ID	Date Added_Date Only	Contact Details
668	10/3/2014	From: (b)(6) Sent: Thursday, October 02, 2014 9:56 PM To: tsa-contactcenter Subject: complain about my luggage in Washington Dulles airport Hello! I travelled by CA818 from Washington to Beijing on Sep.27. The lock on my luggage was broken by your security. This was my first time to meet this issue. This luggage has been checked in many different US airports, such as San Fransico, Seattle, LA. I also found this notice in this luggage. But the lock was always good. This time, I am very angry about that. I want to complain about the security in Dulles airport. My name is (b)(6) My flight information is CA 818 at 17:00 on Sep.27. The attaching file is the photo. Best regards, (b)(6) ?????????
		ATTACHMENT IS A NOI
669	10/3/2014	The caller indicated that she traveled from Johannesburg to IAD to ORD. She indicated that her TSA Lock is missing and the zipper pulls were broken. She cannot lock the bag and the bag is new. STSO (b)(6) at ORD indicated that the bag was inspected by TSA because of the IAD TSA tag around the bag. NOI was not present though. She indicated that the lock should have been put back into the bag and that the pulls did not have to be damaged. Flight info: 9 29 IAD to ORD United flight UA1279 departing at 5:35. Baggage Claim #(b)(6) Her suitcase is gold with small black squares. The brand is Crown Edition Heys. 22 inch I advised that the lack of NOI indicates that the bag was not physically inspected as TSOs are required to place documentation inside of the bag if it is. The tag on the outside may indicate that the bag cleared TSA screening where it would have been screened via xray. I advised that TSA recognizes two manufacturers in regard to TSA Recognized Locks, Travel Sentry, and Safe Skies. If the lock was manufactured by another entity, TSA may not have a passkey. I advised that I would refer the information to the CSM at IAD to make them aware. They would have the means to look into and address this.

ID	Date Added_Date Only	Contact Details
670	10/3/2014	Feedback Type : Complaint Categories : TSA Pre?™ Current Date/Time : 10/3/2014 2:05:01 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/03/2014 2:34 PM Airline & Flight Number : UA 1572 Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : I (b)(6) paid for the Global entry program and this is the 2nd time he was traveling on United Airlines that his number was in the reservation and TSA PRE CHECK did not appear on the boarding pass. When I call ed United they told me to have him check at the ticket counter and they would give him a paper to show TSA to get him through but when he got to the airport the ticket counter agent told him they have no document that they could give him. They said that the program is not guaranteed and that TSA locked him out. The TSA agent told him that United airline locked him out. Please give me an answer, (b)(6) travels quite a bit and does not want this hassel again. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
671	10/3/2014	Caller traveled from Washington dulles to Egypt and 9 out of his 8 bags had a NOI. Caller does not know about the 9th bag he has not received it and would like to know if it was held by TSA so he can locate his bag. Caller has called the airline and the Washington dulles airport and they can keep telling him to wait and call tomorrow for more information. Caller flew with Egypt Air. Told caller TSA assumes a very limited role and that once TSA screens the bags it the airlines responsibility to send it to the final destination. Told caller to verify where he traveled from and told caller if the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

ID	Date Added_Date Only	Contact Details
672	10/4/2014	Hello! I do not understand your explanation. I am not happy with your reply. (b)(6) ----- ???? ----- ???: tsatcc_do_not_reply<tsatcc_do_not_reply@senture.com> ???: (b)(6) ??: In Response to your inquiry. ??: 2014-10-3 22:03 ?????????
673	10/4/2014	Feedback Type : Complaint Categories : Other Current Date/Time : 10/4/2014 11:08:10 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 09/30/2014 Airline & Flight Number : BA Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : After passing through security at Dulles, I saw a black cellphone left in a tray. The person who owned it probably could not see it because there was an advertising poster stuck in the bottom of every tray, with lots of dark areas. The owner probably did not see it, which would not have happened if the trays were uniformly white. There is no reason to have advertising in the TSA trays. I doubt the government is that hard up. Would you like a response? : False Passenger's Name : Phone Number : Email : To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
674	10/5/2014	Caller returned from a an overseas flight with United and US Airways. Her luggage arrived later. She says that her checked bag got a NOI and now has something that is not hers. She states that a dirty pouch about 12 by 8 with batteries, CDs, and sunglasses in it is now in her bag. There was a NOI. Advised caller: We regret that you found your experience to be less than satisfactory. http://www.tsa.gov/traveler-information/airport-lost-found-contacts#43 You may contact IAD lost and found at: Washington Dulles International Airport 703-662-2234

ID	Date Added_Date Only	Contact Details
675	10/5/2014	Calling in because she just unloaded her luggage and she received an NOI in her bag and she is missing items and someone elses earrings are in her bag. The caller is very upset. The caller is missing tank tops and a dark teal shirt. Advised caller that I will send the information to the CSM at the airport for further review and I will send her some claim forms to file a claim for the missing items. Airport - Washington Dulles Airline - United Flight Number - Date and Time - 10 4 caller checked in around 2:30pm Baggage Tag Number - (b)(6) Description - light brown bag RICARDO Beverly Hills bag NOI? - Yes Anything On NOI? - No Location (Gate or Terminal) Contact Information - (b)(6) The caller wants to know what to do with the earrings and if her stuff would have been turned in. Advised caller she can contact lost and found at the airport to see if it was turned in. Advised caller she could also inform them of the earrings placed in her bag to see if there is a way she can turn those in. Dulles Washington-Dulles International 703-662-2234 http: www.tsa.gov traveler-information airport-lost-found-contacts#5
676	10/6/2014	Caller said his bag was checked and he found a NOI. Caller said his bag was not zipped back properly and he lost some items. Caller flew from Dulles to Knoxville, TN. Caller said he is missing shirts and pants from his bag and also his toiletries. Caller said some of his clothes were on the conveyor belt when he arrived in Knoxville. 1. Airport - Dulles 2. Airline---- United 3. Flight #--- 4759 4. Date and Time of the flight----09-26-2014 3 pm 5. Gate or Terminal---- Does not remember maybe A 6. Baggage description--- Orange Yellow and white duffle bag 7. Bag Tag # (10 digit)---(b)(6) You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

ID	Date Added_Date Only	Contact Details
677	10/7/2014	It is bad enough I had a computer stolen a few years ago and you denied liability, Now you people wentb thru my luggage, unwrapped bttles wrapoped carefully in bubblw warp and just threw the bottles back in withouth wrapping tyhe, Guess what happens to bottles unwrapped in luggage. Shall I show yuou the damage to collect. What's next??? Please save videos from Sunday night IAD brussels air from 8:25pm to 10;20pm so we can review how yoiur people were careless witrh my stuff. You have the right to check but not damage
678	10/7/2014	Caller flew from Dulles to Denver and had TSA locks on her bag that are missing. She wants to know why her locks are missing. She did not have a NOI in her bag. She did notice that her hair product was damaged but nothing was missing. I told her that 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. TSA cannot, however, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. If TSA has to open your bag then they will place a NOI in your bag they will place a NOI in your bag. The lack of NOI suggests TSA did not inspect the bag by hand. You may complete the claim form that you had received. She just does not believe that her locks were broke off and she wants to know whom to contact to see if they have them. She already called Southwest. CSQIMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSQIM at that airport.
679	10/8/2014	Caller: Caller states his mother in law just traveled into Dulles and security just broke her phone and they informed her to call us and get some help. Caller states this occurred through carry on. Caller states his mother in laws name is (b)(6) and it was her phone but she does not speak english. Response: Informed caller that I would email him a claim form and cover sheet and forward this information to the CSM at Dulles for him. Airport- Dulles Airline- KLM airlines Flight number- Not provided Date and time of incident- 10-01-2014 3:00 pm Baggage and tag numbers- Not Provided Description of baggage- Not provided Was there and NOI- Not provided Anything on NOI- Not provided Specific location of incident- Gate A 15 Contact information (phone number or email)- (b)(6)

ID	Date Added_Date Only	Contact Details
680	10/8/2014	Caller: Her father came back from Europe and had 6-8 items in his checked luggage. There is one of the cans of pate missing; worth $100. She would like to document this complaint. Advised Caller: A claim form will be emailed within the next 24 hours with instructions. Also, to contact: Washington-Dulles International Lost and Found at 703-662-2234
681	10/8/2014	The caller states that he traveled from IAD to DEN on United Airlines on 10 05 2014 at 730 and states that he had a jar on Jelly in his check in and is not happy he states that he is concerned about Botulism and states that it would be easy to make a bunch of people sick. He also states that there was a NOI inside his luggage. Gave the caller the following info: The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important. A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

ID	Date Added_Date Only	Contact Details
682	10/8/2014	Hello, You inspected one of my bags at Dulles International Airport on 4 October 2014. Someone either confiscated or stole my pocket knife. The last thing I did when I turned in my rental car was put my LEGAL pocket knife in my suitcase to be checked. I put the knife in the same suitcase with my TomTom and Coffee mug before I walked away from the rental car...TomTom and Coffee mug were still in my bag. After unpacking everything to get back into uniform, I realize my knife is missing. Please tell me why it is missing. Was it confiscated? If so why? The following baggage tag number is provided for your check: (b)(6) Bag was to: FRA LH417/0 Respectfully, (b)(6)

ID	Date Added_Date Only	Contact Details
		"POWER FORWARD"
683	10/9/2014	Caller traveled from IAD to Sadia Rabia this morning and when he opened his bag he had some items missing. Asked caller if he had a NOI. Caller said that was how he knew his bag was inspected. Told caller what kind of items were removed from his bags. Caller said he had four shock absorbers and only one was put back. Caller said he does not mind his bag being inspected but what he does not like is items not be placed back. Told caller shock absorbers are allowed in checked baggage as long as they do not have sealed, compressed gas cylinders or hazardous materials. If the shock absorbers are sealed with compressed gas, they will not be allowed in checked baggage. Even if a shock absorber is not sealed with compressed gas, but contains a residue of oil or gasoline, it is considered a hazardous material and will be removed from checked baggage by the airline. Please be advised that although TSA screens checked baggage, airlines make the decision to remove dangerous or hazardous materials from checked bags following inspection. Caller then asked how can he obtain them back. Told caller airlines make the decision to remove dangerous or hazardous materials from checked bags following inspection. So he would need to contact the airline if he would like to obtain them back. items taken out a shock absorber 4

ID	Date Added_Date Only	Contact Details
684	10/9/2014	To whom it may concern: This morning I flew out of Terminal Z at Dulles airport on Frontier Airlines flight 1322 to Ft. Lauderdale, FL at 7:30 AM. On my way through security, a zippo cigarette lighter was confiscated out of my bag by the manager on duty, (b)(6) . I was told the lighter was considered a "torch lighter" and told I had no recourse to hold onto the lighter aside from putting it in my vehicle. Being as how I'd taken a Super Shuttle to the airport, this clearly wasn't an option. The lighter in question was a gift from my performance troupe after our first gig together and has deep personal and sentimental value. Not only was I upset that it had been taken away (I've logged no fewer than ten flights through a variety of airports with this same lighter) but I was sure that it was a mistake. Especially given that I had another lighter in my bag that she paid no mind to. Sure enough, I looked up the regulations on my phone and spotted that zippo style lighters were allowed and flagged down (b)(6) again, pointing out that my lighter didn't qualify as a torch lighter under the FAA and TSA's own regulations. At this point she refused to make any response other than "you're not getting that lighter on a plane," and suggested that Dulles had unique regulations about lighters that made the regulations I looked up not apply. At this point I was in danger of missing my flight and was forced to move on, but not before I took down (b)(6) name for follow-up. I've been unable to find any mention of any regulations at Dulles regarding cigarette lighters that are any different than any other airport. I'm forced to conclude that my lighter was confiscated not due to its being in violation of any regulation, but (b)(6) capricious interpretation of the regulation and stubborn refusal to review the information I'd retrieved that clearly showed her interpretation was incorrect. Most of all, I would like my lighter returned to me. It has no fuel in it and exists for no other reason than to be a pleasant reminder of an accomplishment I'm very proud of. I'm upset that it was taken for me, even moreso because it was clearly due to the manager on duty's error. I would appreciate the lighter recovered and mailed back to me at: (b)(6) (b)(6) Please let me know if you'd like any additional details. Thanks in advance for your time. I've attached a photo of the lighter in question for reference. Sincerely,

ID	Date Added_Date Only	Contact Details
685	10/11/2014	(b)(6)

From: (b)(6)
Sent: Saturday, October 11, 2014 12:45 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

Remote Client IP: (b)(6)
Date Time: 10/11/2014 12:44:50 PM

Name:

(b)(6)

Email:

HYPERLINK "mailto: (b)(6)

Brief Description of Inquiry:

inconsistent TSA airport instructions

Comments:

On Oct 5, at a TSA security checkpoint at Dulles (IAD), I had emptied my pockets into my briefcase, had taken off my shoes, removed my belt, etc. as I always do. Before I went thru the metal detector, the TSA agent told me I had to have my boarding pass IN HAND, and I had to retrieve it from my briefcase. On Oct 10, the LAX security checkpoint agent told everyone to put everything, Including boarding passes SPECIFICALLY, in the trays and to not have anything in our hands going into the metal detector. So which is it? Hold boarding passes as directed at IAD, or not, as directed at LAX? And why is TSA at IAD and LAX operating under different procedures?

ID	Date Added_Date Only	Contact Details
686	10/11/2014	At 0715 on 11 October 2014 your agents serving the United counter at IAD demonstrated a lack of understanding of published TSA Guidelines in handling firearms. Even after I identified myself as a LEO and explained that they were department weapons they did not want to allow me to supervise the inspection. The TSA website clearly states that only credentialed LEOs can handle firearms and that the owner has a right to observe the inspection. The agents, who were not LEOs, handled my department weapons. I have twice had weapons damaged by TSA and I remain completely unimpressed by your personnel. The idea that I would allow them to play with a $3,800 department rifle unsupervised is silly at best. The fact that your people could not recognize magazines, loaded or otherwise, on a x-ray when they knew it was a firearms case also fails to inspire confidence in your training. Given the resistance they showed in allowing me to supervise the inspection, I would expect that a Citizen would be roughly handled indeed. Washington DC has dozens of Armed Agencies headquartered here so there is no excuse for not knowing your own procedures. (b)(6) Deputy Sheriff HCSO
687	10/12/2014	Hi, I enrolled for Universal Enroll on July 7,2014 At Washington Dulles International Airport. I paid $ 85.00 at the time I filed all pertinent information in situ. Your employee was unable to get a proper impression of my finger prints. He assured me that he would pass my request to the proper authorities. I haven't heard from you. Please note that I am 86 years old and that as a result my fingerprints do not come out clearly. By the same token, I am asking for the Universal Enroll because this would facilitate my airplane travel in the future. My fingerprints have been taken numerous times in the past. There must be some record somewhere confirming my identity and my loyalty to my country. Sincerely, (b)(6) (b)(6)

ID	Date Added_Date Only	Contact Details
688	10/12/2014	Date: 10-11-2014 Time: 1100 EST Airport: Dulles IAP, VA

Date/Time of Travel: 10-11-2014 1340 EST Airline & Flight Number: US Airways 5007

Checkpoint/Area of Airport: TSA Pre-Checkpoint 52

Compliment/Complaint (Summarize: The initial agent contact prior to going through the magnetometer was polite and instructed/reminded us that, since we were going through pre-check, it was not necessary to remove belts, shoes or laptops from cases. However, upon going through the sensor, the second agent upon seeing the alarm for , immediately made everyone go back and remove belts. She was not very polite. In fact, she was rather curt and a definite difference from the initial agent.

