

Submitted on Friday, May 27, 2016 - 16:28 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-05-12

Approximate Time: 09:00

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

Airline & Flight Number: Virgin

Checkpoint/Area of Airport: LAX

Please provide a description of your inquiry/comment.: I had tacky stuff for my walls that was taken from my suitcase. I moved home from college and when I got home my suitcase was messed up and everything was turned inside out and everywhere. There is no reason or right to take items out of a suitcase that are not dangerous and people who go through suitcases should not put things back in random places because suitcases are put together in a certain manner to get everything to fit. They destroyed a big ziplock bag that you vacuum to get the air out because they opened it and tore through the bag like it was candy. I understand TSA is there for security but they should clean up their act and not take things without a warning of it being taken or go through a vacuum sealed bag of pillows and clothing because they maybe suspect something being in there when there is no way to get something dangerous in a bag. This makes me not want to fly anymore because this is the third time my bags have happened to be chosen for inspection and every time my items is messed around and some damage to them. You all ruin flying for me because I never know if Ill actually return with the items I left with.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2057 5/29/2016

Submitted on Sunday, May 29, 2016 - 00:22 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-05-09

Approximate Time: 02:30

Name of TSA employee (if known):

Airline & Flight Number: Avianca 246

Checkpoint/Area of Airport: West entry point

Please provide a description of your inquiry/comment.:

Hello

What is going with TSA and what will it take it to fix it? I was at Dulles going through screening and for some reason Avianca is not connected to pre-check even though I am a pre-check and global entry person. I saw the sign said that 6 mins to pass through screening at West point so though I was by East I walked over to West. For some reason the woman checking the IDs was highly inefficient, she processed people at 1/3 speed compared to her other two colleagues. She would review the same ID over and over again, how could a passport change? The lines were just not moving for some reason. I have no idea why. There were 2 lines merging into a single x-ray scan machine. They were not letting us pass through the old style metal detectors but having everyone go through the x-ray scan. Finally it got so bad, that the line after placing stuff in the bins and waiting for the x-ray machine was literally out the door. They then just started letting people go through the regular metal detectors. This is completely perplexing. If the metal detectors work, and if those are effective, and are to be used -- why did they back everyone up in line for over 30+ mins only to then let us all go through the metal detectors. They did that until the line subsided and once I was 2 people away from the metal detector they closed it again. REALLY?? Why? It seemed completely arbitrary and something being done perhaps to train someone rather than facilitate screening?

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2058 5/29/2016

Submitted on Sunday, May 29, 2016 - 08:01 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-05-24

Approximate Time: 13:30

Name of TSA employee (if known):

Airline & Flight Number: United Flight 6121

Checkpoint/Area of Airport: TSA PRE

Please provide a description of your inquiry/comment.: While traveling for a bowling tournament in Dallas Texas, I checked two bags and was proceeding to check one bowling ball as a carry on. During the screening process I was informed that they could not allow me to hand carry a bowling ball on plane. I proceeded to try to check bowling ball which would have cost 150\$ more than the cost of the ball. I was told I would have to get rid of the ball to board the plane. Once arriving at the tournament and purchasing a new ball, I was informed by other bowlers that they where allowed to carry on bowling balls on the plane at BWI airport. Can someone explain why there isnt a uniform policy and how to be reimbursed for an expense incurred that was not a valid policy apparent misinformation.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2059 5/29/2016

The caller traveled from Mexico with duty free liquor. The liquor was within the 48 hours and in the duty free packaging however the liquor was required to be placed in the check bag at IAD and he would like to know what he can do since he had to pay a fee for checking in his liquor.

Flight Details:

Date Time of Travel: 5-29-2016 @8:15am

Gate Terminal: D30

Airport: IAD

Airline: United

Flight #: 6150

Missing Damaged Item Description: One bottle of liquor was required to be checked in he would like to be reimbursed for the price of checking in the bag.

2060 5/29/2016

Hello,

This is with reference to my flight journey from Dulles Airport, Washington to Bangalore via, Dubai (Emirates Flight EK 232) and EK 566 (Dubai to Bangalore) on 25th May 2016.

I traveled with Emirates on 25th may from Dulles International Airport, Washington. When I reached Bangalore, one of my baggage was found missing. However, I received it from the airport baggage services, 2 days later. On opening the suitcase, I got a Notice of Baggage Inspection from TSA in it.

However, I would like to bring to your notice that, 3 items were missing in the suitcase when I received it.

The items are as follows:

- 1) Chlorox Cleaner (1 Pack of 2 bottles)
- 2) Eraser Caps for Pencils. ( 2 packs with each pack having 50 caps )

Looking forward to hear from you.

Thankyou,

Best Regards,

(b)(6)

2061 5/30/2016

Submitted on Monday, May 30, 2016 - 00:49 Submitted by user: Anonymous  
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles  
International

Date: Fri, 2016-05-27

Approximate Time: 03:30

Name of TSA employee (if known):

Airline Flight Number: United Airlines 558

Checkpoint\Area of Airport: East Checkpoint Area

Please provide a description of your inquiry\comment.: On my flight returning back to Az, after a week touring DC with my children and their classmates, I was not allowed to get into the TSA Precheck Line. Myself, my 2 children (both on my flight with my same last name, (b)(6)) and their 2 friends (on my same flight, last name (b)(6)) were told that we were on a "group ticket" and must go to the regular screening line, not the TSA Precheck line. Our tickets had the TSA Precheck indicator. All 5 of us originally flew from Phx to Dulles without incident, using the TSA Precheck line in Phx (Sky Harbor Airport). But returning home, we were not allowed to. All 5 of us, have KTN #s, that were given to United Airlines, and entered, 2 weeks prior to our travels. When we were told we could not go into the TSA Precheck line, it was said to us very rudely by an African American TSA agent with long braids, she was also short in height. I did not get her name. There was also an Asian man (also TSA) by her, who seemed confused and just smiled. He seemed to not want to speak up, as this agent clearly was more dominate in her position. When I tried to explain that we 5 had KTN #s, and each of us had flown to Dulles without an issue using the TSA Precheck Lane in Phx, she just yelled. This not only caused a scene, but made it very hard to talk to her. Her eyes got big, and she was yelling at us to get in the regular line. Saying that the decision has been made, no one traveling on a group ticket is allowed in the TSA Precheck line, even if it has the indicator on the ticket. She was disrespectful, rude and embarrassing to me in front of 4 children in my car (all with the indicator as well, as they have KTN #s). I was not going to yell back or argue anymore, so we went to the regular screening area and spent the next hour in line. This defeated the purpose of why I got the TSA Precheck KTN #. I am sure there is video of the incident, as well as proof in your system that all 5 of us submitted KTN #s and had the indicator on our tickets.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2062 5/31/2016

REASON for the call: 2 Samsung chargers, and a watch battery and associated charger are missing. The zipper of the compartment that these items were in was torn off.

Date Time:5 30 16 5:15pm

Gate Terminal: Gate A6

Airport: IAD to CVG

Airline:United

Flight #: NA

Bag tag # (10digit: (b)(6))

Bag Description: The suitcase is a black with silver hardware. The brand is Pullman. It is brand new. Her name and address was indicated on the back of the suitcase.

NOI: Present. with nothing indicated.

2063 6/1/2016

Submitted on Wednesday, June 1, 2016 - 10:02 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-05-30

Approximate Time: 04:00

Name of TSA employee (if known):

Airline & Flight Number: American Airlines flight 2536

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: A Female official with a sweedish accent told me to stand single file in line waiting to go through the body scanner even though I told this individual countless times I requested for a male pat down or cavity search. And thats when sometime later another official let me go pass and have this procedure done so I can catch my flight.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2064 6/2/2016

Submitted on Wednesday, June 1, 2016 - 23:43 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? Other

Date: Wed, 2016-05-18

Approximate Time: 03:30

Name of TSA employee (if known):

Airline & Flight Number: United Airlines UA975

Checkpoint/Area of Airport: TSA screening area

Please provide a description of your inquiry/comment.:

I arrived at Washington Dulles DC airport coming from Switzerland, going to Orlando, we had few small size cartons of baby milk for my 3 years old daughter, TSA officer (lady) said we should throw the milk away, it is not allowed. I told her we passed through many airports No one said so, They just screened these cartons, i am not going to throw them since those are my daughters food, then she said the only option i have is to call an officer to pat me down, which i didnt understand the connection between the milk and patting me down, then i agreed, she called an officer (she whispered something to him) the officer was very rude, very provocative, and was repeating the same process over and over until i told him, i am leaving, and i left, at that moment he said just one second, and went to that machine to check.

First still i did not understand if the milk was a security threat at that moment, is it going to be fine if i am pat-down!!  
Second i am asking you to check the cameras at the time and see how the officer did the pat-down.

==Passenger Information==

First Name: (b)(6)

Last Name: [Redacted]

Email: (b)(6)

Phone [Redacted]

ID Date Added\_Date Only Contact Details

2065 6/2/2016

Caller was on flight #4961 from Dallas to Syracuse with a Pelican case. The item was missing from his bag. It was a royal blue battery, engine start module. This is not a hazardous battery. It is shipped in the U.S. Postal mail all the time caller stated. Will the CSM reach out to him about this? Can he reach her?

Date Time: 6 2 2016 12:35pm

Gate Terminal: A1G

Airport: Washington-Dulles IAD

Airline: United Airlines

Flight #: 4961

Bag tag # 10digit: (b)(6)

Bag Description: Pelican case-Black plastic

Missing Damaged item description: Royal Blue battery Engine start module-

NOI: Yes

2066 6/4/2016

Submitted on Friday, June 3, 2016 - 22:48 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-06-02

Approximate Time: 03:00

Name of TSA employee (if known):

Airline & Flight Number: United Airlines #43

Checkpoint/Area of Airport: Hallway between baggage claim and customs

Please provide a description of your inquiry/comment.:

I had a most concerning experience when I arrived at Washington Dulles from Rome, Italy on United Airlines flight #43 yesterday afternoon. I was provided with a wheelchair assist and have been using a cane temporarily until an orthopedic procedure is completed on my right knee in the near future.

While I was awaiting the arrival of my baggage prior to clearing customs, the wheelchair assistance staff transported me to the restrooms that were to the left of a walkway to customs, and there was a TSA agent policing the area with a dog. I have severe asthma that is triggered by any animal in my close proximity. In addition to flowers and latex, animal dander, even without direct contact, has led me to require mechanical ventilator support in an intensive care unit several times in the past. When I informed the TSA agent with the dog that I was allergic to animals and asked him to keep the dog at a distance from me, he replied, "Sure, right. You don't look too allergic to me."

After my baggage was retrieved and the wheelchair attendant was transporting me to customs, I once again stated my medical condition to the TSA agent with the dog. He proceeded to loosen the leash on the dog allowing it to breach a safe distance for my asthma and let it nearly touch me. I screamed for the dog to stop, at no avail, and deflected it away from me with my cane. I was subsequently taken back to a TSA office, accused of committing an assault on a federal officer, threatened with arrest for commission of a felony, and had the incident recorded in my personal file.

Although I fly most frequently out of Cleveland Hopkins airport, I have always been able to notify the TSA agent of my severe reaction to animals and availed myself to any and all alternative security searches that do not require me or my personal belongings to be exposed to animals or animal hair. In the past, I have never had a TSA agent maliciously force an animal upon my person nor have I had a TSA agent make an independent medical judgment about my asthma or its severity. If

there was any doubt, I would have happily shown the TSA agent my asthma medications which I carry with me at all times.