The direction to remove the belt, go back through the magnetometer, and send the belt through x-ray is at odds with all previous experiences going through pre-check. Previously, agents have requested that I loosen or unbuckle the belt and a quick pat down resolved the question.

Which is it - belt off and send through x-ray (seems silly as belts large enough to conceal anything are pretty obvious) or not?

Sincerely,

(b)(6)

(b)(6)

ID	Date Added_Date Only	Contact Details
689	10/13/2014	Good evening We respect and appreciate all efforts to ensure security. To this extent we secure our bags with Korjo TSA approved locks. We have just flown from Washinton IAD to LAX and discovered a bag had been inspected - That's ok ... BUT... having one of the above locks completely removed and "lost", the zippers left more than partially open and an electric razor lest running inside the bag is far from acceptable . Your response? (b)(6) (Mobile)
690	10/13/2014	Feedback Type : Compliment Categories : TSA Pre?™ Current Date/Time : 10/13/2014 10:40:14 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : Airline & Flight Number : Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : Why are the TSA Pre lines MUCH longer than the regular line now at the DFW and Dulles airports? It appears that someone is trying even the line cues out and putting regular travelers into the TSA Pre line. I flew from Dulles to DFW Friday afternoon (10/10/14) on AA and there were exactly 6 people in the regular cue and over 40 in the TSA Pre line. Makes no sense. This degradation of the TSA Pre process happens every day at DFW Airport in the American Airlines terminal. Not only does it defeat the purpose of having a method for frequent fliers to pass through security quickly, but it puts travelers who don't travel much in the TSA Pre line who don't know what to do (slowing the line down). In addition, have these non-frequent travelers who have been "randomly" put in the TSA Pre line passed through adequate background checks? I wish the TSA Pre line would go back to the old days where it was fast and efficient for frequent travelers who have paid money and passed background checks to quickly pass through security. Thank you... Would you like a response? : True Passenger's Name : Phone Number : Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
691	10/13/2014	Feedback Type : Complaint Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/13/2014 11:49:17 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/13/2014 11:30 AM Airline & Flight Number : UA 5095 Checkpoint/Area of Airport : main check point, lower level Washington IAD TSA Employee: (If Known) : (b)(6) (? spelling) Comment : I am a State Department Employee, stationed in DC who travels frequently through Washington IAD airport. I was on official travel to Toronto today. I went through the usual checkpoint. I placed all my belongings in the conveyor belt. I mistakenly left a few tissue papers in my left pocket. When I stepped up and into the machine the TSA agent, who was a Hispanic male with a beard, (last name stated with a CL, pointed to my pocket and asked "Do you have anything in your pocket?" I did not realize I had left the tissue in my pocket. I reached into my pocket and took out the tissue papers and showed it to him. I said "I have this in my pocket but it is only tissue paper". He responded " I don't care what it is, I asked you if you had anything in your pocket". I asked him what I should do with it. He said " for the third time, I don't care what is in your pocket, hold it in you hand" . He was very rude and indignant. I held it in my hand as the machine did the check. As I stepped out, I told him that he did not need to be rude to me. He said again " I don't care". I asked him for his name. He did not answer. I stepped out and asked another agent who was their shift supervisor. I walked over to her. I introduced myself as a Federal employee. I informed her that I travel frequently and that I did not find the way I was treated appropriate. I gave her the details of what happened. She said "well I guess you were not happy with the way the agent communicated with you, is that what the problem is? She did not seem at all bothered by my concerns or the comments of her agent, who was an earshot away. She did not provide me with any feedback and walked away. I cannot remember the supervisor's name, but I went through security around 1130 am. I request that the matter be looked into with a written reply to my official email listed below. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
692	10/14/2014	The caller stated that he flew from CAE to DC and back today from IAD to CAE. He stated that his baggage was inspected. He stated that his wifes makeup bag had a tube of retina missing that was brand new. He stated that it was stolen. He stated that there was not an NOI in the bag. He stated that it was not mistakenly left out or left at the hotel or anything. He stated that he wants the video footage sent to him regarding his bags screening. He asked if there is video recordings of the area. He stated that there would not have been a NOI in the bag if they had taken the cream. I advised the caller that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA never physically opened a passenger's luggage. I explained that we do not have any way to send him video of his baggage screening. We are at a call center, not IAD. He can speak with the CSM at the airport over TSA regarding any surveillance that maybe available. I explained that we have had several case of missing items, and a NOI has been present. I explained that we do have a claims process in place. He can go on the website, TSA.gov to get the claims forms and file the claim. He may also want to contact the airline to see if they have a process in place, in the event that TSA is found not to be responsible. I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

ID	Date Added_Date Only	Contact Details
693	10/14/2014	Thank you for the standard reply from HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com. You will see from our initial email below we approve and accept the security checks. What we are concerned about is the apparent lack of care by the officers. Take the issue of leaving the battery electric razor running -what if another person heard buzzing from a bag? I am sure this would have prompted a high level alert! Your above pro-forma response mentioned a great deal about TSA approved locks - as mentioned below we used these locks yet the lock was not replaced and the bag left partially unzipped. Again - your response? (b)(6) (Mobile) Begin forwarded message: From: (b)(6) HYPERLINK "mailto:(b)(6) Date: 12 October 2014 8:20:38 pm PDT To: "HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov" <HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov> Subject: Reciprocal respect Good evening We respect and appreciate all efforts to ensure security. To this extent we secure our bags with Korjo TSA approved locks. We have just flown from Washinton IAD to LAX and discovered a bag had been inspected - That's ok ... BUT... having one of the above locks completely removed and "lost", the zippers left more than partially open and an electric razor lest running inside the bag is far from acceptable . Your response? (b)(6) (Mobile)

ID	Date Added_Date Only	Contact Details
694	10/14/2014	Feedback Type : Complaint Categories : Screening Current Date/Time : 10/14/2014 8:28:19 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/14/2014 Airline & Flight Number : Checkpoint/Area of Airport : Recheck after arriving internationally at C1 TSA Employee: (If Known) : Comment : We were going through the checkpoint with our two kids - ages 10 and 12. My wife and youngest got through. I went through the scanner with our oldest right behind me. I got on the other side and couldn't find our oldest son anywhere. We looked around and looked around, and finally found him on the other side of security where a TSA offer had told him he needed to remove his shoes and go to the back of the line. Problem 1 - he never asked his age. He is 12. Problem 2 - the TSA agent my wife approached for help berated her for not watching her kids. My wife was pretty upset due to us not being able to find our son and then being berated due to the TSA agents incorrect behavior. Not a good experience. We're also Global Entry/Pre-Check. Why is there no pre-check lane at this security checkpoint? Would you like a response? : True Passenger's Name : J(b)(6) Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
695	10/15/2014	Caller traveled internationally on August 20th. Caller stated that during the security screening and officer dropped and broke a bottle of cologne that he had as a gift for his father. Caller stated that he was upset due to the incident but he was furious when the STSO (b)(6) came over. Caller stated that STSO wanted to know what happened and the TSO replied he dropped the cologne and broke it. Caller stated that the STSO started using the F word right in front of him. Caller stated that it is completely inappropriate for him to use that language in front of a passenger and wants STSO (b)(6 to be reprimanded. Caller stated that the STSO had him fill out a incident report at the airport and he told him he should hear something between 2 weeks and a month and now two months later he still has not been contacted. Caller is wanting to be contacted by the CSM regarding this incident. Advised caller: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. You need to fill out the claim forms to file for reimbursement for the broken cologne. Airport: IAD Airline: Emirates Airlines Flight number: 232 Departing time: 10:50 am Date and time of incident: 08 20 2014 09:30-10:00 am Gate or terminal of incident: West wing

ID	Date Added_Date Only	Contact Details
696	10/15/2014	Attn. TSA Contact Center, My name is (b)(6), an Indonesian passport holder. I would like to raise my concern regarding your baggage inspection. I flew from Dulles International Airport, Washington DC on Flight ANA NH 0001 departing Tuesday, 14 October 2014, departure time 12.20 PM to Tokyo Narita and continue to Jakarta. During my check in in Dulles, I was told by the ANA officer to unlock my luggage padlock due to security inspection. I did as instructed voluntarily because the officer said that otherwise my padlock will be broken by TSA for security reason. I was expecting that the padlock will be re-locked once the inspection is completed. Because my baggage was flown directly to Jakarta, I did not check what happened with my baggage after your inspection during my transit in Narita. Once I arrived in Jakarta on Wednesday, Oct 15, I saw that my padlock is missing, and a set of keys to my resident in Jakarta has also lost. My piles of documents have been misplaced and I also lost one document (Just Jobs Network 2014 Report) which I should bring back to my office as part of my accountability measure for the conference I attended in Washington DC on Oct 9-10. I also found a piece of paper inside my luggage titled: Notice of Baggage Inspection, in which I read: "...At the completion of the inspection, the contents were returned to your bag". On the basis of that sentence, I would demand your response for the lost of stuff that I mentioned above and expect you to send them back to me since I do not see the stuff that I lost have anything to do with security concerns to the United States or other people in whatsoever circumstances. Looking forward to your kind response. Sincerely, (b)(6)

ID	Date Added_Date Only	Contact Details
697	10/16/2014	Dear TSA: I traveled from Washington Dulles to Paris on AF flight 039 yesterday, October 15, and my bag was searched. It looked like it was searched with an earth-mover, not human hands. The contents were mostly books and papers, but also included an ebony flute, which I had carefully braced, and I had strapped down the load with the internal straps. While nothing was damaged, papers were strewn all aver the inside of the case, and heavy books dumped on top of the flute. It felt like a violation. We all understand the need for security precautions, and how pressed for time you must be. But please: we would appreciate it if searchers were instructed to examine passengers' luggage with a minimum of care and respect for the items and the passengers they belong to. Thank you. (b)(6) (b)(6) (b)(6) s (b)(6) | HYPERLINK "(b)(6) | HYPERLINK "http://(b)(6) See our report: HYPERLINK "http://carnegieendowment.org/2014/06/06/corruption-unrecognized-threat-to-international-security/hcts"Corruption: The Unrecognized Threat to International Security

ID	Date Added_Date Only	Contact Details
698	10/17/2014	Caller said his parents flew from IAD via Turkey to Cyprus. Their bag was checked and they are missing 3 items, there was a NOI inside the bag. They are missing 3 cosmetic items including: anti-wrinkle cream, Strivectin eye cream, and a crystal essence mineral deodorant roll on. The items were in a plastic bag with other items. Nothing written or stamped on the NOI. 1. Date and Time of the flight----10-14-14, departed at 11:23PM 2. Gate or Terminal----B39 or 36? 3. Baggage description---The bag was a medium to small size, 13 kg, either dark blue or black, roller bag with 2 wheels, unlocked. 4. Bag Tag # (10 digit)--(b)(6) or 11, 12, or 13 (not sure which tag was on the bag). 5. Flight #---TK 008 6. Airline----Turkish airlines Response: Apologized to caller and provided claim form via email, should receive within 24 hrs., information provided to CSM at IAD for review. May have capability to review screening of bag to see if the items were left out. Should also contact airline. Provided to check lost and found, items left out of bags are turned over to them: Dulles Washington-Dulles International 703-662-2234 Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

ID	Date Added_Date Only	Contact Details
699	10/17/2014	Feedback Type : Complaint Categories : Professionalism/Customer Service Current Date/Time : 10/16/2014 10:15:03 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/06/2014 6:30 AM Airline & Flight Number : Checkpoint/Area of Airport : East Checkpoint TSA Employee: (If Known) : Female Officer Comment : I was traveling through IAD on Oct 6th, coming through the checkpoint around 5:30 pm. As I was coming through the checkpoint I noticed two officers wearing blue surgical masks. Another officer passed the female officer and asked why she had a mask on. She replied, in a very loud voice, that it was because the male officer had ebola. It was very startling, given the current state of ebola in the world right now. Another passenger asked me if I thought she might be serious, she was quite shaken up by the matter. Is that the kind of individuals you wish to represent your organization? This seems like incredibly poor judgment and professionalism. If that officer can joke (if in fact it was a joke, seeing as the Texas gentleman came though IAD) like that about such a serious subject as ebola, what other parts of her job is she not taking seriously? Would you like a response? : True Passenger's Name : Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
700	10/17/2014	Caller has a GE card and she entered her KTN with all her Airlines. She said she is traveling tomorrow with United. She printed out her ticket and she is not getting Precheck but her husband is. She said they will fly from Dulles. She asked if she can show them her card or does it need to say PreCheck on her ticket. She said she booked her tickets before she got her KTN. She said the flight is booked with what is in her GE account. She asked if she can get PreCheck tomorrow. RESPONSE: If you show them your card it would not work. It will need to say PreCheck on your ticket. RESPONSE: http: www.tsa.gov tsa-precheck frequently-asked-questions Q. How do I add my KTN to previous reservations? A. Please contact your air carrier or visit their website to add your KTN to any previous reservations. The airline can also confirm that your first middle last name are in the correct Secure Flight fields. The KTN will be submitted along with Secure Flight passenger data to TSA. Remember to enter your full name, date of birth and KTN exactly as you provided during the TSA Pre?™ application process or when you enrolled in a CBP Trusted Traveler program. ALSO: There is a link to a TSA blog that would have more information. Have the Airline reprint your ticket tomorrow. You may or may not be able to get PreCheck.

ID	Date Added_Date Only	Contact Details
701	10/18/2014	The caller indicated that he is a senior citizen and has flown a lot. The caller indicated that an employee may be purposely destroying luggage. He indicated that he connected through IAD yesterday from an international flight. He departed IAD with United. When he obtained his bag in Sacramento last night, TSA duct tape was holding his bag together. NOI was present with nothing indicated. He indicated that it appeared that the lock had been removed with a crowbar. The broken lock was inside of his bag. He stated that the lock and bag were intact after clearing Customs at IAD. He indicated that Samsonite keys are universal and there was no reason to break the lock with a crowbar. He indicated that TSA has been able to enter his bag numerous times without breaking the lock. He would like for this to be looked into. He asked if he will be contacted or if he has to follow up, how to contact the CSM for follow up, and the length of time that he should expect to be contacted. He asked what his chances are as far as resolution. IAD to Sacramento United flight UA291 departing at 5:08pm from C9. Baggage Claim #(b)(6) His suitcase is a black Samsonite Silloutte suitcase. There are two small pieces of red and yellow electrical tape at four locations on the suitcase. I apologized and advised that I would refer the information to the CSM at IAD to make them aware. They would have the means to look into and address this as they act as a liaison between TSA and passengers. We cannot guarantee what action the CSM will take, however I will include an indication indicating that he would like to be contacted. Protocol prevents us from both referring the information to the CSM and advising the caller on how to reach the CSM as it would result in receiving the information twice. Once the caller explained that he would like a contact number for follow up if he is not contacted, I advised on how to reach the CSM via the IVR and option 5. I explained that we recommend that passengers allow the five business days for a response so to allow time for the CSM to receive the information, look into the situation, and get back with the caller. I indicated that the CSM may not receive the infomercial until Monday. The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention. I advised that I could not speak in regard to chances and explained that the most appropriate recourse is to make the CSM aware, which we will do. The CMB processes claims forms.

ID	Date Added_Date Only	Contact Details
702	10/20/2014	I flew from IAD to DFW on Oct 19th and checked one bag which contents contained some perishables which I was transporting back to Dallas. Once I arrived home from my flight and unpacked the contents (apples and apple dumplings) I noticed that the contents which were packed tightly and secure to avoid damage during transit had been removed and rearranged with every apple and apple dumpling in my checked bag being bruised or smashed. I recognize it was TSA that did this because I was left a Notice of Baggage Inspection flyer in my bag. The lack of respect that TSA personnel took in handling the contents of my bag are totally unacceptable. I am not surprised that my contents were damaged. During security screening at the checkpoint in IAD I noticed a TSA inspector who was less than courteous in her actions by the way she was handling screened bags at the xray and tossing of screening bins. I noticed another TSA inspector performing the same duties at the same checkpoint but in a more respectful nature. He was placing empty bins on to the cart vs. tossing them. I was also asked 4 times to show my boarding pass. The one I didn't understand was right after the TSA agent who had checked my families id's and boarding pass. We had put them away and while preparing our stuff at the xray table another agent behind the table asked to see our boarding pass. We then had to pull out our boarding passes and show again. When will TSA become consistent in their screening process and id/boarding pass checks. I have been making this trip yearly at this time to visit family and bring back some WV apples to share with friends here in Dallas. Unfortunately this year your TSA inspector ruined part of that trip for me. Respectfully, (b)(6)

ID	Date Added_Date Only	Contact Details
703	10/20/2014	Feedback Type : Complaint Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/20/2014 9:37:30 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/20/2014 9:30 AM Airline & Flight Number : United 1120 Checkpoint/Area of Airport : Hand swabbing station TSA Employee: (If Known) : Comment : Today while entering the security checkpoint area I was asked to step out of line and have my palms swabbed. The machine showed a bright red light, which said something like, "Explosives Identified." There were two young TSA employees at the station. I asked what happens next and initially got no reply from them. I asked the woman who had performed the swabbing, again, what happened next. She informed me that she would have to call a supervisor. I asked her how long this process would take, since I had a flight to catch. The other employee, a young male, responded and said, "We don't work on your schedule, you follow ours." He then proceeded to lecture me on how they were doing their job to keep me safe and that I was inappropriate to ask how long this was going to take. I informed him that unless he was her supervisor, this did not involve him, and that I would prefer that he remain silent until the supervisor came. He continued to lecture me. I asked his name, at which point he shoved his ID badge in my face and said, "Here." The supervisor arrived several minutes later. She took my boarding pass and walked away but did not say anything. I asked her if I was supposed to come with her, and she indicated yes. I was then taken past the ID check and to the X-ray machine. At no point was I given any instruction as to what I should do. I put my coat, shoes, laptop, etc. through the metal detector. Still, the process was not explained to me, and only when I began to retrieve my belongings was I told that additional screening would be done. The supervisor was extremely courteous and pleasant, but I must say that she did not make it clear what I was to do. When everything had been taken from my carry on and swabbed, and my shoes, belt, jacket, phone, etc had all been swabbed, I then went to retrieve my belongings. Two men then came up and informed me that I was to have a pat down. I was not told or indicated where to go and had to ask. When I went to collect my belongings, they were placed in plastic tubs and carried by the two TSA agents. The older one said, in a very loud voice to the younger one, "Keep him between us." I must admit, I felt like a criminal as I was paraded to the pat down room. Many people were staring, and it was humiliating. I was led into a room and the door closed. The older of the two agents described the pat down procedure, and he spoke extremely fast and was very difficult to understand. I remember hearing the words "beltline, buttocks, sensitive, and medical implants." He then patted me down and was quite thorough but never inappropriate, and I did not feel as though I was ever touched improperly. When he was finished, he stood there looking at me, and I had to ask what next. He then told me I was free to gather my things and go. I asked again what had been detected. He said that he did not know, but that frequently lotions with glycerin will give a positive test. This was a horrible experience. I am a 55 year old physician, a 10-year Army veteran, and I have seen and been through a lot in my life. I realize that these people have an important job to do, but there must be a way to do it without making people feel so abused. Frankly, the communication was horrible. I was left to guess what was going to happen and when. When I expressed my concern about the time factor and missing my flight, I was told that my schedule meant nothing to TSA. When I asked what compounds were detected, I received no answer. I asked to see the printout and was refused. In the interest of continuous improvement, I wish to make a recommendation. At the

hand swab station, a sign explaining the process would be very helpful. If a passenger does test positive for compounds being screened, he should receive a printed information sheet describing the rest of the screening procedure, so that the plan is clear. There are plenty of people who may be exposed to compounds which yield a positive test but who are completely innocent of any wrongdoing. They should have their rights honored. I cannot imagine what it would be like to be a young woman traveling with her children and be put through this ordeal.
I suppose that the young man who was so rude to me was tired of people complaining about being screened. I understand that. But he should be better trained. Telling me that I will adhere to his schedule and that TSA doesn't care about mine does little to promote cooperation. If that young man were my employee, today would have been his last day on the job.
Thank you for your consideration. I sincerely hope that my future experiences with TSA will be less traumatic.

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

ID	Date Added_Date Only	Contact Details
704	10/21/2014	Caller said she traveled from Afghanistan to Dubai to Dulles to San Diego yesterday and checked her bag from Dulles to San Diego and she said she has broken items in her bag and the bag is dirty and they broke the wheels on the suitcase. She said she got a noi inside the check bag and she requested that we postal mail the claim form to her. She said her bag was fine before she turned it in at Dulles Airport. Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage. To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court. I advised her that it may take 10-15 days to receive the claim form in the mail.
705	10/21/2014	Caller said his mother flew from Iran to US and upon retrieving her luggage it is damaged and taped by TSA. Nothing missing or damaged except the bag, a NOI was in the bag and nothing written or stamped on the NOI. Caller wants to claim damage for the bag. His mother flew from Tehran, Iran via Abu Dabie via IAD to LAX, she is unable to close the bag and it was taped and placed in a plastic bag. 1. Date and Time of the flight----10-19-14, departed from IAD to LAX 7:47PM 2. Gate or Terminal----C19 3. Baggage description---The bag is a black bag with zippers on the front, roller bag with 4 wheels, Delsey Brand, unlocked. 4. Bag Tag # (10 digit)--(b)(6) 5. Flight #---1718 6. Airline----United Response: Apologized to caller and provided claim form via email, should receive within 24 hrs. If you submit your claim via e-mail or fax it to (571) 227-1904, it may help expedite the claims process.

ID	Date Added_Date Only	Contact Details
706	10/21/2014	Dear Sir/Madam, I flew last Sunday from Toronto to Dulles (Washington) and then without getting my suitcase straight to Schiphol (Amsterdam, Holland). When I came home I noticed that my mainclip of the suitcase was broken off. I found your note after that. I'm a little suprised why it was broken because I didn't lock it, it was open. Therefor I think that the inspector didn't take the time to check the lock was open or not. I feel sad about it because it was my daugters suitcase, and she told me about the way it works with locks on suitcase. Thats wy I let it open, expecting that the inspector would try it first. I hope to hear from you if there is a way to solve this problem. Thank you in advance. With kind regards (b)(6), (b)(6) manager operations - senior adviseur (b)(6) HYPERLINK "mailto:(b)(6) HYPERLINK "http://www.ekwadraat.com/"www.ekwadraat.com

ID	Date Added_Date Only	Contact Details
		P Een beter milieu begint bij jezelf: Is het printen van deze e-mail echt nodig? De informatie in dit e-mail bericht is uitsluitend bedoeld voor de geadresseerde. Verstrekking aan en gebruik door anderen is niet toegestaan. Door de elektronische verzending van dit bericht kunnen er geen rechten worden ontleend aan de informatie. The information in this message is solely meant for the addressee. It is not permitted to send or show this message to third parties without prior consent of the original sender. Due to the electronic sending of this message no rights can be based on the information in this message.
707	10/22/2014	Feedback Type : Complaint Categories : TSA Pre?™ Current Date/Time : 10/22/2014 4:49:41 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/21/2014 4:00 PM Airline & Flight Number : UA937 / UA1627 Checkpoint/Area of Airport : Concourse C International transfer TSA Employee: (If Known) : N/A Comment : There is no TSA precheck at the IAD Concourse C International transfer. The line at TSA was very long. It should not take someone with Global Entry and TSA Precheck (yes, approved for those flights) an hour and a half to get from one plane to another. When will there be a TSA precheck at the concourse C International transfer area? Would you like a response? : True Passenger's Name : (b)(6) Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
708	10/22/2014	Calling in because he just flew from Dulles to TPA and he found an NOI in his bag. The caller states there was a lock placed on the bag and the NOI was in the outside zipper pocket. The caller wants to know if that is standard procedure. Advised caller Unfortunately, we are unable to determine how a lock that is not yours was placed on your bag. It is possible that at some point during the baggage handling process, a lock that was believed to belong to your luggage was mistakenly attached to your bag. Although we cannot offer advice on how to open your bag, we suggest you contact your luggage manufacturer, lock manufacturer or a locksmith for help. You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

ID	Date Added_Date Only	Contact Details
709	10/22/2014	To whom it may concern I would like to report the disappearance of one my 4 computers after the locks of my bags were broken by your staff for security inspection. I took the plane from Dulles to Paris and from Paris to Dakar, my final destination. I am not able to tell when, how as well as who to take my Brand new Toshiba computer. I would like to deplore the fact that any actions were taken to secure my bags after inspection regarding the content and their important value. For that reasons, you are the main responsible of the lost of my computer and I ask you reimbursement for that. I am attaching the pictures of the computer and the bags for your references and let me know if you need further informations. Thank you for your cooperation. (b)(6) Sent from my iPad
710	10/22/2014	Caller traveled from Washington Dulles airport to Carlsbad, Ca via LAX. When she arrived at her destination she found an NOI inside her checked baggage. A secured protein powder container that was inside was all over her laptop and it was damaged. She wanted to place a claim. Airport: Dulles International Airline: United Airlines Flight number: 382 Baggage tag: (b)(6) Description: Olive green, Atlantic MCMXIX Brand NOI: No info Gate: Not available Advised:Twos receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

ID	Date Added_Date Only	Contact Details
711	10/24/2014	Caller states he is a ff with United and has had precheck for years. He stopped getting precheck. He called United and they told him he had a problem with his information, and he states they corrected that and he started getting precheck again. He said he is calling now because he flys tomorrow and wants to know if he will get precheck? During our conversation caller states he thinks he may have enrolled in GE, he said is there a way I can check that? Travelers who have precheck as a frequent flyer are not issued a Known Traveler Number (KTN). I told him I could give him a number to GE and he can call and they can check to see if he has a ktn.
712	10/24/2014	Caller stated that his family member flew out of Dulles internationally and is now missing alot of gifts that vary from toys to clothing, adding up to about $3k worth. There was not a NOI inside the bag and there was not any locks securing the luggage so he wanted to know if TSA was responsible for this or not. Dulles 19 OCT 2014 @ 1030 Cutter Airline Baggage: Black Larger Roll bag with Oversized totes with it. NOI: No CCR informed him: We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

ID	Date Added_Date Only	Contact Details
713	10/24/2014	Feedback Type : Complaint Categories : Other; Professionalism/Customer Service Current Date/Time : 10/24/2014 2:47:56 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/19/2014 10:00 AM Airline & Flight Number : American Airlines #263 Checkpoint/Area of Airport : Domestic TSA Employee: (If Known) : Name unknown. Tall, slim, black female. Dark brown hair in a ponytail. Comment : I have tried contacting the TSA Manager at IAD and have left two voice messages this week asking for a call back to my phone number. They have not contacted me. I had a really unpleasant experience with two IAD TSA agents on 10/19/14. As I am pregnant, I opted out of the X-Ray screening and was given a pat-down instead by a female agent. During my pat-down, while patting down my chest, the female agent asked if I was wearing a sports bra as she had some sort of difficulty in the bust area. I answered no and was surprised by her question. She told me she would need to pat down that area again or get a second opinion. She proceeded to call out to a male agent standing nearby us that she needed a second opinion from a female agent. He asked her what she needed a 2nd opinion on and she didn't tell him. He asked her again and she responded "I need a second opinion on a bra." They both started chuckling and the male agent joked "Bras are not my area of expertise - unfortunately... I can guess a size from looking at it, but I don't know much else about bras...". They continued to laugh and joke while I was still standing there. Finally another female agent came over and asked what the 2nd opinion needed was. The agent explained she had a question about my bust area. The 2nd female agent did a pat-down in my bust area and concluded that everything was fine and I was safe to continue to my gate. I was highly offended and felt violated by the discussion and laughter of the IAD TSA agents. I was appalled by their lack of professionalism and would like to speak with their manager. I understand that the TSA takes homeland security and professionalism very seriously - and the performance of the IAD TSA agents does not meet that standard and is really unacceptable. I would like to be contacted asap by the IAD TSA manager or the superior to the IAD TSA manager. (b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
714	10/25/2014	Last Tuesday, October 21, 2014, I traveled on a Southwest Flight leaving Washington Dulles for Louisville. connecting in Chicago, at approx 10:25 a.m. When I returned home there was a card that TSA had searched my bags. They did not tell me that they removed the cord from my cell phone charger. They left the plug but removed the cord. Why would they separate these two. I did not know this until a few days later as I had not yet fully unpacked but my phone was dead and I had no complete cord/plug to charge it. This will be an expense to me to replace this. Why would this have been removed. It was in good condition and an acceptable item. I am very disappointed and now out money to purchase a new one. Can you please explain as I have several more trips coming up and cannot afford this to happen again. Thank you, (b)(6) --- This email is free from viruses and malware because avast! Antivirus protection is active. http://www.avast.com
715	10/25/2014	Feedback Type : Complaint Categories : TSA Pre?™ Current Date/Time : 10/25/2014 5:08:46 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/25/2014 4:00 PM Airline & Flight Number : swa 1220 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) : TSA prescreener Comment : I need you to read this carefully. This involves a TSA security issue. I am PRECHECK and I paid for it to reduce stress. It has not helped. I departed out of Dulles and was directed by a prescreener to go down the escalator even though the person checking tickets knew I was precheck, I told him I was, and my ticket indicated so. He should have directed me to the dedicated precheck area but instead sent me downstairs with the non precheck crowd that got precheck. Despite being told, people still kept taking off shoes , liquids. Not only is it a classic bad idea to send non precheck through a precheck line I was senr there in error by someone whose job is to direct people. No one is in charge and no one has a clue. This is such a mess. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
716	10/25/2014	She bought a book that is now missing from her checked bag. There was a NOI. Advised caller: http: www.tsa.gov traveler-information airport-lost-found-contacts#43 You may contact IAD lost and found at: Washington Dulles International Airport 703-662-2234 I will send you a claim form.
717	10/26/2014	Dear sir Myself and my partner (b)(6) travelled from Dulles to EWR and onward to Belfast last night. We checked three bags at Dulles at premier access which were interlined to Belfast. The tags numbers on the bags were (b)(6) (b)(6) on flight UA6142 and UA77 On receipt of our grey Longchamp bag this morning in Belfast a Kate Spade bag was missing. This was an expensive item costing approximately $200. One of the other bags was searched and your baggage inspection notice was inserted inside the bag. I hope this information assists you in catching the thief as this is the first time in all our visits to the USA this has happened. (b)(6)

ID	Date Added_Date Only	Contact Details
718	10/26/2014	

Feedback Type : Complaint
Categories : Missing or Damaged Items; Professionalism/Customer Service Current
Date/Time : 10/26/2014 12:25:18 PM Airport : IAD - Washington-Dulles International
Date/Time of Travel : 10/18/2014 6:30 PM Airline & Flight Number : BA 216
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello

When i flew of IAD on the 18 Oct I checked in 3 cases each with TSA locks and with a wide luggage strap around each case and passed through the case handle so that they cannot slip off.

The next morning on arrival at London Heathrow and collecting my cases from baggage claim, the luggage strap with a black and white pattern was missing from the largest case. This is the first time this has happened to me during my travels.