I cannot be the only person who has life-threatening allergic reactions to animals. I also understand that need to ensure the security in this environment. Yet, I found the behavior and demeanor of the TSA agent with the dog quite disturbing, unprofessional, and dangerous. The TSA agents in the office where I was taken were more concerned about charging me felony assault than they were about addressing the root of the problem that caused the incident.

There is no excuse for intentionally endangering the health and welfare of any passenger in this manner. Please inform me if there is another established avenue where I can inform the TSA agent of my allergy to animals other than the manner that I have been using in the past. I would much rather prevent a medical emergency than to have to manage one, especially while traveling away from home.

If you have any questions, please feel free to contact me at (b)(6) Thank you in advance for your assistance in this matter.

Sincerely,

(b)(6)

==Passenger Information==

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

2067 6/4/2016

Submitted on Saturday, June 4, 2016 - 16:54 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-05-31

Approximate Time: 15:30

Name of TSA employee (if known):

Airline & Flight Number: United 919

Checkpoint/Area of Airport: International security screening

Please provide a description of your inquiry/comment.: I have global entry and that part of the entry process from international travel was fine. But then I was faced with an extremely long line to go through security. I saw the Gold lane (which is a great addition) and headed there because I had a first class ticket, however, there was no one there to screen people entering that lane. As a consequence many people who should not have been using that lane were. People moved to that lane because the other lane for passengers extended out into the hall---there must have been 400 people waiting to be screened. When I finally got to the front I saw that there were not enough agents to work the lanes---it was a nightmare moving people through the lines. In addition, they were only using the screening where you had to raise your hands above your head and not the quicker pass-through scanner. As a consequence, the number of people per minute was very low, and the people being screened was unacceptably low. You must find a way to pass people through this part of re-entry into the U.S. from international flights---this screening must be much quicker---we have already been screened before we boarded our international flight. This secondary screening needs to be streamlined. There were unacceptable delays at this part of international travel--my screening took 30 minutes, and the people in the other lane were there for over 1 hour---and those werent the people at the back of the line!

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2068 6/6/2016

I was on a flight last night from IAD to SFO: UA 1806. I understand you need to search our luggage but I received it back in worse shape than usual: nothing was packed safely (I had 3 glass bottles that needed to be specially wrapped to avoid the risk of them breaking open), a bag inside was torn, and the outside straps to the bag were left undone. To receive it back in such disarray makes the TSA look unprofessional.

I am an American citizen doing absolutely nothing wrong. To be treated this way makes me feel like a criminal and makes me outraged. Please train your employees to treat our property with respect, the way they would want their property to be treated if they had their very personal belongings searched without their consent.

(b)(6)

(b)(6)

2069 6/6/2016

Submitted on Monday, June 6, 2016 - 06:32 Submitted by user: Anonymous Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-06-05

Approximate Time: 22:00

Name of TSA employee (if known):

Airline & Flight Number: BRITISH AIRWAYS 292

Checkpoint/Area of Airport: Baggage check after check in

Please provide a description of your inquiry/comment.: We have just landed at Heathrow Airport in London and discovered that our combination lock was broken, DESPITE the fact that this was a TSA approved lock, so this was completely unnecessary.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2070 6/6/2016

Submitted on Monday, June 6, 2016 - 00:58 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-06-05

Approximate Time: 07:30

Name of TSA employee (if known):

Airline & Flight Number: JA6180

Checkpoint/Area of Airport: International transfer to domestic connection

Please provide a description of your inquiry/comment.:

Upon arriving at IAD with gifts purchased and sealed at duty free airport shop, we were instructed that we had to put the containers in our luggage and ship or lose them. We have traveled international before and acquired alcohol - as long as the seal was not broken and the scan was sufficient to screen the bottles it worked fine. Not this time - apparently this is somehow a flight risk and we needed to check the dangerous material AFTER LANDING already. I am sorry but this simply does not make any sense. That was frustrating, that a major airport did not have adequate equipment to address what was previously cleared enough to fly into the nations capital.

However, what is truly upsetting and warrants this complaint is the fact that as we collected our bags at luggage claim, the bag which was inspected was not closed fully and properly. The zipper was partially open, and all the fasteners were unclipped - how property gets damaged. Furthermore, upon arriving home we found that the sealed bag from duty free was opened and the small bottles were removed from their protective covers and then placed back in the suitcase without repackaging - glass on glass, really? If this would have broken, it would have ruined our gifts as well as the contents of our suitcase (and possibly the suitcase).

I appreciate being kept safe but I also expect people to be held to a higher standard of professionalism and courtesy. Being at the TSA or a government agency does not give you the right to just ransack personal property without any regard. I hardly ever complain but I am really upset this time. What started as frustration with actions that are inconsistent and less than satisfactory then progressed with blatant disregard.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone

2071 6/6/2016

Submitted on Monday, June 6, 2016 - 15:13 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-06-05

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number: UA 974

Checkpoint/Area of Airport: during checked luggage inspection by TSA

Please provide a description of your inquiry/comment.:

The entire contents of my checked luggage (2 bags) was VERY VERY poorly handled upon inspection at the Dulles airport. This is not about a lock or strap. I never lock my bags.

The inspectors simply did not treat my luggage contents with care or return my belongings in the luggage in the manner remotely resembling the manner I packed them and, as a result, there was a HUGE mess when I opened my luggage upon arrival. This is undue wear and tear on my personal effects, which I value.

This inspection process has happened to me EVERY time I fly from Dulles to Geneva and it is never good but it has been getting worse in 2015. This time was simply OUTRAGEOUS.

In the future, I wish to have ALL my belongings handled with respect and care during inspection.

Please provide me with steps I must take to ensure that my luggage is examined by inspectors who understand the value of my luggage content and that this does not ever happen in the future.

I must receive a reply or I will complain with greater impact in the future.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2072 6/7/2016

Dear TSA

I am responding to address on the the card left on my inspected baggage inviting comment.

Last night I travelled Dulles to london Heathrow on VS 22.

I checked in a Ford Mustang spare tire (deflated) which was wrapped in two beach towels and then in a waterproof car cover and sealed with duct tape. I marked it as deflated and also made a point of telling the Virgin check in team exactly what it was.

TSA decided to inspect it and I understand and respect why that might have been done.

BUT. Thoughtless use of sharp instruments to cut the duct tape made a series of large (approx 1" +) holes in the waterproof car roof bag which I have just had to throw away.

My comment is that a tiny bit of extra thought and care would have achieved your objectives without destroying my roof bag.

Yours sincerely

(b)(6)

From;

(b)(6)

2073 6/7/2016

Submitted on Monday, June 6, 2016 - 23:32 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-06-06

Approximate Time: 10:30

Name of TSA employee (if known):

Airline & Flight Number: American Airlines 1556

Checkpoint/Area of Airport: Bag Search after checked

Please provide a description of your inquiry/comment.: Baggage was not repacked correctly after inspection. Toiletry bag was left open to spill on multiple suit bags. Im in the USAF and I take pride in my work no matter how routine or mundane. I was shocked when my items were not in the right order or put back incorrectly and not how I had left them when I packed my bag in the morning. I hope this doesnt become a standard procedure.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone

2074 6/7/2016

Caller departed from IAD on a connecting flight from an international flight to his final destination in SFO. He is absolutely disgusted and terrified of TSA agents, and anyone who touched his bag, should not be allowed to touch other peoples bags. He would like to file a formal complaint in regards to how his baggage was handled and the disarray that was in. He does not feel for any reason anyone s bag should be touched for any reason. He would like a response from someone who can respond on behalf

Date Time: 06.06.2016 @ 5:30 PM

Airport: IAD

Airline: United

Flight #:UA340

Terminal gate#: Unknown

Bag tag # (10digit: (b)(6) (Unknown)

Bag Description: Green and gray compression bag. soft shell, 2 wheels

Missing Damaged item description: The bag was in complete disarray, it looks like everything had been taken out and placed back in.

NOI present (writing on it): Yes

2075 6/8/2016

Submitted on Wednesday, June 8, 2016 - 09:40 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sat, 2016-06-04

Approximate Time: 07:00

Name of TSA employee (if known):

Airline & Flight Number: SA 209

Checkpoint/Area of Airport: Post immigration, customs baggage recheck screening

Please provide a description of your inquiry/comment.:

I arrived on an international flight and was among the first to reach the TSA interational entry screening area. After putting my shoes back on, I was the only traveler in the area. The first thing I noticed was about a dozen (12) TSOs standing around with nothing to do, talking and laughing together loudly. And I had just been hearing about the shortage of TSOs and the long TSA screening lines. I realize the team was there to handle the larger number of arrivals to come, but I dont think they had any awareness of how it looked to me, a traveler and a tax payer, to have so many of them standing idle and socializing. It might be better if they congregated in a staff room and came out as travelers arrived - the optics would be different.

But more than the optics - while I put my shoes on and my laptop in my bag I could overhear their conversation. They were telling nasty stories about things theyd seen and found in travelers luggage, stories that frankly I found offensive and did not want to hear. Again, no awareness that I WAS A TRAVELER, and to hear people there to serve me and whose salaries my taxes pay talking loudly and with great laughter about other travelrs - it was very offensive. In figurative terms, this team needed a smack upside the head to stay professional while theyre on the job and pay attention to whos around.

Thanks for your attention.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2076 6/8/2016

Reason for the call - Caller has quite a few pieces of clothing missing. She did not have an NOI.

Airport - IAD

Airline - American Airlines

Flight Numbers - 1083

Departure Times - 6 am

Date And Time of Incident - 6 01 2016

Baggage Tag Numbers - (b)(6)

Description Of Luggage

Color - Hot pink

Style - Soft-sided roller bag

Size - Large

Brand - Does not know

Was There An NOI - No

Was Anything On The NOI - NA

Missing Damaged item description - She has the following items missing: A mid length razorback cotton dress with tags on it.

A black tank maxi dress.

A blue razorback tank top with double rope straps.

A neon coral maxi skirt with side slits.

A neon pink Victoria s Secret over the shoulder nightshirt.

A short silver Bebe band cocktail dress.

3 mid-shin cotton pencil skirts. The colors are black, gray, and black and white stripes.

Location Of Incident

Gate - B67

Terminal - Does not know

Phone Number - (b)(6)

Email - (b)(6)

Special Notes - She flew from IAD to Miami. She asked if the CSM works for TSA or the airlines. She asked if she should contact the airline about filing a claim with them.