It wasn't until the other day when I was unpacking the last items from the case that I found a leaflet from TSA explaining that the case had been searched. This leaflet was tucked down the side of the case amongst some other leaflets that I had brought home. On a previous occasion when you have searched my case the leaflet was on top of all the clothes and obvious.

Now that I know that the case with the missing luggage strap was searched I assume that the TSA person who searched the case did not put the strap back on.

Can you please let me know what I can do about this?

Regards

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

ID	Date Added_Date Only	Contact Details
719	10/27/2014	Hello, I have just flown from IAD to LHR then to LIN. Two of my four bags were inspected by TSA. In both cases, the procedure was done in a sloppy way. In the first case, my suitcase (a Samsonite with TSA approved locks) was not locked again after being inspected. I don't think TSA should increase my risk of theft in order to inspect my bag. The second suitcase contained some foods and creams. Since I travel regularly, I know that TSA usually inspects these items (like peanut butter) so I put them together with easy access. In the past, this has not been a problem. This time, however, the inspector tore open all of the plastic bags containing these items (never happened before) and did not put them in new plastic bags. The result was that some of the creams broke open during the trip and soiled my expensive suitcase. Again, I don't mind inspection but I do mind unnecessary damage to my property. I hope that TSA will consider this and any other similar complaints to ensure that protecting US citizens doesn't come at the expense of private property. Thank you, (b)(6)

ID	Date Added_Date Only	Contact Details
720	10/27/2014	Disability Description: Caller uses a cane and has a metal implant. Response Details: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint. He can request a private screening of the money if he has concerns. The most familiar of TSA s risk-based initiatives, TSA Pre u2713 , allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must: Be filed within 180 days of the alleged act of discrimination; Be in writing; Include the name and address of the complainant; Include the date of the alleged act of discrimination; Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and Be signed by the complainant or someone authorized to sign on behalf of the complainant. In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA. Advised caller that we would also forward this complaint to ODPO. Incident Details: Caller has a complaint. He flew from IAD. When he originally departed Hartford Bradley he did not have any issues. Bradley was wonderful. He has a cane and an artificial hip. He received Precheck in Bradley and on the way back. In IAD he put his stuff on the belt and he set off an alarm. The TSA agent was rude. They gave him a patdown. The TSO got in his face. He had an accent so he, the PX, could not understand him. He told him he was having touble understanding him. The TSO said he would have been better off saying he could not hear him over he could not understand him. He took that as a threat. He had to take off his shoes. He is sure he was doing his job and

ID	Date Added_Date Only	Contact Details
		the procedures do not upset him. It was the attitude of the TSO that bothers him. He told the woman by the conveyor belt of his metal implant. She put the cane through. He had money in cash and the rude TSO told him to put it in a bin. It was hundreds of dollars so the Px did not want to. The TSO became upset. He cant bend over but he had him remove his shoes. He is 72. He did not have to remove his 3-1-1 bag or remove his laptop. He wanted to just complaint on the event. He does not have an email address. Response: Airport: IAD Airline: United Flight Number: 3782 Departure Time: 12:01 p.m. Arrival Time: 1:44 p.m.
721	10/27/2014	The caller was missing a camera from her checked baggage. Her luggage was broken on top. She flew from Washington Dulles. They tried to call the lost and found, but could not get through to anyone. Date and time: October 6 at 12:00 p.m. Airpot: IAD to St. Augustine Frontier flight 1360 (she thinks) She doesn t have the baggage tag (b)(6) Description of bag: Red suitcase with wheels on the bottom with black trim. No NOI that she was aware of Advised caller: I will forward this to the CSM and send you a claim form. I tried to provide the lost and found number, but she stated they already tried it. I also advised her to contact her airline since she had no NOI.

ID	Date Added_Date Only	Contact Details
722	10/27/2014	Feedback Type : Complaint Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/27/2014 2:30:29 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/26/2014 10:15 AM Airline & Flight Number : Virgin America VX69 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : Unknown Comment : I found the security line to be grossly mismanaged in the most inefficient manner possible. On a Sunday morning, they had open only 2 screen stations (sharing a single body-screening apparatus). The line took over 2 hours to get through, holding an infant who had soiled himself. Your agents gave no consideration, offered the lowest level of service without a smile and generally made everyone feel badly about the experience. Ironically, my sister-in-law had gone through the same checkpoint a couple hours beforehand and texted us to let us know that it was the single worst traveling experience of her life. This was a true mess. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
723	10/28/2014	Feedback Type : Complaint Categories : Missing or Damaged Items Current Date/Time : 10/27/2014 11:05:47 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/26/2014 4:00 PM Airline & Flight Number : American 1335 Checkpoint/Area of Airport : TSA Pre-Check TSA Employee: (If Known) : Comment : Checked age at American counter. It contained three prescription medicines. Upon arrival at final destination one of the prescription medicines was missing. Bag contained electronic equipment so it was likely opened as contents showed they had been moved around. I'm concerned that whatever the outcome I will not be able to secure a replacement prescription away from home or even after I return as it was not close to the end of the dosages. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
724	10/28/2014	I arrived at Dulles Airport on Monday, Oct 27th from Ethiopia on ET500 and after clearing customs, rechecked my bags, around 8:30 am. to my final destination – Denver. When I got home and opened them, I knew one had been opened by TSA which is OK. It had a Notice of Baggage Inspection inside and was retaped with TSA tape. That was OK. I suspect the reason it was opened was because it contained some bottles and cans of a non-alcoholic drink I had purchased in Zambia. There were 5 plastic bottles and 4 cans, all factory sealed. The drink was "Stony" Ginger Beer – by the CocaCola corporation. 3 of the bottles were missing from my bag with no explanation. The monetary value is insignificant – less than $3 USD but the fact that they are missing is very disturbing. The 3 bottles were inside a large Ziplock bag in case they had leaked. I hope the TSA agents enjoyed the drink – even though it was non-alcoholic. I have traveled overseas many times and had many bags opened for inspection but have never had anything missing. Since this happened, I wanted to notify you so you are aware that someone is removing things that I think are totally allowable. Thank you. (b)(6) (b)(6)

ID	Date Added_Date Only	Contact Details
725	10/28/2014	Dear TV, Firstly I would like to express that I know you are doing a great job to provide security for travellers to, within and from USA...and at the same time not always receive the proper appreciation for that job. Secondly I just wanted to give a short comment...I arrived Friday 24 OCT to Dulles Int/DO with SK925 and had a transfer to Austin TX with UA3768...while that transfer you opened my suitcase and had an inspection (I was not present) and I have no issues with that...the only thing I noted at arrival in Austin was that my clothes were in a bad condition and that my band around the suitcase was missing, and it did not have any lock (not much worth, some 10 USD)...so apparently the one inspecting was in a hurry (most possible) and why clothes were in a mess and most probably attached the clip on the band in a wrong way (it has Las for several years and is secure). Just wanted to share this so he/she can improve for next time...but I am sure this might only have been a bad day. Still enjoying a great time in Texas. Respectfully (b)(6) (b)(6) Skickat från Samsung Tablet
726	10/28/2014	Caller says last year he opted in for precheck with United at dulles. He was told to call if it continued to happen, he said he called the contact center and then it worked but now it isnt working. Told caller I ask him if he used other airlines? He does use other airlines but says he isnt able to get PreCheck with them. 1. Did you receive an invitation from your airline? Yes b. Participating airlines have contacted eligible frequent flyers with an invitation to voluntarily opt-in. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger's reservation information to TSA's Secure Flight system. 2. Are you traveling on the airline that invited you? Yes with United but now it isnt working. I explained to him he would need to list his reservations as he was invited in as, if it was different he would not be selected. Passengers can be selected at ramdon, if their information met specific criteria on a per flight bases. Chosen 3. Are you traveling from an airport participating in TSA Pre?™? Dulles and BWI a. TSA Pre?™ is currently at more than 100 airports. He wanted me to trouble shoot and fix the problem, I explained to him I could not fix this for him.

ID	Date Added_Date Only	Contact Details
727	10/28/2014	Caller stated that her checked luggage is inspected every time she flies out of IAD. In the past she has missed one shoe, had clothing damaged, etc. On her last flight she found a expensive silk shirt zipped up in the zipper and ruined, antique glass ware broken in her bag, shampoo spilled, tea powder spilled, and her bag is in total chaos. Caller is extremely upset and is wanting to know what can be done about this. Advised caller: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Airport: IAD Airline: United Flight number: 283 Departing time: 10:00 pm Date and time of incident: 10 22 2014 08:30 pm Luggage description: It is a large Navy blue suitcase and a large a grayish green suitcase. NOI: Yes Anything written or stamped on the NOI: No
728	10/29/2014	The caller states that she traveled from IAD to St Augustine Florida on Frontier Airlines flight number 1360 on 10.06 2014 at 1200 PM and states that there was a NOI inside her luggage and also states that she is missing her Kodak Camera and also states that her suitcase is damaged as well. She also states that he filed a claim with Frontier but no one has contacted her yet. Advised the caller that I will get the claim forms out to her email address.

ID	Date Added_Date Only	Contact Details
729	10/29/2014	Calling in because she traveled from Dulles to ATL today. When she went through the security check she forgot to take her laptop out of her luggage and the TSO had to hand inspect it. The caller states that the TSO went through the bag and took everything out of the bag and the laptop case. The officer also told her she would have to send the items back through. The caller states she waited for this to be done. When the TSO gave her bag back, she was told she was cleared and she left. The caller just arrived at her destination and states that the laptop bag was placed back in the bag and zipped but the laptop is not in the bag. The caller states this is a work laptop and she works for the CDC. The caller states it has very important information on it and she needs it returned promptly. Advised caller I will forward the information to the CSM at the airport. Advised caller I will also send her claim forms to file a claim for the missing item. Advised caller that it could have been a mistake that it was not placed in back in the bag and could be in lost and found. Advised caller she can contact lost and found Dulles Washington-Dulles International 703-662-2234 http: www.tsa.gov traveler-information airport-lost-found-contacts#5 Advised caller she can also get in contact the the CSM herself at Name: (b)(6) Phone: (b)(6) Gave caller event ID Airport - Dulles Airline - Delta Flight Number - 1125 Date and Time - 10 29 went through screening around 12pm Description - rolling duffle, dark grey and black with a pink ribbon - laptop is dark silver laptop - DELL Location (Gate or Terminal) - Gate 76 Contact Information - (b)(6)

ID	Date Added_Date Only	Contact Details
730	10/29/2014	Caller flew from IAD to Calgary, Alberta and her bag was searched, in the outside pocket was the NOI. Written in red ink it appears to be: P660 or PLELEO? not legible. She had a bottle of shampoo and bath gel that were sealed in a plastic bag, the shampoo had been opened and the top not closed was almost empty and the plastic bag wasn t resealed and everything in the suitcase including the lining and divider was covered in shampoo. Bath Gel was sealed and didn t leak. She packed carefully and sealed items into plastic bags to protect her items. She understands the search and just wishes TSOs would be more careful when handling passengers property and secure items back that are opened. She doesn t know how to clean the suitcase and she spent 10 hrs. traveling yesterday and had to stop and clean up her bag which was a mess upon arrival. She just wished they were more respectful and sealed the ziplock bag up and disappointed because of the condition of the bag, but no problem with inspecting of her bag. Just wishes they treated more respectfully. Appreciates that she did have the opportunity to speak with someone to voice her concerns and something was offered. 1. Date and Time of the flight----10-28-14, departed at 12:31PM 2. Gate or Terminal----C37 3. Baggage description---The bag was a brown Heys Brand, cloth and plastic, roller bag with 4 wheels and was unlocked. 4. Bag Tag # (10 digit)---(b)(6) 5. Flight #---UA1418 6. Airline----United Response: Apologized to caller and provided claim form via email, should receive within 24 hrs. Information will be provided to the CSM for review. Thanked caller for letting us know the condition of her bag, explained that is the only way we have of knowing when passengers are dissatisfied with the condition of the inspection which allows us to either provide additional training or take corrective action if deemed necessary.

ID	Date Added_Date Only	Contact Details
731	10/29/2014	Caller: Caller states his wife traveled from Maryland to Austin and her baggage was opened and they are missing a 2 pound bag of Columbian coffee from the bag. Caller states when she flew from Austin to Maryland her items were disarrayed in her baggage. Caller states the flight he lost his coffee he found a NOI inside his bag. Caller states she also had food in her baggage. Caller asked if I had the number for his airline. Response: Informed caller that the only time tsa touches his baggage is if we do a baggage inspection and if we inspect the baggage we are required to place a NOI inside the bag. Informed caller that if he did not find a NOI it would be an airline issue. Informed caller that I would email him a claim form and cover sheet and forward this information to the CSM at Dulles for him. Informed caller TSA does not recommend that passengers pack food items in their checked luggage. While the practice is not prohibited, some foods have properties that may cause baggage screening methods to alarm. Secondary screening is required to clear every alarm and this may require additional handling. Informed caller that I did not have any contact information for airlines or airports. Informed caller that in regards to the flight with the disarrayed items because she did not find a NOI inside her bag it would be an airline issue and she should contact her airline for more assistance. Airport- Washington Dulles Airline- American Flight number- 1387 Date and time of incident- 10-27-2014 approximately 11:00 am Baggage and tag numbers- Not provided Description of baggage- Medium black samsonite with wheels carry on type bag Was there and NOI- Yes Anything on NOI- No Specific location of incident- Gate B 71 Contact information (phone number or email)- (b)(6) (b)(6)
732	10/31/2014	On a recent flight from London england all was fine until we had to change flight in Washington Dulles airport our luggage was inspected ,both prices had ,tsa approved locks and were locked one piece was deadlocked with lock ,but the other price was not locked and the TSA approved lock was not replaced back on the luggage it was a drinks lock needless to say we are not happy luckily nothing was missing only the lock which I paid for Canon you help it was a tsa approved lock why keep it? My address is (b)(6) (b)(6) thank you (b)(6)

ID	Date Added_Date Only	Contact Details
733	11/1/2014	Caller flew into Dulles yesterday then had to recheck their bags. When they got home from IAD they found that they had their bags inspected. Caller stated the zipper on of the bags was broken. There was a NOI inside the bag. Advised caller : TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Flight Information Airport IAD Airline United Date Time 10.30.14 10:03pm NOI Nothing extra Baggage Tag# (b)(6) Bag Description Black folding bag with wheels on it. Ricardo Elite bag. Red ID tag with information card on it, but that was missing too

ID	Date Added_Date Only	Contact Details
734	11/2/2014	Good morning, I have just arrived back from the USA via flight BA 0216 from Washington Dulles which departed on 1st November at 19:30 hours. My black bag has been opened and a note(TSA-OSO Form 1000) left inside explaining that it was selected for checking. So far not a problem. My bag was secured with a TSA approved combination padlock with a key access for your people ref 'TSA 005'. Whether the lock was opened with your key I don't know but the zip has been forced and the bag is now useless. I don't believe the bag was separately tampered with by someone else; the only reason for this would have been theft. The bag contained some expensive clothes and nothing was missing. Having gone to the trouble of obtaining and using a TSA approved lock why was it necessary for your team to force my bag when, presumably,they had access to a key to open it? I look forward to your response. (b)(6)
735	11/2/2014	Feedback Type : Complaint Categories : Missing or Damaged Items Current Date/Time : 11/2/2014 1:45:06 PM Airport : LAS - McCarran International Date/Time of Travel : 11/01/2014 Airline & Flight Number : SW#47 Checkpoint/Area of Airport : Dulles Airport TSA Employee: (If Known) : Comment : Even though I have TSA pre check, my bags were gone through in a way that damaged several books that I had bought, The covers and several pages had been bent back or unfolded so that the books were no longer in pristine condition. I don't mind your going through my luggage but I would appreciate finding it in the same condition I left it. If this complaint needs to be filed with another source, please let me know what that source is. Thank you. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
736	11/4/2014	Caller recently traveled from IAD to Palm Springs. She has a NOI and her Ipad now no longer works. She wants to know if there is anything in the screening process that would cause her Ipad to stop working. She wants to know specifically what in her bag caused her bag to be opened. She had a layover in Dallas and then flew on the Palm Springs via flight 2233. Airport: IAD Airline: American Flight Number: 1387 Description: This was a black bag with a purple ribbon and purple ID tag on it. Baggage Number: She doesn t have it. NOI: Yes, but there was nothing stamped or hand written on it. Terminal Gate: She doesn t know. Date and Time: 11 2 14 approximately 1 p.m. Check In Time: Approximately 12 p.m. Advised caller: I cannot tell her what specifically in her bag caused it to be opened. Generally the bag goes through x-ray, which doesn t affect the Ipad. If there is an alarm we open it. The items are taken out and placed back in. Generally there is nothing that would cause this to happen; however, I was not present for her specific inspection, so I will forward this to the CSM for review. I will note her questions for them as well. I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office processes these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

ID	Date Added_Date Only	Contact Details
737	11/4/2014	Srs TSA buenas tardes, les escribo después de mi retorno de los EEUU, y quería hacer algunos comentarios: - Soy militar y estoy seguro que la seguridad es una actividad de vital importancia, coincido con ella, en especial, cuando estamos frente a una serie de amenazas externas e internas. - Yo estuve con mi esposa una semana en Washington DC y a mi retorno el 02 de Noviembre en el vuelo de Avianca 955 desde el Aeropuerto Washington Dulles hacia Lima-Perú, ingresé a la bodega del avión 4 maletas con candado, dos mías y dos de mi esposa. - Al recibir mis maletas al llegar a Lima, las revisé y me percaté que tres de ellas estaban sin candado; de ellas, una estaba con una cinta en el lugar del candado que mantuvo la maleta cerrada, y dos maletas sin cinta y un poco abiertas. - Llegando a mi domicilio, verifiqué el contenido de mis maletas, notando que se habían caído algunos artículos pequeños de las dos maletas sin seguro, quizás por el movimiento de las mismas, ya que hice conexión en San Salvador antes de llegar a Lima. Para terminar, me permito recomendar que las maletas que pasen inspección, se les coloque en forma obligatoria una cinta en el lugar del candado (como lo hicieron con una de mis maletas) o asegurarlas de alguna manera, para evitar que lleguen a su destino abiertas y se puedan caer artículos. Muchas gracias, por su atención, Atentamente, (b)(6)
738	11/4/2014	Caller flew from Dulles to Amsterdam then to Rome. He found a NOI in his bag, he believes, due to his sweets and candies. His bag was opened and the lock was broken. It is now missing, and a bag with some candies is gone. They left all the rest of the other sweets. Why would they break his lock and remove the candy? The items are not prohibited, so it may be a matter of simple theft. Caller thinks that it is unethical that they broke the lock. I advised caller that breaking the locks may be an unfortunate requirement and these may not be eligible for compensation. As far as the candy, we can investigate and determine what happened when TSA had the bag, but we cannot advise what occurred after that brief interval. Caller provided his e-mail address for the purpose.
739	11/5/2014	The caller states that she just got back from IAD and states that her bags were inspected and she states that she had a container of supplements that are all in the pill form and she wants to know if TSA would of taken all the contents out of the container and inspected them. She is kind of apprehensive about taking them, Advised the caller that they are allowed and if the container is properly mark I would not think that they would do this.

ID	Date Added_Date Only	Contact Details
740	11/5/2014	Calling in because she just flew from Amsterdam to IAD and stayed a few days and had no problem with her luggage. The caller flew from IAD to San Diego yesterday and she has items missing from her bag. She received an NOI. She is missing 4 small bottles of german liquor. The caller states all together they weren t even a liter. The caller states her husband is retired law enforcement and she knows their are people in the TSA that are redflagged for taking items. The caller states they are small enough items that could be slipped in side coat pocket after screening. The caller would like to give a heads up to someone at the IAD airport. Advised caller that because this did occur at a specific airport I will forward the information to the CSM at the airport. Advised caller I will also send her claim forms to her email address and she should receive them within 24 hours. Advised caller it could be tha tthe items were accidentally left out of her bag after screening so she can contact lost and found in the mean time at Dulles Washington-Dulles International 703-662-2234 http: www.tsa.gov traveler-information airport-lost-found-contacts#5 Airport - IAD Airline - United Flight Number - 363 Date and Time - 11 04 flew out at 2:31 - checked luggage around noon Baggage Tag Number - (b)(6) Description - roller black bag - international carry on made by briggs and riley with her luggage tag NOI? - Yes Anything on NOI - there was an orange sticker on her bag from TSA Contact Information - (b)(6)

ID	Date Added_Date Only	Contact Details
741	11/5/2014	The caller is not in the United States. She stated that her baggage was not locked, however there was a lock on the zipper to open it. She stated that they had no reason to break the lock and place it inside the baggage, since the bag was not locked. She stated that the keys were hanging with the lock on the zipper. She stated that they place the keys and the lock broken inside the baggage. She stated that she believes this is a abuse of power. She stated that she is very upset that her property was damaged for no reason. She stated that she is not sure why they even opened the bag, since it just contained clothing and a pair of scissors. 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. However, she can file a claim for the lock. A claim form will be sent to you via email within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. Complete and return the form in accordance with the instructions. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. Once the Transportation Security Administration's (TSA) Claims Management Office has processed a traveler's claim form, he or she will receive a letter of acknowledgement and a claim number. The claim number should be kept for future reference when inquiring about the claim. TSA will tries to resolve claims as quickly as possible but may need time for a further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months of when it was filed, travelers may have a right to bring their claim to court. The callers flight details are as follow: Departing Airport: IAD Destination: Heathrow Airline: British Airways Flight Number and Time: 292 @ 10:20 pm Baggage Claim Number: (b)(6) Baggage Description: Black with a pink ribbon on the handle. Date and Time: 11-04-2014 @ 7:45 pm NOI Markings: None

ID	Date Added_Date Only	Contact Details
742	11/6/2014	Today, I went through security at Dulles International Airport. Since I am pregnant, I requested to opt out of the AIT screening and have a pat down instead. Officer (b)(6) was the TSO that I spoke with and he began arguing with me that AIT was perfectly safe and that I get more radiation from my cell phone. When I told him that I was pregnant and that my doctor advised me to not go through these types of scanners, he rolled his eyes at me and continued to lecture me on the subject. I had to request a pat down three times before he finally put out the message for a female assist for an opt-out screening. Even at that point, Officer (b)(6) made comments to me like, "Fine. If that's what you really want to do." In reading information on the TSA website, passengers have the right to opt out of this type of screening. We should not be harassed when we exercise this right. While I was waiting for the female TSO, another passenger with a broken arm was also waiting for an alternate screening (walking through a metal detector instead). Officer (b)(6) began calling out to this passenger instructing them to get back in the main line to go through the AIT. The passenger had told him that she had a broken arm, which was insufficient reason for Officer (b)(6). The passenger then explained that she could not lift her arm above her head, which would be required by the AIT scan. Other TSOs had already been involved with this passenger's screening process and had already made the decision for her to not go through the AIT scan. However, Officer (b)(6) seemed to take a personal offense to anyone who would not participate in the AIT scan. I appreciate the service that TSA provides in keeping our transportation infrastructure safe. I wanted to report this incident because this type of experience reflects poorly on all of TSA. I travel frequently and often have to make this request when I am pregnant. Most of the time, I am treated with respect. Today was outside of the norm and not up to the standards that TSA holds. Thank you for your time and consideration to this incident. (b)(6)

ID	Date Added_Date Only	Contact Details
743	11/6/2014	Caller is at Dulles. They refused to allow him to board his flight. The agents told him to call this number. I may not be able to offer anything that will work to get you on your flight today. Is there an agent in Dulles he can talk to? There are agents there at the checkpoint. I may not be able to help you resolve the issue for this flight. What can he do? There is a process, Redress, that is available. I can send you the form if you would like. How many days will it take? At least 30. How can he resolve it more quickly? I have nothing else I can offer. Can he talk to an agent? There are agents there at the checkpoint.

ID	Date Added_Date Only	Contact Details
744	11/6/2014	Caller got to Knoxville on Monday. He flew from Bulgaria into Washington. He said that he had honey that he was bringing back so he had to declare it when he went through Customs. He had his bag plastic wrapped in Bulgaria. They didn t take anything out but they cut the front of his bag, they cut a vacuum bag that was inside of it as well. A jar of honey came open and it s all over his clothes. When they cut the vacuum bag, they cut three of his shirts. He said that he doesn t care that his bag was inspected but they damaged expensive shirts and now he has to take the time to replace the items. Airport- IAD Airline- United Flight#- 133 Baggage claim#- (b)(6) The NOI didn t have anything on it. Description- blue, Samsonite, large Location- A4E Date- 11 3 14 at 6:30 pm Told the caller that I would send him a claim form. The CMB will process it. They will send him a claim number and a letter of acknowledgement that he should keep for future reference when inquiring about the claim. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
745	11/7/2014	Caller is a TSA employee, he has a KTN for a long time he includes it in his united information. He says it has worked the first 2 times but not the last 6 times. He travels out of Dulles. Told caller What does his number start with? 8 TSA Employees 10 0276683551O How many digits is his number? He says his is a 9 digit number. I explained to him he should contact whoever gave him the number (he had an email that gave him the number). I can not look it up and check it for him. I explained to him I thought his number was listed wrong and he needed to check his information for the reservations and make sure it matches exactly the same as it did under the information listed under his number.

ID	Date Added_Date Only	Contact Details
746	11/7/2014	Feedback Type : Complaint Categories : Missing or Damaged Items Current Date/Time : 11/7/2014 5:23:25 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : Airline & Flight Number : Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : Hi, I have a nearly new Macbook Pro that was in a case designed for a laptop which was inside my suitcase traveling between Dulles Airport, Minneapolis-St. Paul, and finally Fargo, ND on November 1, 2014. Both the suitcase and the laptop maintained extensive damage while traveling. The checked piece of luggage (which was used for only this trip so far, and also an expensive name brand) came back with a giant tear on the front panel as if cut with a knife. My laptop had some aesthetic damage from a previous incident (i.e. a dent on the case) but when I removed it from my luggage to use, the trackpad would not work. I have also contacted Apple about this problem, but I suspect its origin is with the TSA as I found a crumpled Notice Of Baggage Inspection along with the mangled laptop and shredded suitcase. I am really unhappy about all of this as anyone else would be and have documentation I can provide (information about the flights, photos of the suitcase and notice, emails documenting the issue logged with Apple Technical Support). This is really a huge pain for me, the laptop was nearly new and represented a substantial expense, it is also something so far used almost entirely for work and searching for work. Thank you and I hope to hear a response soon. - (b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
747	11/7/2014	Disability Description: The caller wants to file a complaint on IAD and United Airlines. The caller flew from Punt Canta to IAD to CLE on Sunday 11-2-14 on United flight 5104 from IAD to CLE. The caller states that she had a United ticket for special services for wheelchair and wheelchair connecting flight assistance. The caller had issues with TSA. The caller states that when it was their turn to go through screening the caller asked the officer where the handicapped line was. The caller told the TSA officer that her mother could not get out of her chair and could stand for no longer than a minute. The officer showed her where to set her mother. The caller proceeded through the AIT and turned around to get her things and a female agent had her mother out of her wheelchair and standing in the AIT and 3 other officers were yelling at her mother telling her to hold her arms above her head. The caller states that the wheelchair was no where in sight. Her mother cannot raise her arms above her head.due to injuries and broken bones and cannot stand due to a heart attack and stroke and numerous other health problems. The caller states that the bottom line is that the officers took a handicapped person and made them stand up, took her wheelchair and misplaced it, and when the caller tried to locate her mother a wheelchair before she fell an officer yelled at her and told her she could not go back that way. The caller was screaming and begging the officers to find a wheelchair for her mother before she fell and TSA had a law suit on their hands. The caller states that you cannot discriminate against the handicapped population, make them do things that are beyond their capabilities, it is not standard procedure at any airport to make a handicapped person stand up to go through the screening technologies or yell at them for not not being able to hold there arms up. Information Request: The caller states that after screening and they got to the United gate the United agent told her that they had no information on her mother. She had the boarding pass in her hand indicating wheelchair and connection assistance but the airline agent told the caller that they did not know her mother could not walk. They told her that her mother would have to board the plane from the ground. The airline told the caller they would have to find a ramp to get her mother on the plane and it took an hour and a have to get a ramp if they could find someone smart enough to get a ramp. She had an employee scream at her while standing on the tarmac outside the plane telling her that she should have asked for an isle chair. The caller did not know what the airline employee meant by and isle seat. The caller states that her mother sat in the freezing temperature for over an hour waiting for a ramp. Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations Be filed within 180 days of the alleged act of discrimination; Be in writing; Include the name and address of the complainant; Include the date of the alleged act of discrimination; Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and Be signed by the complainant I advised the caller to contact your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation s Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220

ID	Date Added_Date Only	Contact Details
		Incident Details: The caller states that after screening and they got to the United gate the United agent told her that they had no information on her mother. She had the boarding pass in her hand indicating wheelchair and connection assistance but the airline agent told the caller that they did not know her mother could not walk. They told her that her mother would have to board the plane from the ground. The airline told the caller they would have to find a ramp to get her mother on the plane and it took an hour and a half to get a ramp. If they could find someone smart enough to get a ramp it would not have been near as long. She had an employee scream at her while standing on the tarmac outside the plane telling her that she should have asked for an aisle chair. The caller did not know what the airline employee meant by and isle seat. The caller states that her mother sat in the freezing temperature for over an hour waiting for a ramp.
748	11/8/2014	Caller says she had a NOI. She is missing documents that were very important. The papers were in brown envelope. They were applications for school and guardian information from lawyer for step children in Spanish and English. I gathered the following information from her: Was there an NOI? Yes Anything on the NOI? No, just standard Airport: Washington Dulles International Airline: United Flight number: UA817 Date: 11 06 14 Time: 6 am Baggage Tag Numbers: Does not have. (b)(6) Description of baggage: long bag, has wheels, lots of pockets, does not stand up. She said it was kind of like a garment bag. Specific location of incident (Terminal or gate): C4 or 5 she guesses. Contact Information (Phone): (b)(6) Email: (b)(6) I also advised her that she should contact the lost and found to see if the documents were just left out and turned in there. Washington DC - Loudoun County Virginia Washington Dulles International Airport 703-662-2234 http: www.tsa.gov traveler-information airport-lost-found-contacts#30

ID	Date Added_Date Only	Contact Details
749	11/9/2014	Dear Sirs, I have been travelling few times through US airports and my luggage has been opened, and this I do know is important part of security and fully support it, all the luggages has been opened very nicely and packed well after search so this looks very professional work. Last weeks my luggage has been opened with TSA key, but after search the lock has been left open (when I left the luggage for airline it was locked, Rimowa luggage with TSA-lock), this is for me not fully acceptable as I would prefer that luggage would in on the same stage when given to the airline concerned. Especially it is sensitive for me as I travelled during the last trip concerned to Afganistan where many things may happen to luggage and it's content so even this basic layer of lock would be helpfull to protect me that people would not put something inside my luggage that could be problem for me when entering this region. Flights concerned: 29-october- Avianca583, bag tag:AV472646 from IAD to SAL (paper from TSA correctly on bag) 07-November-JetBlue 1070 from FT Lauderdale to Boston which continued with emirates from Boston to Dubai and from dubai to Kabul on latest flight there were also TSA-paper on the bag with text stating: POD4 11/7/14 I SO7 JH Yours sincerely, (b)(6) -- (b)(6) Please do also visit www.whattobringonaflight.eu