2077 6/8/2016

Submitted on Wednesday, June 8, 2016 - 18:18 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles  
International

Date: Mon, 2016-05-30

Approximate Time: 15:00

Name of TSA employee (if known): N/A

Airline &amp; Flight Number: SAS 925

Checkpoint/Area of Airport: International Arrivals

Please provide a description of your inquiry/comment.: I arrived around 15:00 on 5/30/16 on SAS flight 925 with a 3.5 hour layover to connect to United Flight 240. I breezed through Customs (CBP) using global entry. There was no wait to clear customs. Once I rechecked my bags, I found myself in a long line. Not knowing what it was for, I asked an airport employee. He said we needed to go through security again. I could not believe how long the line was. I went forward to look for a TSA precheck line but there wasn't one. Instead there was a separate line for trusted crew and gold star alliance members. I waited approximately 1.25 hours to get to the TSA screening point. While we were waiting several passengers kept getting out of line and going into the crew line because they were going to miss their flight. There was no oversight from TSA so these passengers were jumping to the front of the line, thus extending the length of time we had to wait in line. Passengers were also jumping into the gold star alliance line with the same result. When I finally saw a TSA person, I asked if they had a TSA precheck line, and they said no. I went through the screening, having to remove shoes, belts, etc and submit to the body image scan. Much to my amazement, I saw that every single person was being put through the same procedure. No wonder the lines were so long. What I don't understand is the Department of Homeland Security, your agency, has a trusted traveler program in the air environment. These people are vetted and re-vetted every 24 hours. Why isn't TSA using risk management to mitigate these extensive wait times? The work has already been done for you. It seems very archaic to not use the information you already know about travelers to determine what level of scrutiny they merit. Your own website has extensive information on the TSA precheck program and the benefits thereof. I cannot for the life of me figure out how your leadership makes a decision to treat everyone the same and not extend the benefits of the program to those that have signed up and been granted membership. The question I would like answered is why this benefit is not being extended at Dulles to those arriving from international and connecting onto a domestic flight. Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)  
Phone: [redacted]

2078 6/9/2016

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

From: (b)(6) [mailto:(b)(6)]  
Sent: Thursday, June 09, 2016 5:14 PM  
To: TSA-ContactCenter@dhs.gov  
Subject: Damaged Item

On June 2nd, I left IAD to DEN on UA flight 505. I checked two bags, one with a bronze horse packed in bubble wrap and a beach towel for extra padding. When I received my bag, the package had been opened, the statue was not repackaged and the bronze horse was broken into pieces as in the attached photos. This is not the first time expensive items have been opened and carelessly put in the bag. What is the process to claim damage and reimbursement for this item? My number is (b)(6). Your response would be greatly appreciated.  
Sincerely, (b)(6)

ATTACHMENT WORKED BY Daylan:  
Attachment info....

Picture of broken statue and a NOI

2079 6/10/2016

Caller said her luggage had been locked and every time she received it back the lock was missing. From there she did not want to file a complaint but just put in a general suggestion to put the locks inside the bag if they have to remove the bag in general so they will not get lost.

Date Time: May 22nd  
Airport: IAD  
Airline: United Airlines

2080 6/10/2016

Submitted on Friday, June 10, 2016 - 15:44 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-06-10

Approximate Time: 15:00

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

Airline & Flight Number: PD726

Checkpoint/Area of Airport: Main TSA lane 5 or 6

Please provide a description of your inquiry/comment.: The officer was unpleasant. She moved all of my items from one bin to another without my consent and scratched my eyewear by doing so. When I informed her politely she proceeded to pretend to not hear me. When I informed her that I was not pleased she shrugged her shoulders. I informed her I had no intention to seek recourse but in the future she should not handle a customer's items without due care. When I addressed her directly she told me to 'move along' and proceeded to ignore me. Her actions were unprofessional and unbecoming of an officer.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2081 6/10/2016

Alain, flew 6-9-2016 6:55 PM out of IAD on Air France AF0055. He received a NOI and 1 Hugo Boss white dress shirt, and cuff links white gold and yellow gold are now missing.

Date Time: 6-9-2016 6:55PM

Gate Terminal:

Airport: IAD

Airline: Air France

Flight #: AF0055

Bag tag # (10digit): (b)(6)

Bag Description: Dark blue, Kenneth Cole brand, roller, name tag, priority tag.

Missing Damaged item description: 1 Hugo Boss white dress shirt, and cuff links white gold and yellow gold are now missing.

NOI: Yes

2082 6/10/2016

Caller flew yesterday with his brother. They found NOI s in their bags. The protective padding was taken off of their golf clubs and they are really scuffed. He is not sure if there is an physical damage at this time as he has not been able to fully inspect them. His brothers clubs were also found in the same condition.

Date Time: 06 09 2016 05:45 pm

Gate Terminal: B71

Airport: IAD

Airline: American

Flight #: Doesn t remember

Bag tag # (10digit): Doesn t have

Bag Description: There was two Black travel bags. One contain a Tan and brown king golf bag with Callaway clubs and the other is a blue king golf bag with snake eye clubs.

Missing Damaged item description: They clubs were scuffed and they could be damaged but he has not had time to fully inspect them yet.

NOI: Yes- Nothing written

Special Notes:

2083 6/10/2016

Submitted on Friday, June 10, 2016 - 10:43 Submitted by user: Anonymous Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-06-09

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number: KL0652

Checkpoint/Area of Airport: Gate A

Please provide a description of your inquiry/comment.:

After arriving in the Netherlands (Amsterdam Schiphol airport) I

noticed that the lock of my suitcase has been broken. I find a notice of the TSA in my suitcase about Baggage inspection.

Well....this is really terrible! In the notice the TSA writes

"TSA sincerely regrets.....". Yeah, great, do you really

regret?! One of your fine officers causes damage, leaving me with

a useless suitcase.....! Can you imagine that I break or ruin

your belongings or property, then I'm 100% sure that you will ask

for compensation and sue me.

So I do complain about this situation and claim a full

compensation! Please inform me a.s.a.p. how and when you will

compensate me.

==Passenger Information==

First Name: (b)(6)

Last Name: [Redacted]

Email: (b)(6)

Phone [Redacted]

2084 6/10/2016

Caller just flew yesterday from Washington-Dulles International to Palm Springs and had an NOI in his golf clubs. One of the golf shoes had gone missing. He thinks that it may have just fallen off. He wanted to know if we could give him the number to the Lost and Found at the Dulles airport.

Mishandling RFI

Date Time of Travel: yesterday 850

Gate\Terminal: gate C19

Airport: IAD

Airline: united

Flight # 424

Baggage Tag # (Checked only – 10 digits): none

Bag Description: Black golf caddy travel bag, soft sided, canvas material has a name tag

Missing\Damaged Item Description: Golf shoe

Was an NOI Present? (Checked only): NOI

Was there a timestamp or written notice on the NOI? (Checked only): none

Phone Number and Email Address: (b)(6)

2085 6/10/2016

Submitted on Friday, June 10, 2016 - 19:21 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? Other

Date: Sat, 2016-06-04

Approximate Time: 10:30

Name of TSA employee (if known):

Airline & Flight Number: DL 1231

Checkpoint/Area of Airport: Checkpoint not recalled

Please provide a description of your inquiry/comment.: I received a generic reply to my first message but wanted to clarify that as a screener for 5 years ( recently resigned ) the confiscation of the small blender part of my single serving blender was ridiculous and after speaking with other officers and BAOs it was a ridiculous call and not on list. The use of the blender without electricity is no different than allowing scissors and some tools .. Now I have a base and a shaker cup and no blender ., totally embarrassing since my husband questioned the confiscation and asked why I didn't know that !

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone (b)(6)

2086 6/11/2016

Dear TSA,

We just flew back from Washington Dulles International Airport on Wednesday, 6/8. I attempted to open my luggage when we arrived home. But the zipper was totally jammed. While I understand that TSA may open my luggage for inspection, my luggage was damaged during that inspection. It looks like when the officer attempted to re-zip my bag too quickly, the interior fabric got caught in the zippers and jammed them, resulting in breakage. They are damaged beyond repair (I can send photos if needed.) Is there a process for restitution of my damaged bag? I was unable to find any information on your website. Thank you in advance.

Sincerely,

(b)(6)

2087 6/12/2016

Dear Madam or Sir:

My wife and I both have a Global Entry card. On two recent occasions flying from IAD, we noticed a long line at TSA Pre-Check and no line whatsoever at the regular security entrance. In both instances, we opted for the regular security entrance and believe that was faster than using the Pre-Check entrance even though we had to remove shoes, laptops, etc. [FYI, that more recent experience at IAD was at about 11:00 a.m. on Thursday, May 26th.]

As TSA continues to encourage travelers to enroll in a Pre-Check program, are there plans to reallocate personnel and resources to ensure that using Pre-Check at IAD is indeed faster in clearing security than using the regular security approach? Thank you for your consideration.

Best regards,

(b)(6)

(b)(6)

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2088 6/13/2016

The caller states that their luggage has been mishandled. Her lock was cut off and wine bottles are broken.

Date Time: 06 10 16 @ 03:00

Gate Terminal: Not Provided

Airport: IAD

Airline: Delta

Flight #: Not Provided

Bag tag # (10digit): Not Provided

Bag Description: Green

Missing Damaged item description: 5 out of 6 bottles of wine was damage, 1 cup, 2 dolls was damage.

NOI: YES

2089 6/13/2016

Dear Sir/Madam,

I traveled with United Airlines from Washington, Dulles airport to Geneva, Switzerland on Wednesday May 25, returning on Monday, May 30, 2016. On my arrival in Geneva, there was a notice of baggage inspection in my suitcase, and one item was missing from my cosmetics bag. This item was a sealed prescription medication, an ointment for a serious skin condition called Protopic. The tube containing the ointment was unopened, and extremely expensive.

I am unable to refill this medication at this time, and I need to use it twice daily. I would be grateful if you could investigate this report, as there is no other way the medication could have gone missing. While I fully understand the need for these inspections, due care should be taken to replace any item removed which is not deemed a security risk. This is especially important where medication is concerned.

I hope to get a prompt reply from your office.

Best regards,

(b)(6)

Sent from my iPad

2090 6/13/2016

To whom it may concern,

I just returned from the US to China. I find two TSA baggage inspection notice in two of my baggages and at least two of my books are missing.

One is

Gardner's Art through the Ages: A Global History

The other is

Money Changes Everything by William N. Goetzmann

My flight information is

Delta 3741 from Washington DC to Detroit (the airport is Dulles International Airport IAD)

Delat 189 from Detroit to Beijing (the airport is Detroit DTW)

The flight date is June 8th, 2016

During the whole trip, nobody else has the opportunity to open my baggage besides TSA and thus I am writing to ask whether you took my books and how shall I get them back. The two books are very important to me because one is from my University library and the other is the gift of the author to me.

Thanks,

(b)(6)

--

(b)(6)

2091 6/13/2016

REASON for the call: Caller was traveling from IAD to BOS on May 9th and she misplaced some jewelry which was a ring and a chain. Her bag was searched at the TSA checkpoint because she had a butter knife in her bag and the TSO took everything out of her bag and now her jewelry is missing. She is 5 3, in her 70s, light brown short hair, wears glasses, had a white cane, was wearing black pants with a multicolored sweater, casual, white sneakers. The bag they searched had pink flowers with a black background similar to a shopping bag.

Date Time: May 9 2017, 0745 am

Gate Terminal: Unknown

Airport: IAD

Airline: JetBlue

Flight #: Unknown

Bag tag # 10 digit: N A

Bag Description: N A

Missing Damaged item description: Missing a jewelry ring and a chain and it is in a little jewelry box.

NOI: N A

Special Notes: N A

2092 6/14/2016

Dear TSA: when I arrived in Cleveland on 6/12/16 I saw a Notice of Baggage Inspection in my suitcase. First, thank you for all you do to keep me and the traveling public safe. Yours is a terribly hard and thankless job and you are much appreciated.

I do have one quibble, and since you invited me to provide feedback here it is. After the security officer finished with my suitcase he or she closed it up without re-securing the strap which goes across the contents and keeps it snug in the suitcase. It is a small point, but it would be appreciated if in the future that strap could be clicked and tightened down as it was before the inspection. The strap prevents the contents from shifting.

Again thank you for your good work in the interest of Transportation safety and security.

Regards,

(b)(6)

Sent from my iPad

(b)(6)

HYPERLINK "x-apple-data-detectors://0/0" (b)(6)

HYPERLINK "x-apple-data-detectors://0/0" (b)(6)

HYPERLINK "x-apple-data-detectors://0/0" Cleveland, Ohio 44115

HYPERLINK "tel:(b)(6)" (Direct Dial)

HYPERLINK "tel:(b)(6)" (Cell)

HYPERLINK "tel:216.241.1608" 216.241.1608 (Fax)

HYPERLINK

"mailto:(b)(6)"

HYPERLINK "http://(b)(6)"

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Thank you for your cooperation.