ID	Date Added_Date Only	Contact Details
750	11/9/2014	Feedback Type : Complaint Categories : TSA Pre?™ Current Date/Time : 11/9/2014 6:19:54 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 11/09/2014 5:45 PM Airline & Flight Number : Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : Very long wait pre security - 30 35 mins - only 2 officers working. 3 other officers standing around 'supervising' - then additional contract staff needlessly 'directing' the line. Very inefficient. Makes me think twice about using dukles Would you like a response? : False Passenger's Name : Phone Number : Email : To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
751	11/10/2014	Caller has Tumi luggage. She purchased a TSA recognized lock from Tumi. She said that it cost $25 and says TSA 002 on it. She had an NOI. She said that TSA damaged the zipper clip on her luggage and now it can only be closed with great difficulty. She wanted to know why TSA did not use the pass key to open her luggage. She stated that the luggage is very expensive. She wanted it mentioned in her record that she is TSA PreCheck approved. She wanted a claim form emailed to her. At the end of the call she asked if I had sent her the claim form. She said this is ridiculous and that people should not purchase TSA recognized locks if TSA is not going to use the pass key to open them. Airport - Washington-Dulles International Airline - United Airlines Flight Numbers - 1704 Departure Times - 4:34 pm Arrival Times - She arrived at Washington Dulles International at approximately 2:30 pm Date And Time of Incident - 11 06 2014 Baggage Tag Numbers - (b)(6) Description Of Luggage Color - Black Style - Soft-sided roller bag Size - Large Brand - Tumi Was There An NOI - Yes Was Anything On The NOI - No Location Of Incident Gate - C17 Phone Number - (b)(6) Email - (b)(6) Name Of Actual Person Involved - (b)(6) I gave the following information: 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. TSA cannot, however, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. I told her that being a member for PreCheck does not have anything to do with her checked luggage being screened. I told her that PreCheck is when a passenger is going through the TSA checkpoint. I advised her that she will get the claim form within 24 hours. I emailed her a claim form. I advised her that I would forward her record to the CSM at Washington-Dulles International for review.

ID	Date Added_Date Only	Contact Details
752	11/10/2014	Feedback Type : Complaint Categories : Locks Current Date/Time : 11/10/2014 4:44:29 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 11/05/2014 5:15 AM Airline & Flight Number : UA 989 Checkpoint/Area of Airport : don't know TSA Employee: (If Known) : Comment : I had used a TSA approved lock on my suitcase. At least there was a sticker on it saying so when I had purchased the suitcase. At any rate, I had traveled with it before and experienced nothing unusual until this time. This time the lock had been removed and I'm curious to know why and whether the box of homeopathic medicine which was in the suitcase and had been opened at inspection was the reason. If so, what had I done wrong? Why had the lock been destroyed? Would you like a response? : True Passenger's Name : (b)(6) Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
753	11/10/2014	Caller said he called last Thursday about a claim for his damaged luggage Caller said he flew Bulgaria to IAD then on Knoxville. At IAD he picked up his bag and it was still wrapped and he told CBP he had honey from his family s bees. AT Customs they said it was fine and he checked the bag in at IAD but he arrived he had a NO and TSA had cut off the wrap and cut the bag itself in the process. He said he was promised a Claim form within 24 hours but it never came. RESPONSE: Told him I found where we sent the fomr at 9:55 AM on 11-06-14 a short time after he spoke with Heather. I will order another one but be sure to check your junk folder and also the Email may display as being from TCC or Senture so check that as well.

ID	Date Added_Date Only	Contact Details
754	11/10/2014	Caller flew from Washington-Dulles International. He was going on a hunting trip. He said that he pre-paid his baggage the night before when he got his boarding pass. He was not allowed to take his gun because of the lock on the case. He wanted to know how to get a refund on the fee for taking the firearm. He said that he spoke with the airport and was told that his profile shows that he checked two bags and there is no record that he did not take the gun on the trip. He wanted something from TSA that he can give to United Airlines stating that his firearm was confiscated. I gave the following information: After careful review, we have determined that your issue does not fall within the purview of TSA. We recommend you contact your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 to record complaints. You may also fill out and submit an online complaint form at http: airconsumer.ost.dot.gov. I only gave him part of the website to submit an online complaint. He did not want the rest of the website. He said that he will just call the number. I told him that I can not sent him anything saying that TSA did not allow the firearm on the plane.
755	11/10/2014	Caller flew from IAD to FLL and he is an engineer. Caller said his tool kit was destroyed. This was the third time he called about this. Caller is doing sensitive breast cancer research and the items are destroyed. There is no care and items are dumped and thrown around. There was a NOI. Advised Caller: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. You may obtain the contact information to the CSM by dialing 866-289-9673 select menu option 5 and enter the airport code. Airport: IAD Date and Time: 11-10-14 7AM Airline: Delta Flight#: 1697 NOI: Nothing written or stamped Baggage Tag#: (b)(6) Description of Bag: black pelican case Email: (b)(6)

ID	Date Added_Date Only	Contact Details
756	11/11/2014	Caller: Traveled from Dulles to Burlington. He left a carry on bag and spoke with United. They called Dulles Lost and Found and it was found. He has called the number that was given and not had any luck. This is a different number than he was given. Advised Caller: To call Lost and Found for Washington-Dulles International at 703-662-2234. That is the only number that I have for them.
757	11/11/2014	Caller traveled from Dulles to San Antonio with United. He had a NOI. His salt and pepper containers were open and were all over the clothes.They had been sealed in a bag. He has to launder all of his clothes and suits. Flight 5098 Advised: I apologized the containers were emptied into the contents of the bag. I thanked him for calling TSA to provide this information.
758	11/12/2014	Good morning. I appreciate the fact that inspections are being done on baggage. However, you might like to know that yesterday I passed through Dulles in Washington DC. When I collected my bag the bottles of sauce were taken out of the protective bag and left loose with my ot h e belongings. Please have your people be careful, and thoughtful, and replace things the way t h e found them without causing confusion in the contents. Sincerely, (b)(6)
759	11/12/2014	Hi I first want to request that this goes high up into this dept, as also considering to write Obama Dept as well.I work for a major airline IAD, I have a security concern.If you think of all those Postal employees over the years as well as Suicidal pilots! Why are we (you) Not one step ahead of Ramp areas I'm talking specific about going from BAGGAGE area main terminal to out to other areas .WHY is there not a METAL detector and so on??? Why do we need a tragedy to occur before something is done ? I think with all of the employees hired its s matter of time .This is real concerning to me and sCaRrY ! Please pass this SUGGESTION to implement Highly Secured doors to ramp access that gives carte blanch to all employees to carry on them what ever they want with them.I live in fear over this HOLE in a system.I thank you for your time.I know from exp that there are Tsa sometimes there to check badges but NO detectors ! By those doors . Thanks (b)(6) Sent from my iPhone
760	11/12/2014	Caller traveled from Germany to IAD to SEA. She had a NOI in her bag and her TSA approved lock is not on or in her suitcase. She asked if she had to go through that entire process just to find out if they are going to reimburse her. Advised caller: I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office processes these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim. This process has to be completed to open an investigation to determine if TSA is at fault before they reimburse.

ID	Date Added_Date Only	Contact Details
761	11/12/2014	The caller stated that he was calling in for his friend. He stated the TSO at IAD kept his friends Samsung S3 phone. He stated TSO at the checkpoint told the friend that they would mail the phone to him in The caller stated his friend hasn t received his phone and he wants to know why. i advised I told the caller he would need to hang up and call the same number back then select option 5 then when asked for the airport code it would be IAD. I told the caller they would need to further assist him
762	11/12/2014	Caller just landed a few hours ago, his bag was selected to be opened. He says it was the bag that had his ski's in it. Someone had took his sweater and duck taped to the ski's and his ski's were not repacked probably. He said it had TSA tape and he had a NOI in the bag. He says the ski's cost $1200.00. He says since they could not reseal the bag they took the sweater to seal the bag or close the bag with duck tape. Told caller I could not tell him why they had repacked his in the matter they had, I was truly sorry this happened. He can file a claim. He could get a claim form from tsa.gov and download one for himself. I could mail, fax or email a claim from to them as well. He wanted to get it himself from tsa.gov. I will take this complaint and send it to the CSM so they can deal with for him. Airport: Dulles Airline: Iceland Air Flight number: 644 Date and time: 11-11-14 Departed at 7:45 am Baggage claim number: (b)(6) Was there a NOI, was there anything on it: Yes, Nothing extra on it Terminal or gate: Theres is just one screening area Baggage Description: Black, K2 on the tip of it, it is a ski bag, Items Damaged: He had a sweater that was in the bag that someone had took and duck taped to the bag to hold the bag together, the binding is lose on the ski's and there are holes in his bag where the binding of the ski's has poked through

ID	Date Added_Date Only	Contact Details
763	11/14/2014	Caller was on a domestic flight and one of his checked bags was inspected. He said there was damage to his bag. He said the zipper was broken. He said he found a NOI in his bag. He asked what he could do to get that bag fixed. He said he would like to file a claim. RESPONSE: I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your damaged bag. Thank you for calling to let us know about the incident. Suggest you take a picture of the damage, they may request a picture. You can find more information about the claims process at tsa.gov. Date and Time of Flight: Nov 12th, 2014 Departed at 6:30 a.m. Gate or Terminal: Z 9 Bag Description: Black, medium sized, soft sided, no wheels, name tag was green and white from the Airline, there was TSA tape all around the bag where the zipper is. Written on the NOI: Nothing on the NOI Bag Claim Number: (b)(6) Airline: Frontier Flight Number: 1338 Airport: IAD to MSP Email: (b)(6)
764	11/15/2014	Caller traveled from Dulles International on July 25 to Ghana through London. When he got to his destination he found a letter from his bag stating an item had been removed and a note from TSA. The caller returned to the US and contacted british airways. The caller states they ask him to mail a letter in and file a claim online. The calle done all of that and has been dealing with the issue for 3 months. The callers states British Airways told him to contact TSA. Advised caller If hazardous materials are found in a passenger's checked baggage, those items are brought to the attention of the aircraft operator on which the passenger is booked. Once the aircraft operator determines whether the item is permitted or prohibited, TSA officers accept the aircraft operator's determination. The aircraft operator is responsible for the control and disposal of the item, and there are no provisions for returning prohibited items removed from checked baggage Advised caller The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220

ID	Date Added_Date Only	Contact Details
765	11/16/2014	Caller stated that she is a flight attendant for United Airlines. She is in the process of moving to Orlando, Florida. Every time she flies to Florida she has two suitcases. She had an empty tool box in one of her checked bags. She stated her locks are broken off every time she flies from Washington Dulles to Orlando. Since she is moving she has been bringing shoes, lamps, plumbing supplies, kitchen supplies, make up, tools, books, small trash can, and mugs in her bags. She puts a sign on both bags with her name and employee number every time she flies. She stated every time she flies from Dulles one of her bags are checked and they do not tape the bag up properly. She is aware that even though she is a flight attendant is not exempt from having her luggage checked. She did state that her bags are always at max weight because of her moving and the bags have crew tags on them as well. Nothing was missing from her luggage she is just wanting to file a complaint because every time she flies one of her bags comes back as disarrayed. Airport - Washington Dulles Airline - United Airlines Flight Number - 778 Date Time of incident - 11 14 2014 12:30 p.m. Baggage Tag Number - (b)(6) Description of Bag - 2 large suitcases with a piece of paper taped to the bags with her name and employee number. One suitcase is black and one is olive green. Both bags have wheels. Was there a NOI? Yes Was anything hand written or stamped on the NOI? No Contact Information (including e-mail) for the passenger - (b)(6) (b)(6)
766	11/16/2014	Sunday 16 Nov. Dear Person, This morning i checked a bag at Dulles airport. It was locked with a TSA approved lock. Dulles is an old fashion system where by you hand the bag over to some one and it is screened i asked , if the bag being locked was a problem i was told no it was not. My bag was searched, that is okay I understand, however, the lock was stolen. i am writing because this is the second time(with in six months) the lock has been stolen i.e. not replaced which is the approved policy when using a TSA approved lock. Traveling has become complicated enough a small about of respect and dignity shown by the handlers would benefit everyone in the traveling process. and out of respect i would appreciate a response to this email. (b)(6) -- (b)(6)

ID	Date Added_Date Only	Contact Details
767	11/17/2014	Dear Sirs We recently returned from a trip to the USA the flight details are as follows Your flight : Washington - Edinburgh Thursday 6 November 2014 KL652 - Economy 18:05 Washington, Dulles International (IAD), United States of America - : 07:30 Amsterdam, Schiphol (AMS), NETHERLANDS Operated by: K L M Aircraft : Airbus A330-200 Friday 7 November 2014 KL1279 - Economy 09:35 Amsterdam, Schiphol (AMS), NETHERLANDS - Terminal Check in limit : 10:10 Edinburgh, Edinburgh (EDI), UNITED KINGDOM When we arrived home we found that both cases had been opened and searched by the TSA

ID	Date Added_Date Only	Contact Details
		After un packing we found certain items missing these being two mobile phone chargers and a UK to USA plug adaptor contained in a small blue pull string bag We have checked with both hotels where we stayed at and they have not found these items in the rooms we occupied The other possibility is that they were not returned to our cases after your security inspection? Could this please be checked and advise Should these items be located please advise then I will inform the address to which they should be sent Thanking you for you co-operation in this matter please advise Regards (b)(6) email : HYPERLINK "mailto (b)(6)

ID	Date Added_Date Only	Contact Details
768	11/17/2014	Dear TSA Persons, the following information was not helpful. this is information i am aware of hence, i have a TSA lock. my concern is they continue to be stolen or i guess lazy handlers just do not replace them either way your statement that you cannot be responsible leaves me wondering what are they doing. take the lock off have a look rough up the bag return the lock that is the policy. So, general email such as what you sent says nothing , it is as disrespectful as my lock again being stolen. (b)(6) Thank you for your e-mail to the Transportation Security Administration (TSA) Contact Center regarding damaged or missing 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 available to TSA screeners. TSA-recognized locks can be opened and relocked by TSOs without force and little delay. TSA cannot, however, guarantee that such 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 also causes damage to baggage. To learn more about damaged locks, please visit HYPERLINK "http://www.tsa.gov/node/1428" \nwww.tsa.gov/node/1428. Travelers who are interested in TSA's claims process or TSA-recognized locks may learn more by visiting our Web site at HYPERLINK "http://www.tsa.gov/" \nwww.tsa.gov. We hope this information is helpful. TSA Contact Center -- (b)(6) HYPERLINK "mailto:(b)(6) HYPERLINK "http://(b)(6)

ID	Date Added_Date Only	Contact Details
769	11/17/2014	We travelled from Dulles airport on Saturday 7th November 2014 using KLM. We we got to Lusaka we feel that our luggage has been tempered with. We also found your fliers confirming the same. Much to our horror we found missing personal effects as follows: 1.) 2 belt clips for Midlands portable radios 2.) 2 battery packs for the portable radios 3.) newly opened antiperspirant gel 4.) new ladies wrist watch We have not finished unpacking and we will advise if there is anything else. Regards, (b)(6)
770	11/17/2014	Caller fly in from washington to atlanta to tampa. One of the zippers on his luggage was broken and some items were missing. There was a NOI inside the bag. Advised. A claims form will be sent via email.