2093 6/14/2016

The caller is calling in reference to his boss. The caller s boss is at IAD and traveling on a hunting trip. The caller has guns and ammo that he is waiting to check those in with TSA and has been waiting approximately 45 minutes and has not received any type of assistance to this point.

I then spoke to (b)(6) cell phone number is (b)(6) who advised he is sitting at IAD for the past hour waiting for his firearm and ammunition to be screened by TSA. He has already declared it to South African Airlines and just waiting for it to be screened. The caller states after TSA finally came over they began pulling bags from somewhere else and screening food instead of screening him first, although he was there first. The caller states he is amazed after the recent events in Orlando that they would not screen him sooner knowing he is there with a firearm and ammunition. The caller states he wants a call from the CSM at IAD in regards to this record.

Date Time: 06.14.16 at  
Airport: IAD  
Airline: South African  
Flight #: 210

2094 6/14/2016

Good afternoon

In response to my query sent on 13JUN, I actually had mentioned the airport which was Washington (IAD). I have copied in my query again below.

Also, the TSA lock hasn't been broken or damaged but simply the suitcase hasn't been re-locked:

Good evening

I returned yesterday from a 1 week trip to Washington DC.

Also this time my luggage had been opened and inspected by the TSA leaving the notice in my suitcase which is of course no problem at all. I do appreciate TSA doing everything they have to to assure safe travel which gives me a better feeling when travelling.

There are 2 concerns/questions though: my suitcase has a TSA lock which gives easy access for US authorities. I wonder why the suit case has not been re-locked after the inspection? I'm not worried about the TSA but after the inspection the suitcase still goes quite a way giving easy access to anyone else as well. Plus I thought the idea of the TSA lock was that it can be opened by US authorities but then also be re-locked after the inspection?

The other question was: I had a travel clock which has been in a carton package. The package was soaked wet when I arrived back home. Any liquids that might have caused that were all safely packed in plastic bags and were not able to spill within the suitcase. I wonder if any liquid would be put on the device during the inspection? I had to throw the carton pack away since it was too wet to be reused.

Any information would be much appreciated!

Thanks for all your efforts to enable safe travelling.

With best regards

(b)(6)

-----Ursprüngliche Nachricht-----

From: tsatcc\_do\_not\_reply@senture.com

Sent: Tuesday, June 14, 2016 12:36 AM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding damaged or missing checked baggage locks.

TSA is required by law to screen all property that goes onboard commercial passenger airlines, including checked baggage. 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. Please be advised that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes.

In cooperation with private industry, TSA implemented a system under which TSOs are able to identify, unlock, and then relock certain locks using passkey sets. TSOs can use the passkey sets to open and relock TSA-recognized locks without force and with little delay. However, TSA cannot guarantee that TSA-recognized locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Additionally, TSA has found that many locks break off in airport baggage conveyor systems, which may also cause damage to checked baggage. To learn more about damaged locks, please visit [www.tsa.gov/travel/travel-tips](http://www.tsa.gov/travel/travel-tips).

Travelers who are interested in TSA's claims process may learn more by visiting our Web site at [www.tsa.gov/travel/passenger-support/claims](http://www.tsa.gov/travel/passenger-support/claims).

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 a secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

TSA monitors the number and nature of problems, concerns, and complaints we receive to track trends and identify areas 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 subject of repeated complaints.

Generally, we would forward a copy of the issue to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy because a specific airport was not mentioned. If you would like to provide additional details, they will be forwarded to the CSM and addressed accordingly.

We hope this information is helpful.

TSA Contact Center

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2095 6/14/2016

Caller said she needs more information on a reference # (b)(6) It is regarding a flight on May 9th. Her bag was searched. She is missing a ring and a chain. She had a bread and butter knife in her bag. Caller said she called in yesterday but did not give the flight number because she didn't have it so she was calling back to give the rest of the information.

Date Time: 5 9 2016 10:02am

Gate Terminal: 70

Airport: Dulles in Washington D.C.

Airline: JetBlue

Flight #: 56

Bag Description: Carry-On bag-Black with pink flowers

Missing Damaged item description: Missing-diamond ring and a chain-they were in a jewelry box-wine colored box

2096 6/15/2016

She said she flew yesterday from Amsterdam to IAD to St. Louis and she said she found an open bag log record that belongs to TSA inside her check bag. She asked if we want her to send the book back to us or shred it.

Mishandling RFI

REASON for the call:Log Record

Date Time: 06-14-16 at 5:25 pm

Gate\Terminal:A 4

Airport:IAD

Airline:United

Flight #:unknown

Bag tag # :unknown

Bag Description:medium blue suitcase with her name tag on it

Missing\Damaged item description:none but she found an open bag log record that belongs to TSA inside her check bag.

NOI:Yes

2097 6/15/2016

From: (b)(6) ]  
Sent: Wednesday, June 15, 2016 10:14 AM  
To: tsa-contactcenter@dhs.gov  
Subject: Damaged goods

Dear Sir

On Wednesday 18th May 2016 my husband and I left Dulles, Washington airport on flight AF55 for Paris CDG airport France, arriving on May 19th.

While I thank customs/security for their diligence in keeping everyone safe, keeping customers' property safe does not appear to be a priority. One of the items in our suitcase, a carefully selected bottle of red wine purchased from a winery in Amish country near Belleville PA, was to be a special gift for the person who looked after our home while we were away. I placed the bottle, which was gift wrapped, inside a card tube which was made up of 45 coloured prints – the bottle stopped the prints from being squashed and the prints protected the bottle from being damaged. I was shocked and alarmed to find on opening our case that the bottle had been smashed to smithereens, but the broken glass was wrapped in a few sheets of tissue paper (which I had not supplied) and put back in our case. It was only luck that neither myself or my husband cut our hands on this bottle when opening our suitcase. It was obvious that the bottle had not broken in the case as there was no wine on anything except the 45 prints in which it had been wrapped. Every print has been damaged. We have tried since arriving home, but without success, to remove the stains. I found and acquired these prints from an antiques fair in the US, they were to be awarded as prizes at gundog hunting tests back in the UK. Stained they can now not be used.

Each print cost \$5, the wine was \$17 including gift wrapping. A total of \$242 which I would be grateful if you will reimburse me for.

We fully understand that accidents can happen but find it beyond belief that someone could wrap up broken glass and put it into someone's suitcase. Because the bottle was broken into so many fragments, some of which were tiny shards of glass, we have disposed of all clothing that was around the broken bottle/prints. We are not claiming for any of this clothing.

Photos attached.

We look forward to hearing from you.

Regards

(b)(6)

HYPERLINK "<http://www.penrose-chesapeake.co.uk/>"www.penrose-chesapeake.co.uk

(b)(6)

Attachment worked by (b)(6)

Attached were photos of the damage done to the prints and there were also photos of the broken bottle.

2098 6/15/2016

June 5, 2016 I flew Delta Air Lines 4169 from Washington Dulles to Minneapolis, MN then on Flight 2233 to Kansas City, MO. My trip began in Dulles at 12:55PM EST and ended in Kansas at 4:46PM CT.

I understand and appreciate the security measures in place and am happy to have my luggage looked through if needed. However, I had sea salt in a sealed bag. When I opened my luggage at the end of my trip, the salt had been removed from the sealed bag (to be tested I guess. Fine) and not put back in the sealed bag. I had salt all over my belongings. Not good.

The salt may corrode some of my electric appliances. And it is not good for my other belongings. Not Happy.

Now that I understand salt is a problem, I will not travel with it again. But that does not excuse the fact that TSA could not take a minute to replace the salt in the sealed bag.

(b)(6)

Sent from my iPad

2099 6/16/2016

Submitted on Thursday, June 16, 2016 - 10:05 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Thu, 2016-06-09

Approximate Time: 22:00

Name of TSA employee (if known):

Airline & Flight Number: Turkish Airlines Flight # 8

Checkpoint/Area of Airport: Dulles International baggage screening area

Please provide a description of your inquiry/comment.: The baggages have been opened up for screening and a notification has been left in the baggages that they were opened up by the TSA. Upon arrival we noticed that several boxes of chocolate and bags of organic snacks that we had we us for our 4 year old son were missing. The snacks were especially important because our son is severely allergic to nuts and we make sure that we carry snacks that are not produced in a facility that also processes or handles nuts. It is a serious challenge to find those kinds of non-allergenic snacks when traveling abroad and this is a serious concern for our son's health and safety.

==Passenger Information==

First Name: (b)(6)

Last Name: [Redacted]

Email: (b)(6)

Phone:

2100 6/16/2016

Submitted on Thursday, June 16, 2016 - 13:11 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening Process

Please provide a description of the security issue.:

Hello,

Please provide an email address where I can send a detail report about the inadequate screening process at Washington Dulles airport on 06/13/2016.

My wife was asked to open a unopened iPad box (Brand new) at Frankfurt airport and they found 2 pouches of sand bags instead of iPad.

Please note that the iPad box was placed in a tray and it passed through the screening process at Dulles airport.

Looking forward for the email.

Regards,

(b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2101 6/16/2016

REASON for the call: Caller just arrived at her destination and she had a NOI. One of her perfume bottles were opened and spilled over her stuff and now it is gone. She flew from Dulles to San Francisco to Kahului.

Date Time: June 15 2016, 600 am

Gate Terminal: Terminal 1, Gate 64

Airport: IAD

Airline: Virgin America

Flight #: 67

Bag tag # 10 digit: (b)(6)

Bag Description: black clam shell duffel bag, wheels, Dakine brand.

Missing Damaged item description: Perfume was spilled in the caller s bag.

NOI: Yes, blank.

Special Notes: N A

ID Date Added\_Date Only Contact Details

2102 6/17/2016

Call Reason: Caller has an aunt who was at IAD. She had a pocket knife that belonged to her grandfather in a backpack at the checkpoint. She states that it was confiscated and no other options for disposal were allowed.

Checkpoint Date and Time: 6 17 around 11:50 am

Flight Date and Time: 6 17 (does not know)

Gate Terminal: (does not have)

Airport: IAD to DEN

Airline: Frontier airlines

Flight #: (does not have)

Bag Description: It was in her brother s black backpack with the certificate from Vietnam.

Missing Damaged item description: It is a pocket knife with US on it.

2103 6/17/2016

(b)(6) has shared a OneDrive file with you. To view it, click the link below.  
<https://1drv.ms/b/s!AiK3AYwDJxdVhBCfY-NQUrrQwZBS>  
<https://1drv.ms/b/s!AiK3AYwDJxdVhBCfY-NQUrrQwZBS>  
HYPERLINK "https://1drv.ms/b/s!AiK3AYwDJxdVhBCfY-NQUrrQwZBS" \n????? ??-1.pdf

I travelled from Washington, Dullas to RDU airport by United Airline UA644 Yesterday Jun16, 2016.

When I picked up my luggage from Baggage claim and I went out of airport to rent a car,

When I tried to take my luggage in to my car trunk, I felt something is wrong. so I opened my bag and found out a piece of paper from TSA and also noticing my duty free items are missing. and one of kitchen tool(stainless one which was ins

I don't have any idea, What do I have to do.

this is my name (b)(6) and this is my flight booking no,DX18X6 and also I attached my receipt of duty free Items.

I will only stay for 5 days, If you need to contact me in 5 days (b)(6)

2104 6/18/2016

Submitted on Friday, June 17, 2016 - 21:42 Submitted by user: Anonymous Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-06-17

Approximate Time: 08:30

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

Airline & Flight Number: UAL 4617

Checkpoint/Area of Airport: TSA Pre Checkpoint

Please provide a description of your inquiry/comment.:

On 17-JUN-2016 at 8:53 PM as I approached the Pre-check line at Washington Dulles Airport the security gate was shut in my face at 8:54. There was nobody else in line.

I asked to speak to a supervisor. At first the contract employees out front pointed behind the blocked gate and said "good luck". I approached the handicap/crew check point and asked again to speak to a supervisor. The first TSA supervisor with whom I spoke listened and claimed she had to get another supervisor (because I assume her shift was ending). I asked for her name and she covered her badge and walked away.

I then spoke with TSA officer (b)(6) (I assume the oncoming shift supervisor) who claimed that her employees are only paid until 9PM so they have to shut down early every night in order to clock out on time.

I pointed out that the TSA website claims lines are open until 9 PM and this is a service that customers pay extra for. If the TSA is advertised as open until 9, it is implied that it will be staffed to get customers through until that time.

She apologized saying that it was out of her control and recommended that I write my Congressmen.

After dealing with the previous two TSA agents unprofessionalism, I appreciate Ms. (b)(6) calm demeanor and understanding.

Thank you for your time and consideration in this matter.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2105 6/18/2016

Submitted on Saturday, June 18, 2016 - 16:21 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? Other

Date: Thu, 2016-06-16

Approximate Time: 04:00

Name of TSA employee (if known):

Airline & Flight Number: Lufthanza 0418, Southwest 892

Checkpoint/Area of Airport: ?

Please provide a description of your inquiry/comment.:

There was a TSA notice of baggage inspection left in my daughters bag. She had traveled home from Frankfurt Germany to Wash D.C.(Dulles), to Denver. She had packed her items in a very organized and strategically way because there were some delicate items within. Upon returning home, she found her items completely disheveled and a lot of damaged items.

1. Several paperback books were bent and damaged.
2. Many important letters and papers were crumpled, a few envelopes were even ripped.
3. A small picture frame was irreparably broken, glass shattered through-out her bag, and the photograph inside scratched up.
4. A custom hand-made ornament was broken
5. Her camera was all scratched up.
6. Several CD cases were completely broken.
7. A tube of lotion was thrown back into the bottom of her main compartment instead of into the enclosed corner section, and then exploded on many of her surrounding items.
8. Many other miscellaneous items were also smashed and misshapen.

This is unacceptable! I understand the need for random security searches, but not at the expense of personal property! Whoever searched her bag had no respect for her property and just haphazardly threw her items back in carelessly. What can be done about this? This is not o.k. She deserves some kind of compensation! TSA needs to have better search procedures set in place so this doesn't continue to happen to others in the future!

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2106 6/19/2016

I travelled from Dulles Airport to Dakar in Senegal in flight SA208. When I landed i find bad almost opened with no lock on it although I locked it before the trip. I had a iPad in the bag that cost me for \$300. I was going to give it to a friend of mind who was waiting for it for the last 2 weeks. So now what do I do? Will I get my money back? If yes! How do I get it?

(b)(6)

--

(b)(6)

2107 6/20/2016

Calling on behalf of her grandson who arrived in Ecuador. Caller said when he arrived at this destination he discovers that the bag had been gone through. Caller said the bag was in complete disarrayed. He found a NOI inside. Caller provided a second email (b)(6) Caller prefers to be contacted by phone getting to email can be difficult at times.

Name: (b)(6)

Date Time: 6 18 2016 @ 4:20 pm

Gate Terminal:

Airport: IAD

Airline: Copa

Flight #: CM305

Bag tag # (10digit): (b)(6)

Bag Description: Large backpack black in color.

Missing Damaged item description: Soccer balls, 3 pairs of jeans, fleece Northface, T-shirts, peanuts

NOI:

2108 6/20/2016

Hi,

I found the notice of baggage inspection in my luggage flying with me on Air France AF0055 from Washington-IAD to Paris-CDG on 06/18 at 6.55 pm.

When I picked up my luggage (a dark green Samsonite one without wheels) at my final destination (Milan-LIN), I noticed that a bunch of keys positioned in the side pocket was missing; is there any possibility to try to retrieve it? It can be easily identified by a red&black keyrings with "Don Stuart Pub" written on it.

Thank you in advance and best regards,

(b)(6)

—————

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[www.accenture.com](http://www.accenture.com)

2109 6/21/2016

Submitted on Monday, June 20, 2016 - 21:48 Submitted by user: Anonymous  
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles  
International

Date: Sat, 2016-06-18

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number: CM 305

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: We had suitcases with the "TSA approved" locks. When we arrived at destination, instead of opening the locks (which is the whole point of paying extra for the TSA approved locks), the TSA agents had broken off the lock loops on the zipper, so that we can not ever lock them again, and did not return the locks.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2110 6/21/2016

Submitted on Tuesday, June 21, 2016 - 11:25 Submitted by user: Anonymous  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sat, 2016-06-18

Approximate Time: 15:30

Name of TSA employee (if known):

Airline & Flight Number: UA989

Checkpoint/Area of Airport: Pre-check area second security checkpoint from left

Please provide a description of your inquiry/comment.: First I'd like to preface this complaint with the fact that I am a credentialed US Federal Agent so I understand the importance of security and the necessity of screening passengers. That being said, this can be done with compassion and common sense. On 18Jun2016, I accompanied my child, who was traveling as an unaccompanied minor, to her departure gate at Washington Dulles International Airport. I did not access the airport armed, nor did I distinguish myself as a federal agent. I wanted to go through the normal steps with her to make sure she understood the normal travel process. My daughter had pre-check clearly marked on her ticket and was travelling on a black US Diplomatic passport. I provided my boarding area pass and my Department of Defense (DoD) Common Access Card (CAC) for entrance into the security checkpoint. I only had a purse and was wearing a tank top, shorts and flat sandals. Once in the pre-check line, we were redirected into a line with every wheelchair bound passenger. The line we were sent to seemed short at first, however immediately I noticed the ticket/ID check attendant was choosing about a three wheelchair to one able-body ratio. This would be fine if the two scanning sides were segregated into able-bodied and wheelchair lanes, but that was not what happened. I am compassionate to the needs of those in the wheelchairs but common sense would see the processing time varies greatly. Not only were we comingled but the airport assistants with wheelchair passengers were allowed to cut in front of us for the scanning machine. I had five people in wheelchairs who entered the area behind me, placed in front of me for scanning. Meanwhile my purse and my daughter's backpack sat unattended on the other side for at least 10 minutes. Additionally when I asked why I had to take my sandals off in pre-check the male attendant dismissed me and told me this was a regular line. He then questioned my honesty in stating that we had pre-check and asked me to produce our tickets which were already on the other side with our bags. While I was waiting for the scanner I could not see the signage to determine if the machine was safe for pregnant women as I am six months pregnant. I stepped out of the line to approach a female agent who first yelled at me to step back and then rolled her eyes at me when she responded it was safe or I could choose to

opt-out and stand in yet another line. I choose to trust the machine was safe, got back in line only to have more elderly, clearly unable to walk individuals placed in front of me. The agent had to help the woman immediately in front of me into the scanner. While this happened I heard another TSA officer tell the closest officer "if they look like they are 90 and can barely walk" not to make them get up and walk into the scanner. That actually makes sense, but too late for me. Another airport helper tried to put another person front of me which I refused to let happen, this was getting ridiculous. Once finally through the scanner I went to collect my purse and my daughters backpack, who of course was still not through because someone was trying to get in front of her. A black female curly haired TSA officer grabbed the backpack for secondary screening which I of course had no problem with. My daughter apparently thought a small strawberry applesauce cup was appropriate for travel. The agent asked if we wanted to go back on the other side and eat it. I quickly and surely with agitation in my voice said "no throw it out." The TSA officer snidely turned to my daughter and repeated the question. I repeated, "no throw it out!" I went to pick up the backpack and she yelled at me "don't touch the bag. I need to check it for explosives" Really??!!! The young girl, traveling as an unaccompanied minor, travelling on a US diplomatic passport, with a teal backpack filled with books and snacks, who was trying to bring strawberry flavored applesauce on the plane is suspected of having explosives?! It blew my mind at how poorly we were treated overall. I have never in my life had a worse security screening experience. When I am not traveling armed I get in line with everyone else and normally get treated with kindness. This group of TSA officers obviously need compassion training, especially working the line with the disabled and handicapped passengers.

==Passenger Information==

First Name (b)(6)

Last Name:

Email: (b)(6)

Phone: (b)(6)

2111 6/22/2016

The caller states they had a layover in Washington Dulles from an international flight and had items that were damaged. They had an NOI inside of the checked bag.

Email: (b)(6)

Date Time: 06 21 16 around 6:30 am

Gate Terminal:

Airport: IAD

Airline: United Airlines

Flight #: 805

Bag tag # (10digit): (b)(6)

Bag Description: Coach suitcase grey and black in color

Missing Damaged item description: Clothing

NOI: Yes

Timestamp: No

2112 6/22/2016

Submitted on Wednesday, June 22, 2016 - 13:49 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-06-22

Approximate Time: 01:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: At a busy time at Dulles, only three TSA personnel were checking IDs/boarding passes, two security lines were open to scan bags and one Provision ATD and one metal detector operating. This is unacceptable for such a busy airport. Wait times to go through the line were at least an hour and while we were waiting, the line grew even longer. There were several scanners not being used, and at least eight other stations to screen bags. The line grew very long (~300-400 people) before additional agents came. They should have been there from the beginning to avoid such long wait times and the possibility of passengers missing their flights.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

ID Date Added\_Date Only Contact Details

2113 6/23/2016

The caller traveled from Dulles and received a NOI in her checked baggage. She stated that her laptop bag was not closed, a martini glass was broken, and she is missing an electric toothbrush. Her bag was in complete disarray.

Date Time: 06 22 2016 5:40pm

Gate Terminal: C11

Airport: Dulles

Airline: United

Flight #: 251

Bag tag # (10digit): Not Provided

Bag Description: Large Teal Green hard shell case Ricardo bag.

Missing Damaged item description: Lenovo Laptop may be damaged worth \$1200, Rare Martini glass worth \$20, Sonic Air electric toothbrush worth \$70.

NOI: Yes.

2114 6/23/2016

Caller states his son departed from IAD to Europe with Air France . His bags did not make it on the flight with him. TSA held the bag for over 24 hours and he was advised to contact TSA to find out more information. He knows what flight the bag is suppose to be on now . He was advised that TSA to find out why it was held so long. He has a reference number (b)(6)

Date Time of Travel: 06 22 16 @ 5:50pm

Gate Terminal

Airport IAD

Airline Air France

Flight # KL652

Baggage Tag # (Checked only – 10 digits)

Bag Description : Red Samsonite sui te case

Missing Damaged Item Description : His bag was held over 24 hours . He checked in at 3:00and was release at 6:55 today

Was an NOI Present? (Checked only)

Was there a timestamp or written notice on the NOI? (Checked only)

2115 6/23/2016

Submitted on Thursday, June 23, 2016 - 17:11 Submitted by user: Anonymous  
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-06-06

Approximate Time: 05:00

Name of TSA employee (if known):

Airline & Flight Number: sn 0516

Checkpoint/Area of Airport: security check

Please provide a description of your inquiry/comment.: The entire security team of door 9 delayed the security check for nearly 40 minutes. There was no explanation, we asked why that line wasn't moving and others were and we were rudely addressed by both an older woman in forced us to stay in the non-moving line, and a younger one who ignored complaints and insisted the line would move soon. This is the worst form of public service possible, because it is mandatory and run by incompetents.