ID	Date Added_Date Only	Contact Details
771	11/17/2014	Caller flew from Jamaica to Dulles on Saturday. He had a bottle of alcohol and two bottles of jerk sauce wrapped in clothing in his checked luggage. He stated that TSA put the bottles on the top of his luggage and they were all broken. He did not want to file a claim. He said that he wanted to make TSA aware of the damage and that he thinks that they should take care when putting items back in the luggage. Airport - Dulles Airline - United Airlines Flight Numbers - Does not know Departure Times - 9:57 pm Arrival Times - He arrived at Dulles at approximately 7 pm Date And Time of Incident - 11 15 2014 Baggage Tag Numbers - Does not know Description Of Luggage Color - Red Style - Soft sided roller bag Size - Large Brand - Does not know Was There An NOI - Yes Was Anything On The NOI - No Location Of Incident Gate - 1A Phone Number - (b)(6) Email - Does not have Name Of Actual Person Involved - (b)(6) I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled. I advised him that I would forward his record to the CSM at Washington-Dulles International for review.
772	11/17/2014	Caller wanted to check the status of his PreCheck application. He interviewed at Washington-Dulles about 8 weeks ago and hasn t received an update yet. I apologized for the inconvenience and advised him: For additional assistance, please contact the Universal Enrollment Call Center at ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

ID	Date Added_Date Only	Contact Details
773	11/18/2014	I am writing to report that my suitcase was inspected and an expensive can of gevalia tea was demolished. Upon arriving home today and unpacking (from only 2 short flights) the tea container looked strange. It had been opened , the seals broken and THERE WERE NO TEA BAGS! There was a small amount of loose tea!!! What reason would you have to destroy my tea? And not even say anything? I found the slip of paper that my suitcase was inspected. I understand that. I DO NOT UNDERStAND tearing up and destroying all the tea! I expect to be refunded for my demolished tea. Please check your video and then explain to me how and why this happened. This may seem small, but it is an example of mishandling peoples effects. There was no reason for this. I flew united from IAD to ORD, leaving at 12:55 and then into SGF this evening.
774	11/20/2014	Caller says that he was at gate C6, waiting for United Flight 1122. He says that after they got through security, his wife had a cane. She said that an officer told him to go with her, so all of his wifes personal items were left unattended about 15 minutes. They had an item which was not permitted so an officer told her to either abandon an item or check it in. His wife had a laptop, kindle and an iPad among her items left at the checkpoint while they checked the item. When they came back, her Kindle was missing. He says he believes this was at TSA s fault for leaving the items unattended. Airport: Dulles Airline: United Flight: 1122 Gate: C6 TSA Agent: Was not available. He couldn t get her name. Date and Time: Nov 18th at 4:45PM Email: (b)(6) Caller Advised: I told him I would forward the complaint to the Customer Support Manager and let them know of the incident. I regret to hear of the missing item. Also I would like to send you a claim form, so that TSA can investigate for reimbursement. To file a claim, you should fill out the SF95 (claim form) in accordance with the instructions and return it to TSA postal mail, fax, or email. A claim form will be sent to you within 24 hours. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

ID	Date Added_Date Only	Contact Details
775	11/20/2014	Caller works for the US Coast Guard and he uses his number on his CAC card. He went to MilConnect web site and completed the application. Caller stated that about two months ago his PreCheck status became sporadic. One time he would get PreCheck on the flight out but not on the flight in. This has happened 3 times in his last flights. He said his application and his reservations are matching. It is a big issue for him when trying to depart Washington -Dulles International airport. He states the airline is Alaska Airlines. Advised Caller: Please confirm that the information on file in each system is an exact match to the data that has been submitted on your reservation. Passengers who have been issued a Known Traveler Number (KTN) should verify that their KTN is included in the KTN field of each airline reservation. The items mentioned above are the most common causes for passengers not receiving TSA Pre\u2713™ and should be verified carefully. If you continue to experience difficulties, or are repeatedly denied access to TSA Pre\u2713™, please contact us again within 72 hours of your most recent or upcoming flight. Be sure to have your flight information on hand because we will need this information. Because TSA Pre\u2713™ inquiries are time sensitive, the information you submit must be associated with a flight within the last 72 hours or in the next 72 hours. I told caller that PreCheck is random so you may not get PreCheck ever time you fly. He said that is not noted anywhere on the web site. I state that this has been noted.
776	11/21/2014	Caller advised that she flew from IAD on 11-20-14. Caller advised that the TSO that scanned her boarding pass was extremly rude to her. When caller arrived at her destination she found that her bag was searched by TSA(NOI inside). Caller advised her bag was left in disarray, that none of the contents inside her luggage was secured back. Caller is missing her TSA approved lock. Caller didn t want to file a claim only wanted to make a complaint. Airport:Dulles Airline:American Airline Flight number:127 Date and time:11-20-14@6:25am Was there a NOI, was there anything on it:NOI present with nothing stamped or written Terminal or gate:Terminal 2 gate B73 Advised Caller: Contact TSA lost and found at Dulles Washington Dulles International Airport 703-662-2234 http: www.tsa.gov traveler-information airport-lost-found-contacts#43 Will forward this information to the CSM at Dulles for review.

ID	Date Added_Date Only	Contact Details
777	11/21/2014	On November 5 he and his wife went to IAD to get PreCheck. Her letter was received the 12th and his has never been received. They did go through the TPAP program. Advised caller: To check the status of your application, please visit https: universalenroll.dhs.gov and click on “Check Status” in the bottom left corner of the page. You will be required to enter your name, date of birth, and the contact information (e-mail or phone number) provided during enrollment. This status page should provide you with the status of your case, and if approved the trusted traveler number should be generated there.

ID	Date Added_Date Only	Contact Details
778	11/21/2014	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 11/21/2014 11:17:06 AM ---------- Name: (b)(6) Email: (b)(6) Complaints:My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight # UA 1648 Airline: United Gate: C11 Airport:Washington - Dulles Flight departure: 10:04 Date: Novemeber 15th Comments:I was taking a flight from Washington Dulles airport to Logan airport on the night of Novemeber 15th 2014. I was flying united flight 1648, departing at 10:04pm. As I walked into the xray machine sometime between 7:00pm and 7:45pm. I put my hand up and stepped down onto a a sharp foreign object which ended up entering the top of my right foot. I felt pain in my foot. As I left the xray machine, I bent over and saw what looked to be a wooded object sticking out of my sox. I pulled out what looked like a piece of wood. It was about the a 1/2 inch to 3/4 of an inch long. I gave it to the tsa person that was standing in front of me. The reaction from the tsa person,, how did that happen. My response was how did this happen? I stepped on a sharp object in the xray machine. They seemed more concerned about the next portion of the screening than attending to my foot. I then proceed to the next phase of the screening. I gathered my belonings and made it over to a row of chairs that were located in front of screening area. I still had pain in my right foot. I took off my sock and took a pair of tweazers and hand sanitizer from my luggage. I tried to see if there was any of the foreign object left in my foot. At that angle, I could not fully see the top of my foot. I put some hand sanitizer on the wound, my sock and shoe. At this point , I still was not sure that the foreign object was completely removed. I wanted to get to my gate. I proceeded to the gate. I still had pain coming from my right foot. I stopped again at a row of seats. Took my sock off and tried again to see if I could feel or see anything. I could not see anything at that angle, just a small wound mark. I returned back to Boston. My wife picked me up and we proceeded home. At home she looked at my foot, but only could see a puncture wound. She could not see a foreign object and could not touch my foot because of the pain. The next morning Sunday the 16th, my wife drove me to a MGH clinic located in Danvers MA. I expalined to the staff what had happened. They gave me a tetna shot and took an xray of my foot and subscibed an antibiotic. The head nurse viewed the wound. She could not see anything on the surface of my foot except the wound. My foot at this point was in xtreme pain with each touch. The xray did not show anything. They also said that if it was a wood , there's a good chance that it would not show up on an xray. I was sent home with antibiotics and instructions to soak my foot. The nurse said to give it 48 hours, the foreign object may work itself out by itself. If any further swelling occured or the pain got worse, I should contact my doctor. I spent all of Monday tryng to stay off my foot and soaking with water and epsom salt. Tuesday the pain and swelling got worse. I called my doctor. They said that I should go to directly to the emergency room. I

ID	Date Added_Date Only	Contact Details
		arrived at the emergency room in the morning and was seen by Doctor (b)(6) . She quickly set me up on an IV of fluids and antibiotics. She also tried to touch the wounded area, it was extremely painfull. She said that my foot was swollen and that is a sign of infection. In the early afternoon she transferred me to a Podiatrist in the same building. His name was Dr (b)(6) located at Newton Wellsley Hospital in newton MA. He quickly injected my foot with a numming agent and extracted a piece of wood, close to 3/4 of inch long. He thinks he may have taken out all of the foreign object. He ws not 100% sure. The Doctor instucted me to come back on Wednesday to emergency to get another IV of antibiotics to treat the infection. I am currently still on antibiotics and wearing a boot until I am able to walk with out pain. Please let me know that this email was received. I feel that the TSA staff was neglegent by leaving a sharp piece of wood in the xray machine. I hope that this does not happen to others in the future

ID	Date Added_Date Only	Contact Details
779	11/21/2014	Caller had a bad experience with TSA. She is 67. This happened three weeks ago. She is small, 115 lbs. She is in good shape, lives in CO. She works out due to her bad back. She has a spinal issue. She has to be careful with how she moves. She also has two herniated discs. They flew from Paris to Dulles and she was singled out. She was sent to a room where you load your luggage...where they screen for chemicals. 1-2 feet off the ground. You load your luggage in there. Did you have a destination after Dulles? Yes, DEN. The screeners were intimidating. Her suitcase had to be loaded and the suitcase had to go up on the machine. She told the girl that she couldn t lift it. She asked for help and was declined. She did this from her knees, but she had problems. She was upset and feels that it was very abusive. She did contact TSA in Dulles about the experience (b)(6) He said that she was a contract worker and they didn t know who she was. Caller could tell she felt bad, but couldn t help her. Caller thinks TSA should request that people with unseen medical conditions should carry a letter from the doctor, and then she can provide that to the screeners. This occurred on what date and at what time? (b)(6) the TSA guy wrote her back (e-mail) twice and advised that this was a contract worker. Caller arrived on United, 914, 1525 hrs from Paris to IAD, this occurred three weeks ago (caller could not provide further). She exited Customs at about 1600. At 1615 hrs., she had an interaction with a uniformed agent. She could not provide any further (as those were all the notes she took). Caller cannot provide the location in the terminal. The situation was chaotic when she debarked. She had a copy of her passport with her photograph. She was singled out by the guy with the dog. He was asking her questions and he was very intimidating. He told her to _go back there_ where the screening of her suitcase occurred. Caller hopes that she never has to go through that again. She had a copy of her MRI with her. Did they discriminate against you because of your back issue? There is no way they could have known that. I recommended that we can make a TSA Cares referral for you, and you can request the PSS if you need help. Three days advanced notice will allow us to make arrangements for you. A verbal declaration about your issues and what you can and cannot do will allow the screeners to apply the appropriate modifications. She always travels with her husband, she doesn t need that help. Will the letter help? A verbal declaration is all that is necessary at the checkpoint. You tell us the issues, and we will adjust the screening. The airline may need the letter. She told the girl that she had a herniated disc, and she made her do it anyway. It may

have been a LE issue and she didn t want to piss them off. She wanted it to be done and over with. She felt that is was very abusive. Apparently, if you are coming from another country, it doesn t matter. Right?

I don t know.

(b)(6). said that she wasn t an employee of TSA, she was a contract employee. Shouldn t they know who is working there?

She thinks TSA should allow her to use a letter to allow her to avoid such an issue. She could have been wheeled out of there in a wheelchair. Caller has never been a problem and has only gotten two speeding tickets in her life. This is not the way to treat an elderly person.

Caller advised that she is certain that the issue will be forgotten.

I advised that I will send the information to the CSM. I am obliged to do so if I advise you that I will.

ID	Date Added_Date Only	Contact Details
780	11/24/2014	Caller night guard (valued at 335.50) missing NOI Dulles Airport United Airlines Express flight 6142 NOI nothing was stamped or handwritten American Tourister black larger bag with a green name tag with Arabic writing on it. Bag Tag #(b)(6) Advised caller To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled. Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

781 11/24/2014

From: (b)(6)
Sent: Monday, November 24, 2014 4:06 AM
To: crcl@dhs.gov; TSAExternalCompliance
Subject: *Confidential: Complaint against TSA

Dear Sir Madam,

Kindly find attached the form and a separate sheet for your kind information please. Meanwhile, I remain at your entire disposal for any further additional information on this issue.
Much obliged:

Best regards:
(b)(6)

(b)(6)
(b)(6)

Notice of confidentiality:
This email transmission contains United Nations proprietary information that is strictly confidential and or legally privileged, and is intended strictly for use by the official of the United Nations and or named recipient hereof. If you have erroneously received this email, please do not read, copy, Also please notify the sender by replying to this message and then delete it from your system.

Complaint Grievances against the TSA

There are so many beautiful modern and rich countries around the world but our country, the United States of America, is by far the most beautiful and peaceful country in the world. Along with that, we are one of the global super powers because we have a rule of law, which dictates equality and justice for all.
Today through this email I am begging for justice.
My name is (b)(6) I am a US citizen, and live in Catonsville (Maryland). I am almost 50 years old, happily married and a proud father of three well educated sons.
I have been working with the United Nations in different role and capacities since 1998 in different parts of the world (conflict zones), so I travel very frequently. I am also a member of the Global Entry Travel Plan approved by HLS.
Currently I am serving with United Nations Mission in Darfur-Sudan. I have been working there since 2009 and every 6-7 weeks, I fly back home to spend two weeks with family equating to 6 weeks abroad in the field and 2 weeks off at home.
Despite my frequent travel and Global Entry card from IDA (Dulles International Airport-Washington DC) I am and always have been selected for extra security check screening

at the airport, which has brought a lot of embarrassment for me, along with taking extra time at the airport. Despite these inconveniences, I have never taken it personally and never complained.
I don't want to read about myself however as a former Law Enforcement officer, Human Right Investigator with UN in Balkans, Part of International ion Investigation Commission on Lebanon by the United Nations and currently serving as Board of Inquiry officer in the biggest peace keeping mission in the history of the United Nations and I am well aware about safety , Security, threat and terrorism around the world and I am the part of this fight again the terrorism and terrorist around the world. I also completely understand impotence and effective role of role of our Law Enforcement and challenges. However the following incident has forced me write to you and others:
On 15th Nov 2014 (Saturday), my family dropped me off at Dulles airport around 17:30 hours. After checking in with Qatar airways (for which I am a Gold member along with most other airlines), I went to security check-in with my boarding pass (marked with SSSS—which I knew meant special checking since I always get this treatment).
When I reached there around 1800 hours, I was stopped at the initial line and separated from others, then I was escorted by a female officer to the body scanner, again separated from other passengers, then I was handed over to two officers named Mr. (b)(6) and Mr. (b)(6). As soon as they started talking to me, I knew it was about to feel like an anatomy exercise conducted by two new medical student. Since I have been through this process several times, I knew how they conduct the business but this time was a different ballgame. These two officers were arguing during each checking steps. During this PAT-DOWNs checking, few steps, they have repeated twice and still were not done properly.
They were not well trained—they were contradicting each other's steps while conducting the search. This can be confirmed through the CCTV footage, if retrieved.
My hand carry luggage was opened in a rough manner. I suffer from Type II Diabetes, and also have neck right shoulder problems, so I had my medications in my bag. My small items from my hand carry (medicines) were removed and not put back properly, and I was not allowed to touch or even come close to my hand carry. My newly purchased iPhones (completely packed by the Apple company) were opened roughly again and I was asked to turn them on; I told them that I was under the impression that package sealed electronic items were ok since I was not aware that these packed phones were not charged. Thus, I asked if they would allow me to charge them there after which they could be fully examined and cleared, but my request was denied by Officer (b)(6) who introduced himself as the supervisor. This extra-checking process took longer than expected; it finished at almost 1900 hours and I was quite far away from B gates (where I was to depart from).
In the meantime, a few other officers also joined and they were trying to solve the issue in a professional manner. One of them asked Officer (b)(6) to allow me to charge the iPhones there but Mr. (b)(6) told him that the only alternative was to pack my hand carry, go back upstairs again, charge my iPhone and then go through the ENIITRE CHECKING PROCESS AGAIN.
Knowing that I would miss my flight (Boarding 19:20) if I waited any longer, I called the Qatar Airlines staff, who knew me as a frequent flyer and Gold Card member. One staff member arrived and offered to charge my phones and go through the process herself, which another TSA officer supported, but Officer (b)(6) refused again. I was forced to leave my highly expensive phones, and my UN official camera with unknown airline staff members.
These words and moments were the most dejected and rejected moment in my life. It was the first time I felt targeted in my life, insulted because of my origin, race, color and religion. Holding a US passport in my hand, surrounded by TSA officers, I received

treatment not like a suspect or alleged suspicious passenger, but rather like an indicted person. Meanwhile, most of my fellow passengers with various nationalities passed through the security check with their dignities fully intact. I have never had this feeling in my entire life. In my professional career, I have travelled to almost every continent and to more than 50 countries, and I never been subjected to this kind of treatment and disrespect that I had the misfortune to suffer in my own country and airport where I have been travelling for the last 14 years.