==Passenger Information==

First Name: (b)

Last Name: (b)

Email: (b)(6)

Phone:

2116 6/24/2016

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

---

Remote Client IP: (b)(6)  
Date Time: 6/24/2016 8:29:58 AM

---

Name: (b)(6)  
Email: (b)(6)  
Complaints: Damaged or Missing items in Checked or Carry-on Baggage  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Airport:  
Dulles Airport (IAD)  
Date: Tuesday, June 7th, 2016  
Approximate time: 8:30am  
Comments: I have a complaint about how TSA officers handle the screening of  
checked luggage.

First of all, at Dulles Airport (IAD), the sign that indicates that laptops/electronics should be taken out of your carry-on and into a separate bin is not clearly displayed to passengers. Please consider putting up more signs and/or signs in bigger print.

Second of all, one of your officers didn't handle my laptop properly. I took my laptop out of my carry-on and into a bin to get screened. After getting cleared, one of your TSA officers dropped my laptop. When I asked whether or not the sound that I heard was my laptop, your TSA officer had a big smile on their face and said "Yup!". Because I didn't have time to inspect my laptop at the scene, I had to wait to do so. When I finally did get a chance to inspect my laptop, I saw that my screen was cracked. Because my laptop screen is a touchscreen, this ruined the display. I looked to see if I could get my laptop fixed abroad, but I can't and therefore have to wait until I return to the US in July. In order to be able to use my computer, I had to purchase a screen and additional cords. When I get back to the US, I will either have to repair my laptop screen or get an entirely new computer. Not only will this be very costly in terms of dollars, but in terms of time that I am without a computer.

2117 6/25/2016

Good day,

On Thursday June 23rd I took a flight from Washington, D.C. to Dublin on then to Cardiff Wales with Aer Lingus. The IAD to DUB flight was EI 118 and left at 17.20 hours arriving at 05.25 hours. One of my suitcases was TSA inspected as It had the standard 'Notice of Baggage Inspection' notification left inside. I applaud and welcome any measures that make travelling a safer environment but would like to point out that although my suitcase was locked and fitted with the TSA accessible lock it was left totally in an unlocked condition after the inspection with the lock clips not even left in their home position which is not acceptable as for the rest of the journey after your inspection it was left totally vulnerable as anyone could visually see the lock clips were open at all times. Luckily nothing was missing from the contents.

I recommend that you change your operating procedures where the luggage that you unlock for inspection is left and checked in a relocked state the way that it was before it was selected for the TSA inspection.

Yours Sincerely

(b)(6)

2118 6/25/2016

Re: Inspection of Checked Bag at IAD on 06/02/2016

One of my two checked bags was inspected unsatisfactorily. The TSA-approved baggage lock was missing at destination baggage claim and assumed broken, so I take no exception to that. They're not built for years of uninterrupted use, and this one had already served me well for about 5 years.

However, I travel with 3 store-new 1 pound boxes of Arm & Hammer Baking Soda. Even when store-bought and unopened, the boxes are not hermetically sealed by the manufacturer. To protect my other packed articles from being impacted by leakage of the baking soda into my checked baggage during handling. I take care to pack each 1-pound box with a separate plastic bag. The personnel who inspected my bag found fit to inspect my 3 baking sodas, at least to the extent of removing the boxes from the plastic bags. When the inspector(s) had satisfied him/herself as to the harmlessness of the baking soda boxes, they replaced the boxes without putting the protective plastic bags over them --- simply tossing the 3 plastic bags loose into the luggage interior.

I understand that TSA inspectors have the right to uncover the boxes, even though they were plainly visible through the clear plastic bags. However, as a matter of practice, they should be instructed to replace unobjectionable items more or less as they find them, not as if the inspection were done by Vandals.

(b)(6)

Arlington, VA 22204

HYPERLINK "mailto:(b)(6)"

2119 6/25/2016

Submitted on Saturday, June 25, 2016 - 12:45 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-06-24

Approximate Time: 07:00

Name of TSA employee (if known):

Airline & Flight Number: United UA 1253

Checkpoint/Area of Airport: Baggage Claim

Please provide a description of your inquiry/comment.: Upon my flight arrival, I picked my bag and I saw a brown tape sticking on the right bottom of my bag. After arriving at my place, I realized my bag was already opened and I found the lock inside my bag. My lock seems to be okay. I double checked everything in my bag and my Dolce Gabbana Cologne was missing. It was taken out of my toilette bag. My shaving blade was damaged. It was the first time I saw my shaving blade damaged – it never happened in my past travels. I must add that my Dolce Gabbana cologne is pretty expensive and a special gift from my mother. I am really disappointed to see it taken. I must add that I didn't see any TSA note/letter in my bag informing me that my bag had been searched. My baggage claim detail is as follows: United

(b)(6) Rec LOC-FNXCRX UA1253 IAD Washington DC MEX/4V  
24JUN161052 (b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2120 6/26/2016

Hi

This is (b)(6) my mother take the CA818 departure from Dulles. When she arrived at the destination and found there is a card for TSA. She finally found something lost. Almost 4 kg things lost. The luggage number for her is (b)(6) and (b)(6) I need my things back. Thanks. You can contact me by email: (b)(6) or call me directly by (b)(6) Please contact me as soon as possible.

(b)(6)

2121 6/26/2016

Submitted on Sunday, June 26, 2016 - 17:12 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-06-26

Approximate Time: 05:00

Name of TSA employee (if known):

Airline & Flight Number: Alaska 729

Checkpoint/Area of Airport: 25/26

Please provide a description of your inquiry/comment.: During a male personal assist screening, the TSA employee had me pull up my pants to its tightest fitting position and then while searching my inseam pressed firmly in a vertical manner against my testicles 4 times. I said to him, "excuse me, I have had many TSA searched but not this this." He just looked at me and said nothing. I found his behavior questionable but his response unprofessional.

==Passenger Information==

First Name (b)(6)

Last Name:

Email: (b)(6)

Phone: (b)(6)

2122 6/27/2016

REASON for the call: Caller s bag went through an inspection and her cardigan is missing and there was an NOI. Everything was misplaced in the bag and she flew from Prague to Frankfurt to IAD to Houston.

Date Time: June 26 2016, 800 pm

Gate Terminal: Gate C11

Airport: IAD

Airline: United

Flight #: UA543

Bag tag # 10 digit: (b)(6)

Bag Description: big green plastic suitcase, wheels, American Tourister.

Missing Damaged item description: Missing a black cardigan sweater, Mango brand.

NOI: Yes, blank.

Special Notes: N A

2123 6/27/2016

Callers family went through TPAP at IAD around 2:30 6-27-2016. The TSO was very rude, to his family that is French speaking. The TSO told her not to touch the bag and she did on accident and they yelled at her. Caller stated that not only is one of the family members handicapped but he was rude to them. This was in the Precheck lane. They flew United to Brussels. The TSO was the one that worked the conveyer belt.

(b)(6)

2124 6/27/2016

From: (b)(6) [mailto:(b)(6)]  
Sent: Sunday, June 26, 2016 11:14 PM  
To: TSA-contactcenter@dhs.gov  
Subject: Item missing in checked baggage

Dear Sir / Madam

I flew out of Washington Dulles Airport on 23rd June on Etihad Airways EY 130 at 2205hrs. The flight was to Abu Dhabi en route to New Delhi.

Upon opening my luggage in New Delhi, I found the attached insert in my suitcase. Also found that 2 of my belts (1 Black Salvatore Ferragamo & 1 unbranded brown) were missing. This could have been accidentally left out by your security personnel when returning items to my suit case? Please can you confirm this is with you, and I can give a forwarding address in DC to hand over the material.

Thanks & Regards

(b)(6)

Passport Number: (b)(6).

Attachment worked by Benge, Rachel M.

Attached was a photo of a NOI.

2125 6/29/2016

The callers checked bag was checked and he is missing five bottles of hand sanitizer. He would like to know what he can do.

Flight Details:

Date Time of Travel: 5-30-2016 @6:00am

Gate Terminal: Unsure- B67

Airport: IAD

Airline: American

Flight #: Not available

Baggage Tag # (Checked only – 10 digits): Not available

Bag Description: Black and green bag with four wheels about 60 pounds.

Missing Damaged Item Description: Five bottle of hand sanitizer.

Was an NOI Present? (Checked only): Yes

Was there a timestamp or written notice on the NOI? (Checked only): No

2126 7/1/2016

Submitted on Friday, July 1, 2016 - 12:39 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-06-24

Approximate Time: 06:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: TSA Pre checkpoint

Please provide a description of your inquiry/comment.: Good morning. On the morning of June 24, 2016, I was escorting my son, an unaccompanied minor, at Washington Dulles (IAD). We received TSA Pre boarding passes and were directed to the TSA Pre lane, however, my son and I were pulled into the secondary area of the TSA Pre line. My son is a minor (13) and was forced to go through the "nudie scanner" (L3 millimeter wave scanner), which contradicts TSA rules about the screening of minors. For whatever reason, the TSA clerk directed my son and I to secondary after I provided my Department of Defense Common Access Card and terminal access documentation. Please explain why my 13 year old son was sent through secondary.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2127 7/1/2016

REASON for the call: A \$100 worth of various Velcro patches that he purchased during his deployment are missing from the front pocket of his checked bag and the lock was cut. The front pocket was open when he obtained the bag in PIT.

Date Time: 6 30 16 12:55pm

Gate Terminal: D30

Airport: IAD

Airline: United

Flight #: 6141

Bag tag # (10digit): NA

Bag Description: His bag was a large black duffel bag.

NOI: Present with nothing indicated.

2128 7/2/2016

Disability Description: Mrs. (b)(6) has a daughter who has autism.

Incident Details: Mrs. (b)(6) had assistance arranged for her daughter who has autism spectrum. Currently, she is at the IAD Airport. She went through the checkpoint and let the officers know that she had assistance arranged and they were unaware as to what she was talking about. She stated that the officer was very rude and wasn't helpful what so ever. So, they directed her to the ticket counter. She informed the agents at the ticket counter that she had set up assistance through TSA Cares and they also did not know what she was talking about. She was very upset and frustrated about the situation.

Date and Time: July 2nd at 10:53 AM

Airport: IAD

Airline: United

Flight #: 6337

2129 7/2/2016

From: (b)(6)  
Sent: Saturday, July 02, 2016 10:02 AM  
To: Tsa-contactcenter@dhs.gov  
Subject: Complaint on luggage search, broken items

Dear sir or madame,

Yesterday I flew from Washington DC, Dulles to San Francisco. I have attached my boarding pass for all the details.

When I opened my backpack cover which I had put over my backpack when got to my hotel in SF I found out that the TSA searched the bag. Not a problem at all of course, safety is a top priority.

However, the way my luggage was handled is far from professional. The backpack has been turned upside down, searched and the all loose items have just been thrown into the backpack cover. Apparently putting the items back in my backpack was too much to ask for.

This resulted in almost having all my items being thrown out of the cover. Several very securely wrapped and costly items just being thrown back in the cover and even damage to a few items.

I'm a police officer visiting some colleagues and I was bringing some memorabilia for them. Securely packed and stowed, the TSA still managed to break them.

I would like to file a formal complaint on the very unprofessional way my luggage was searched and handled which resulted in broken items. I'm very disappointed by this situation.

Please let me know how to proceed.

(b)(6)  
The Netherlands

Attachment worked by: Justin Wyrick

Attachment 1 shows a flight on 07/01/16 departing IAD-SFO at 8:15 AM with United Airlines.

2130 7/2/2016

Submitted on Saturday, July 2, 2016 - 11:59 Submitted by user: Anonymous Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Fri, 2016-07-01

Approximate Time: 04:30

Name of TSA employee (if known):

Airline & Flight Number: Jet Blue #356

Checkpoint/Area of Airport: Check In bag drop

Please provide a description of your inquiry/comment.:

!st of alll understand TSA needs to inspect baggage, I find it unnecessary to cut my lock on my golf travel bag when it was not locked, it was just hanging off on of the sippers , this kind of tells me whoever inspected my bag did not properly inspect what he or she was looking at. So my perfectly good lock is ruined because someone did not really look at what they were inspecting

Thank You

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2131 7/2/2016

Submitted on Saturday, July 2, 2016 - 10:56 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sat, 2016-07-02

Approximate Time: 10:00

Name of TSA employee (if known): 5551

Airline & Flight Number: Delta DL1160

Checkpoint/Area of Airport: Screening

Please provide a description of your inquiry/comment.: We were sent back to ticketing because the agent said we did not have infant in arms on our ticket for our 1 year old daughter. The ticket was marked infant in arms, but the agent could not find it even though it was on the bottom of the ticket he signed. The interruption delayed us 45 minutes. Please ensure the staff is trained on how to read a ticket to avoid having people have to leave line and delay their trip.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2132 7/2/2016

Submitted on Saturday, July 2, 2016 - 11:23 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sat, 2016-07-02

Approximate Time: 11:00

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

Airline & Flight Number: icelandair

Checkpoint/Area of Airport: tsa pre

Please provide a description of your inquiry/comment.: Why did I go through the hassle and expense of getting global entry just to get diverted to the common line with the masses? the point of tsa pre and goes into AVOID that, not pay extra for it. I'd like a refund of my goes fee.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2133 7/3/2016

Dear Sirs,

On the 20 th of June you inspected my suitcase at Washington Dullus Airport according to

your "NOTICE OF BAGGAGE INSPECTION" I found in my bag.

Of course you are fully entitled to do so.

However the belt that was around my bag was missing and upon enquiry at TSA office where the belt might be, the employee, his name is David, advised me to contact this e mail address.

The price of the belt is \$ 9.50 and in case of loss please remit this amount to my bankaccount nr. (b)(6)

Kind regards,

(b)(6)

2134 7/3/2016

I travelled from Washington DC to Conakry, Guinea in June. On arrival, my iPad mini was missing from my luggage, but the case it was in was still there. There was a notice of baggage inspection from the TSA in that bag. I am concerned that the iPad was taken when the baggage was inspected. The flight was from Dulles International Airport to Paris Charles De Gaulle and it left at 9:30 PM on Friday, June 3. Please let me know if there is any possibility for me to recover the iPad.

Thank you,

(b)(6)

2135 7/4/2016

Callers Mother in Law traveled from IAD to Nigeria,. Caller stated that she is missing things and found a NOI. The lock was broken off the luggage.  
Mishandling RFI  
Date and Time of travel: 7-2-2016 3:25pm  
Gate or Terminal:B45  
Airport:IAD  
Airline:Lufthansa  
Flight # 0417  
Baggage Tag (about 10 digits in length): NP  
Bag description: Ash color  
Missing or damaged item: 2Jerkins Lotions, 2 packs of 5 Colgate tooth paste, Hot chocolate mix and a summer hat.  
Was a NOI present?Yes  
Was there a timestamp on NOI?Np

2136 7/5/2016

Caller stated:  
Wants to make a complaint.  
Flew from Washington DC to Norfolk. Her bags were checked by TSA. Had oil in her bag that they did not close properly and it damaged all of her paperwork.

Date Time: 06 30 2016 10:00 am  
Gate Terminal: B14  
Airport: IAD  
Airline: United Airlines  
Flight #: 6097  
Bag tag #: (b)(6)  
Bag Description: Charcoal hard case bag with wheels and had a Jordanian flag on the handle  
Missing Damaged item description: Had a small bottle of oil that was not sealed properly when placed back in the bad. The lid was left open. The bottle leaked and damaged her paperwork.  
NOI: Yes

Wanted to make sure that a better job is done with handling her baggage in the future. Caller stated she did not feel it was necessary to file a claim.

2137 7/5/2016

Submitted on Tuesday, July 5, 2016 - 07:10 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Tue, 2016-06-28

Approximate Time: 09:30

Name of TSA employee (if known):

Airline & Flight Number: Delta 3285

Checkpoint/Area of Airport: baggage handling

Please provide a description of your inquiry/comment.: I took Delta 3285 to NY JFK and then transferred to Delta 420 to Accra, Ghana. When I arrived in Ghana and opened my bags, I found that a jar of jelly had been removed from its protective newspaper and bubble wrap. The outer paper layer had been torn open. It did not just come apart. Nothing else was disturbed. There was no TSA notice inside my suitcase. Ghana Customs did not open my luggage due to my diplomatic status. Fortunately the jar was intact, but had it broken, it would have caused a big mess and possibly ruined some of my belongings. I'm disturbed that there was no notice. TSA was negligent in both not notifying me of a search and of allowing a carefully packed glass jar to roll around inside my suitcase.

==Passenger Information==

First Name: (b)(6)  
Last Name: [Redacted]  
Email: (b)(6)  
Phone: (b)(6) (Ghana)

2138 7/5/2016

The caller was traveling with Air France on May 17th and in his checked luggage he is missing an item. He has a NOI in his bag.

Date Time: May 17th 9:35pm

Gate Terminal: Not Provided

Airport: Dulles

Airline: Air France

Flight #: 0027

Bag tag # (10digit): (b)(6)

Bag Description: Large black and blue with plastic material.

Missing Damaged item description: 2 Shocks for a cat. Metal shocker. Valued at \$1500.

NOI: Yes.

2139 7/5/2016

De: Matitza <HYPERLINK "mailto:(b)(6)">  
Fecha: 5 de julio de 2016, 6:04:07 p.m. GMT-5  
Asunto: Fwd: Reclamación por robo de lente

Asunto: Reclamación por robo de lente

Por medio de la presente quiero presentar una queja, ya que el pasado 19 de junio viaje a la ciudad de Toronto desde la Ciudad de México haciendo escala en la ciudad de Washington envié adjunto detalles del vuelo operado por United

En mi maleta encontré el estuche de mis lentes vacío, me costaron más de \$100 dlls eran marca Polaroid tipo aviador, unos candados que NO eran míos ya que mi maleta no tenía ningún candado y una hoja de avisos de inspección de equipaje. Envié fotos de esto,

Y agradeceré investiguen y me sean devueltos mis lentes, por qué no se vale que se roben lo que uno deja en la maleta pensando que los que trabajan en el aeropuerto es gente honesta y que trabajan para la seguridad de todos

(b)(6)

Enviado desde mi iPad

2140 7/6/2016

Caller flew from Barcelona to IAD then to RDU. He said his luggage was checked by TSA. He flew with United Airlines. He said his TSA recognized locks were missing when he arrived. He said there wasn't a NOI in his luggage but a sticker on the outside. He wants to know what happened to his locks. He also indicated he didn't want to waste his time providing information for the CSM if nothing was going to be done about it.

Date Time: Not Provided  
 Gate Terminal: Not Provided  
 Airport: IAD  
 Airline:  
 Flight #: Not Provided  
 Bag tag # (10digit): Not Provided  
 Bag Description: Not Provided  
 Missing Damaged item description: TSA lock was missing  
 NOI: no  
 Email: Not Provided

2141 7/7/2016

The caller traveled from the U.S. yesterday from Dulles. His lock was broken. It was an international flight. He has a NOI. He wants to be contacted. His phone number

(b)(6)

Date and Time: 6:00 PM 7 5 2016  
 Gate and Terminal: Gate: C27  
 Airline: United Airlines  
 Airport: IAD  
 Flight Number: UA918  
 Baggage Tag Number: (b)(6)  
 Baggage Description: The bag is a navy blue hard case. It has four wheels, and it has a zipper all the way around it. There was a red lanyard on it.  
 Damaged Item: The caller's lock is a TSA Approved combination lock.  
 NOI: Yes.  
 Timestamp or Written Notice: No.

2142 7/7/2016

Caller: She traveled from Washington D.C. to Romania with Lufthansa. When she arrived at her destination she found a NOI. Two laptops were missing and want to file a claim.

Date Time: 7-6-16 at 10:20 p.m.  
 Gate Terminal:  
 Airport: Dulles international  
 Airline: Lufthansa  
 Flight #: LH0415  
 Bag tag # (10digit): (b)(6)  
 Bag Description: Brown in color, Timberland brand  
 Missing Damaged item description: Laptops missing  
 NOI: No info

(b)(6) took the call. The caller flew from IAD and was missing two laptops and wanted to know what she could do. She did not want to file a claim and wanted to speak to someone at IAD directly.

ID Date Added\_Date Only Contact Details

2143 7/7/2016

The caller traveled yesterday from IAD to DFW to Vancouver. The TSA inspected her bag. They left her bag in a terrible condition. She had curry powder. They did not put the lids back on it. She spent two hours cleaning the bag. Everything in her bag was ruined.

Gate Terminal: B73

Airport: Dulles

Airline: AA

Flight #:1556

Bag tag # (10digit: (b)(6))

Bag Description: Hard sided dark gray with spinner wheels a piece of blue and yellow ribbon tied to the handle

Missing Damaged item description:

NOI:

2144 7/7/2016

Submitted on Thursday, July 7, 2016 - 09:18 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-07-06

Approximate Time: 04:30

Name of TSA employee (if known):

Airline & Flight Number: UA 975

Checkpoint/Area of Airport: United TSA security line after passing customs

Please provide a description of your inquiry/comment.:

First of all, from the time we disembarked from the aircraft to the time we were through security and on to our connecting flight, it was 1 hour and 45 minutes. I realize that TSA is not involved in lines caused by customs or immigration. However, the line was just as backed up by the time we got to the TSA line. We have become used to waits like this, so although disappointed, we considered it de rigeur. However, when we got to the screening point, the way the agents treated the human beings in line was downright embarrassing. I was embarrassed that this was how foreign visitors to our country are treated in their first few hours in the US. I felt like apologizing to the Germans and French in our line with us.

The agent directing people in the line closest to customs was barking orders like he was a drill sergeant. There was a French speaking couple we recognized from our flight. The agent yelled at them to separate their items in the bins. When they didn't understand, he just yelled louder in English. If you have an agent who is working an international entry point, it might be wise to teach your agent that yelling in a foreign language to someone is completely ineffectual. It might be good to also let your agents know that they are representing our country. They should know that they are dealing with people who are coming from far destinations who might not have everything together with military precision after nine hours in an airplane. We had to listen to his barking for half an hour before we even got to the point that we could do anything about separating things or taking shoes off.

There were kids in the checkpoint. Can you think of how scary it is for young children to see a guy yelling continuously at people with threats? Our TSA checkpoint in Denver has friendly and competent staff. They give stickers to the kids, smile, and speak gently. At IAD, they have obviously skipped that training. I allow for the fact that they were trying to get the line through efficiently. They were obviously understaffed, which is ridiculous considering you know how many flights get in at what times. However, who should be more prone to losing their cool in this situation: the guy who has training doing the job he does

everyday, being a representative of the United States of America, or the people who have been on a tin can for nine hours and then a line without bathrooms for one and a half hours? There were elderly people, non English speakers, and children in that line. The agent even threatened that if we didn't get it right (left something in a bag), we might be sent all the way to the back of the line.

As a participant in the process that day, I want to give some insight as to how this should be solved.

1) Train your people or have oversight to make sure they treat human beings with respect. Train them to understand the language barriers that obviously happen with international passengers. Train them to not make TSA monsters in the eyes of little children.

2) Staff the lines more during peak times. There were security stations that were not being used. There was no one in the line area answering questions or directing people.

3) TSA Precheck. We were TSA Precheck. We find this helps the lines go through faster. Why was there no Precheck at this point?

I hope you will take this as constructive criticism. I am not just complaining. I would like to see this process made better. I had my two children in this line. They were frightened by the process. I would like the next process with TSA to be better so that I can prove to them that it was just a bad agent on a bad day and not indicative of the whole of TSA. Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name: [redacted]

Email: (b)(6)

Phone:

2145 7/10/2016

Hello,  
 I am very upset about my TSA lock on my luggage.

I did not say anything about a previous flight I had to EL Salvador where my lock was removed and apparently discarded by the TSA folks.

This is the second time it has happened. I flew from IAD to AMS and then from AMS to JNB and finally to LLW.

When I picked up my luggage in Lilongwe (LLW) my TSA lock was gone. There was a not in my bag saying it was inspected.

I am following all guidelines but it seems this is becoming a problem.

I have not had my TSA approved locks stolen in the past many years of travel but this is the second flight in a row where my lock was stolen and I had TSA inspection papers inside my luggage so I know it was the TSA that stole my lock.  
 This is a frustration I wish you would improve on.

Thanks (b)(6)

2146 7/11/2016

Submitted on Sunday, July 10, 2016 - 23:33 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? Other

Date: Fri, 2016-06-17

Approximate Time: 17:30

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

Airline & Flight Number: KL652

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: Check-in bag at Dulles Airport (IAD) contained 1) Samsung 850 EVO 1 TB 2.5 inch SATA III Internal SSD and 2) SanDisk Ultra II 960 GB SATA III 2.5 inch 7mm Height Solid State Drive (SSD), both brand new.

When arrived at destination (Kuala Lumpur) both items were missing and a TSA letter informing inspection was in the bag.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone: +(b)(6)

2147 7/11/2016

Submitted on Monday, July 11, 2016 - 20:40 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-06-19

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number: Lufthansa #50

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: My son (a minor) went through TSA security on the above date and time. A 1.9 ounce container of Nutella spread & pretzel sticks was seized from him. He had this in his clear plastic liquids bag outside of his carry on. He was told no nuts were allowed through security. The package contained a hazelnut spread and pretzel sticks. Why was this seized? I don't see on the TSA website where this is a prohibited item. Thank you in advance.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2148 7/11/2016

Upon arriving home yesterday I discovered that one of my bags had been inspected by TSA. My point of entry was Dulles airport and I assume that's where the inspection took place.

I was very disappointed to discover that in the process of inspecting my bag, a very carefully wrapped gift that I purchased in my travels had been carelessly repacked and was broken. It cannot be repaired. It is a total loss.

I understand your need to inspect and secure baggage. I expect that in doing so, TSA employees take great care. Unfortunately that did not happen yesterday.

(b)(6)

US Citizen

2149 7/13/2016

Caller flew on fourth of July on American airlines. The caller went through TSA security and forgot to pick up her gold bangles. Caller would like to know if he can see the camera footage if someone picked them up. The caller stated that he has already called the lost and found and they told him to contact us.

2150 7/15/2016

Submitted on Friday, July 15, 2016 - 15:06 Submitted by user: Anonymous Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Sun, 2016-07-10

Approximate Time:

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

Pre-Check lines closes early and no alternate expedited path is provided. This makes it a very ineffective program as most of the business traveler use late night flights out of their hometown for next day meetings.

Secondly, when you get back from international flights, after immigration and re-checkin there is no pre-check line and it is always crowded. You should review the policy and allow pre-check there as well.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2151 7/16/2016

Submitted on Saturday, July 16, 2016 - 18:04 Submitted by user: Anonymous  
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Wed, 2016-07-13

Approximate Time: 15:30

Name of TSA employee (if known):

Airline & Flight Number: British Airways 216

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

My checked bag was searched by TSA. I secured the zipper with a plastic zip tie. When the TSA inspector cut off the zip tie, he/she also carelessly clipped the zipper on my bag, ruining the zipper.

This is negligent. While I understand that TSA is well within their rights to search my bag, they should not be careless and destroy personal property. I would like TSA to reimburse me for the cost of replacing the piece of luggage. Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2152 7/18/2016

Caller s daughter had additional screening at the Dulles with the patdown. Why do they rub her hand?

They made a young lady feel like a criminal. She was by herself.

They failed to put fuel in the plane and the plane was delayed.

What items contain the same chemicals as explosives?

She requested a supervisor.

2153 7/18/2016

TSA,

I completed a trip today from Washington Dulles to San Diego on United flights #s 319 and 5198. My bag was checked by TSA and a TSA Notice of Baggage Inspection was placed in my bag. The handle on my bag was broken at some point. Do I have NY RECOURSE?

(b)(6)

HYPERLINK "mailto:(b)(6)"

2154 7/19/2016

Dears,

I have just had a flight from Washington DC (IAD) to Abu Dhabi and have noticed that one of my boxes was opened and inspected by TSA.

please advise on the following:

Why was this box opened?  
who do I reach out to in order to report lost items from such box?  
furthermore, I need to understand who provided the consent for TSA to inspect my personal belongings.

please advise the soonest.  
my information are as follows:

(b)(6)

flight info: EY 130

(b)(6)

2155 7/19/2016

On 18 July 2016, I departed Washington, DC (IAD) at 1830 hrs for London Heathrow on British Airways. I was traveling with a golf bag. I work for the Department of State, and have traveled all over the world and truly understand the need for baggage inspection. However, the way my golf bag was handled/searched was completely inappropriate. When I arrived at my final destination in Nairobi, Kenya, the inspectors seemed to purposely stuff my clothing and head covers for my clubs into the golf bag slots where you put the clubs. The difficulty of pulling my clothing and head covers out of the golf bag was significant. I simply do not understand the point of someone doing that other than trying to purposely frustrate passengers. The inspectors should know better and also ensure that they put the head covers back onto the clubs for protection. Luckily, none of my clubs were damaged. Thank you.

2156 7/19/2016

Submitted on Tuesday, July 19, 2016 - 18:06 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? VIRGINIA - IAD - Washington-Dulles International

Date: Mon, 2016-07-18

Approximate Time: 05:30

Name of TSA employee (if known):

Airline & Flight Number: Jet Blue Flight 1208

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: Gifts that were in my baggage were damaged -- like they were forcibly opened and packaging damaged.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2157 7/19/2016

From: ??? [mailto:(b)(6)]  
Sent: Tuesday, July 19, 2016 9:21 PM  
To: TSA-ContactCenter  
Subject: Passenger's Protest

Dear Transportation Security Administration:  
I'm a visitor who taking the Emirates Airlines EK232 flight in Washington Dulles International Airport come back from America to our country-China in July 16th,2016,my passport number is (b)(6). It's abvious all of my 3 transportation luggages were opened and checked,follow the necessity and federal law and airline rules I can understang and cooperate with that,but,but,but.....,obviously and unfortunately,somthing happened during this checking pregress made me very angry,1:my snowboard was obviously scratched and caused damaged in the surface,because someone used sharpen tools to scratch my original package and didn't care protecting the inside;2:my mirror was fragmentation due to the improper packing after checking.  
I think this is the disrespect of the passenger's property and dignity,I can't tolerate,condone this mistaking action at all.  
So,I just urge vigorous action to be taken immediately to checkout clearly who performed this checking and who should be responsible for it.I reserve my rights for asking compensating by law,and the staff during this event must express sincere apology.I just provide the picture to show that in this e-mail.

ATTACHMENT WORKED BY Daylan:  
Attachment info.....

Attachment 1: NOI

Attachment 2: Picture of a broken mirror.

2158 7/20/2016

The caller flew out of IAD and her TSA approved lock was broken. She wants to know what to do.

2159 7/20/2016

Caller left from IAD yesterday and her luggage was inspected. The caller would like to know why they inspected her luggage.

Mishandling RFI  
Date Time: 7 19 16 7:20 am  
Gate Terminal: gate B63  
Airport: IAD  
Airline: virgin America  
Flight #: VX67  
Bag tag # (10digit) (b)(6)  
Bag Description: Cardboard box with luggage.  
Missing Damaged item description: box was cut open  
NOI: yes

2160 7/20/2016

Sirs

I had hoped to have the courtesy of a reply to the email below.

Your comments are awaited.

Regards

(b)(6)

From: (b)(6)  
Sent: 12 July 2016 13:27  
To: 'TSA-Contact'  
Subject: Loss from Luggage  
Importance: High

Sirs

Travelling around the world as much as I do I truly appreciate the efforts made to me safe. I accept the long security lines and the difficulties they impose on those less able like me and the need to check luggage.

BUT I DO NOT accept the total disregard for another person's property shown by TSA staff.

My luggage was searched on Monday July 11th 2016 at Dulles (Washington DC) airport for British Airways flight BA 216. Nothing wrong with that except the turmoil and mess found when I opened my luggage.

Items that had been carefully packed were thrown into the luggage without any care, boxes containing items that had been carefully wrapped as they were delicate had been opened leaving the items unwrapped and subsequently damaged. These can be replaced – but shouldn't need to be.

The most hurtful insult was the total disregard of the box containing my chargers and photographic cards and memory sticks. The chargers were there, a connection lead was missing but the memory stick and photographic card were missing. These items were carefully packed with the chargers in a special box to protect them.

You have stolen images of memories of loved ones that can never be replaced, photos of family my dying mother cannot see again.

When I found my clothes and gifts for family thrown about the suitcase I was angry but when I realized that precious moments with loved ones had been treated with such little care they weren't even replaced in the container I was heartbroken and sobbed. Having to tell my mother that I had no photos of her family broke my heart and hers.

Yes you have to ensure safety – but at what cost? Absolutely no care was taken with my property, I was treated as if I was a criminal by having my personal belongings totally disregarded. How do I know that the high quality memory stick and photographic card were not stolen? In fact, now having had time to consider the insult to me and my property I cannot help but believe that theft was behind this rather than simple mindlessness and lack of consideration.

This is not the first time my luggage has been ransacked in the name of safety; the last time a family heirloom disappeared.

Only at Dulles and BWI airports does this wanton disregard take place. Around the world I would be unaware of my bags having been searched if it were not for the security tag/card etc. TSA do not need to leave a calling card – the loss and destruction is evidence enough of their indifference.

Nothing can replace my stolen items and I know you will totally disregard this email as you did the one the last time I lost items.

But maybe, just maybe you will ask your officers to treat people's property with respect and care.

Regards

(b)(6)

2161 7/21/2016

The caller started his trip in Dulles yesterday and his bag was inspected. The bag had a bag strap on his bag that didn't make it to the final destination. The caller has a NOI.

Mishandling RFI

Date Time: 7-20-16 @ 11:18AM

Gate Terminal: B73

Airport: IAD

Airline: American Airlines

Flight #1556:

Bag tag # (10digit) (b)(6)

Bag Description: Samsonite large cloth bag with spinner wheels, Black in color

Missing Damaged item description: Strap around luggage

NOI: YES

2162 7/21/2016

Caller flew from London to Dulles to Columbus. The TSA lock has been reset. Can they take it back to the airport to unlock it?