Respected Sir Madam, what more can bring further embarrassment, anger, frustration, and disappointment for a respectful US citizen who has dedicated his entire life to following, protecting, and implementing the rule of law? Incompetency was demonstrated publically by few TSA officers.

The reason for this complaint concern is to raise the following issues: I am a US citizen a tax payer, 50 years old, married having three kids, a trusted traveler by HLS, working for United Nations since 1998. How come our law enforcement in the US still does not know who I am? Why am I always a target of special checking? Why do TSA scanners officers have different procedures or checking process? Why am I a subject of special checking? Why was I refused to charge my iPhone while there was a facility available and suggested by another TSA officer? Why did the TSA officer "supervisor" refuse the Qatar Staff's offer to charge the phones while another TSA officer supported this idea? Should TSA improve the training of their officers before being deployed at the airport? Most importantly, no suspicious passengers would be offered the chance to take back their phone any suspicious item electronic item—so why was I given that choice if they felt I was suspicious? Either they did not follow protocol (in which case they should have confiscated my phones) or they were giving me a hard time (which appears more likely). The TSA's job is to make sure that the items people are carrying are safe and they MUST have alternate arrangements at the Airport Security Checkpoints to check the electronics items (i.e. like they have in UK airports). They should not leave this important safety and security concern in the hands of passengers.

Threats are real and we all know that we are living in a dangerous world. However, common sense must prevail—laws are made to benefit the people, not to harm, humiliate, insult, disrespect and dishonor citizens.

I also would like to suggest strongly that these kinds of special screening must be conducted in privacy and separate designated area room Cubic's

Respectfully submitted:

(b)(6)

Action without Vision is waste of time; Vision without Action is dreaming. Vision with Action are that change the world. Nelson Mandela
GOD....grant me the serenity to accept things I cannot change, courage to change things I can and wisdom to know the difference..

CC: United States Congress
CC: United States Senate

(b)(6)

(b)(6)

Complaint Grievances against the TSA
There are so many beautiful modern and rich countries around the world but our country, the United States of America, is by far the most beautiful and peaceful country in the world. Along with that, we are one of the global super powers because we have a rule of law, which dictates equality and justice for all.
Today through this email I am begging for justice.
My name is (b)(6), I am a US citizen, and live in Catonsville (Maryland). I am almost 50 years old, happily married and a proud father of three well educated sons.
I have been working with the United Nations in different role and capacities since 1998 in different parts of the world (conflict zones), so I travel very frequently. I am also a member of the Global Entry Travel Plan approved by HLS.
Currently I am serving with United Nations Mission in Darfur-Sudan. I have been working there since 2009 and every 6-7 weeks, I fly back home to spend two weeks with family equating to 6 weeks abroad in the field and 2 weeks off at home.
Despite my frequent travel and Global Entry card from IDA (Dulles International Airport-Washington DC) I am and always have been selected for extra security check screening at the airport, which has brought a lot of embarrassment for me, along with taking extra time at the airport. Despite these inconveniences, I have never taken it personally and never complained.
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782	11/24/2014	Dear Sir/ Madam: I travelled on November 6 from Washington Dulles International Airport to Sofia, Bulgaria. I carried 4 pairs of Panasonic headphones for my elderly parents in Bulgaria, both of whom have a hearing problem. The only way they can hear radio or TV is by using headphones. My disappointment was immense when upon arrival in Sofia I discovered that all of the headphones were missing. I found, however, a slip by TSA that my suitcase had been checked at IAD, therefore it was clear that your office had confiscated my headphones. I do not mind my luggage being checked and any unallowable items confiscated, but headphones? How could ear plugs for two almost deaf old people be a security risk? I am a gold card holder with United Airlines, I travel a lot and such thing has never happened to me. Please respond to my inquiry and let me know what was the reason for taking the headphones. Thank you, (b)(6)

ID	Date Added_Date Only	Contact Details
783	11/25/2014	Caller first called a month ago regarding his baggage being damaged. He was told he would get a claims form but never did. Had Notice of Inspection in his bag. Zipper was ripped and he had to hold his luggage together to keep things from spilling out. He said he could not fill out the form from the web site and then he said the first time he called it would be sent to him via email and postal mail. Advised Caller: I will send you a Claims Form via email and got his email address: (b)(6) Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Airport: Washington- Dulles Airline: United Flight: 3922 Date and Time: Oct. 31 10:01 PM Baggage tag Number: (b)(6) Description of bag: black, clothing bag heavy fabric, had a red ID tag - Ricardo Elite Was there a notice of Inspection: YES Was anything hand written or stamped on the NOI? No

ID	Date Added_Date Only	Contact Details
784	11/25/2014	

Van: HYPERLINK "(b)(6)
Datum: 25 november 2014 10:04:59 CET
Aan: "HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov" <HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov>
Onderwerp: Inspection baggage

Good morning contactcenter ,

On 18 november 2014 I travelled as a KLM -crewmember on flight KL 652 from Washington to Amsterdam (the Netherlands).

At home I found In my baggage : a notice of inspection .

I understand that baggage must be inspected , but what I don't understand is that at the completion of the inspection not all the items were returned in my bag .
I don't think that a bag with christmas m&m is a prohibited item !!!

Kind regards ,
(b)(6) .(name)

Gate : don't remember / most far away.

KLM crewmember .

ID	Date Added_Date Only	Contact Details
785	11/26/2014	The caller flew on the 20th. He has a NOI and he is missing a Benchmade knife. The caller wonders if it was not put back in. Airport Dubi to IAD to DEN to PDX. Airline United Airlines Flight Nu# 1279 Date and Time Baggage Claim # 11-20-14 departing at 8:20am Description of Baggage Large green suitcase, with an orange band with a TSA lock on the band and luggage, with wheels. Was there a NOI Yes Anything Written on NOI No Contact Information (Email) (b)(6) You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at IAD. Lost and Found Washington Dulles International Airport 703-662-2234
786	11/26/2014	Phone number: (b)(6) Caller flew from IAD to LGA on United Airlines this morning at 8 am. He had an NOI. His luggage was opened by force. The luggage was damaged. He wants TSA to replace the bag so he can go home. After I told him that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes he asked to speak with a supervisor. I gave the following information: 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. I told him that he can get the number for the CSM by choosing option 5 on the IVR and entering the airport code.

ID	Date Added_Date Only	Contact Details
787	11/26/2014	Caller just received his bag from a flight from IAD to MYR. He had a TSA approved lock and it is missing. He did have a NOI. Advised, I advised that TSA is not liable for broken locks. TSA-recognized locks can be opened and relocked by TSOs without force and little delay. TSA cannot, however, guarantee that such 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 also causes damage to baggage. I offered to send him claim forms since it was a TSA lock, he declined.

ID	Date Added_Date Only	Contact Details
788	11/27/2014	Dear Sir or Madam, I was travelling on November 24th 2014 from Washington Dulles (IAD) to Warsaw, Poland (WAW), through Brussels, Belgium (BRU). In my baggage I found “notice of baggage inspection”. In this “notice” it is written “During the inspection, your bag and its contents may have been searched for prohibited items. At the completion of the inspection, the contents were returned to your bag”. Unfortunately, a pair of my leather gloves is missing. Please check if you didn’t forget to put them back in to my baggage. You may have them somewhere at the Washington Dulles airport… It is a pair of black leather cashmere-lined gloves, size large. I guess it was only a human mistake, not a stealing. If so, you should be able to find them somewhere in the “searching room”. It was my first visit in the United States and my first baggage problem. I am travelling a lot and never had such a problem before. Flight number was UA950 and UA6842. Yours faithfully, (b)(6) HYPERLINK "mailto:(b)(6)

ID	Date Added_Date Only	Contact Details
789	11/29/2014	Dear TSA representtive, I am a US citizen who traveled on Etihad airlines flight EY 130 from Washington Dulles to Abu Dhabi on my vacation on 11/28/14. However, upon reaching my final destination, I discovered that my black Delsey suitcase was inspected by the TSA and the lock damaged rendering the suitcase useless. TSA just wrapped it with plastic sticky tape. Why was I not contacted for the inspection at the airport as it was clearly marked with my name and contact info? Please send me the cost of repair to the lock which I estimate to be $50.00. Thank you. (b)(6)
790	11/30/2014	Good morning, I don't mind having my bag searched, but a moment taken to make sure my bag is safe once it leaves TSA's hands would be helpful. Is it standard practice, at Dulles, for all my bag's zippers to be left open and for my interior straps to be left undone? I've had bags inspected before, some officers even signed their initials or name, and I could see the pride they took in their work. Securing our belongings after leaving TSA is a good idea, don't you agree? Thanks for listening, (b)(6)
791	11/30/2014	Caller is wanting to know what the processing is for checking a bag with the TSA approved locks. He stated they take the lock off the bag and do not replace the lock. Advised. I do apologize for the inconvenience, When locks are able to be unlocked like a TSA approved lock should. They should be place back on the bag once it has been inspected. A claims form will be sent via email.

ID	Date Added_Date Only	Contact Details
792	11/30/2014	My wife and I flew from Dulles International Airport with United to Denver Nov. 25, with an onward connection to Salt Lake City. Both of our suitcases were secured with identical, fairly new combination locks — Master brand, marked “TSA002" on the bottom. When we collected the bags in Salt Lake City, my wife’s lock was present, but mine was missing. I assume that your personnel at Dulles broke it while trying to open it and threw it away. (There was no explanation in any form for what had happened). The lock cost me $11.49 at our local hardware store, and I believe I am entitled to a refund. I bought the more expensive locks in order to comply with TSA access requirements, but this does not entitle TSA to destroy personal property. The way things stand, there is zero accountability by your personnel for their actions — not an encouraging standard for an agency that is supposed to protect us, not harm us. Please advise me how to apply for a refund for the missing (and presumed broken) lock. Thank you. (b)(6) (b)(6)

ID	Date Added_Date Only	Contact Details
793	12/1/2014	

From: (b)(6)
Sent: Monday, December 01, 2014 4:42 AM
To: TSA-ContactCenter@dhs.gov
Subject: one shoe lost in TSA check, Nov 27 2014 Dulles to London

Dear Sir and Madam
Last Friday night, Nov 27, 2014, I flew from Dulles to London with the 10:20PM BA flight.
When unpacking my suitcases I saw immediately that 3 of our 4 suitcases had been opened and controlled by TSA. Unfortunately, I am missing a shoe, Brand Piccadilly, patent leather, size 39. A picture of the one shoe that I have is included with this email. The shoes are brand new, I have worn them only twice and am very upset that one has been lost. I have checked with my daughter in Washington DC, where I was staying prior to my flight, and the shoe is not in her house.

Please advise,
I would like the missing shoe returned to me as soon as possible.

with kind regards
(b)(6)

Attached is a NOI and a photo of a shoe.

ID	Date Added_Date Only	Contact Details
794	12/1/2014	Caller wants to file a claims for damage. When he was boarding a flight he had a silver bullet blender and the TSA agent wanted to examine it. They took it apart and he did not give consent and it fell apart with small screws and objects that fell to the ground. He asked to speak to a manager and he was forced to leave the blender with the TSA agents. He spoke to a (b)(6) who was a manager there. He was wearing a black jacket with blue jeans, dark hair, 6 feet 2 inches and had a silver roller on bag. He was carrying the item separate in a box from his luggage. Caller wants to know what happened to the item. Advised: I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller s email address. You will receive your claim form within 24 hours of this response. If you can provide me with some information I can send it to the CSM at Dulles to notify them of what happened. Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it to the number on the form. Generally, when a Federal agency determines that it has excess personal property, it reports the excess to GSA. GSA then determines whether there are any Federal requirements for use of the property. GSA often sells at public auction any VAP with commercial value or an estimated value that exceeds the cost of care and handling. However, if the property has no commercial value, or the estimated cost of its continued care and handling exceeds the estimated proceeds from its sale, it may be destroyed or donated to a public body by the agency. Airport where the incident occurred: Dulles Airline: Scandanavian Flight numbers: SK0926 Date and time of incident: November 30 2014, 400 pm Baggage tag numbers: N A What terminal or gate? gate B40, checkpoint east lane 20 Individual s contact information email (b)(6)

ID	Date Added_Date Only	Contact Details
795	12/2/2014	Dear Sir I am writing to thank you for destroying my Suitcase at Washington Dulles Airport on Friday 28th Nov last. It was a total unnecessary action which could and should have been avoided and amounted in nothing but thuggery and vandalism in the name of National Security I was carrying a spare part for my car, a catalytic converter, in my case to. I locked the case because of Theft from passenger luggage at airports all around the world and especially African, my final destination. When I handed the case to the guy at the screening machine I specifically told him what was in the case and he assured me that it was NOT a problem. I speak English, as I am English, he spoke English being an American, so it was NOT a language problem. He specifically told me it was NOT a problem and to leave the case which I did much to my chagrin You can imagine imagine my horror on finding my case broken into and my first suspicions was airport baggage handlers at one of the African Airports, I transited through, only to find your sweet note inside explaining that in the interest of Nattional Security you deemed it necessary to vandalise MY property. and politely telling me to go take a hike if I think about making any claim against you Here is what I think, as a rational and law abiding person, who respects other peoples property and rights and who travels a great deal 1 The US Government should purchase for your department a pair of bolt cutters that are capable of cutting a a $3.00 lock. I know that paying $20-30 for such an implement would have dyer consequences on the US economy which may result in its total collapse so perhaps that is not a good option. 2. As it wouldn't take much to work out w where I would located. I had checked luggage for a flight. I would be in the airport.. Another clue might be the luggage tag attached to the case giving the flight details, therefore my details. Then a logical step, would be to "Tannoy" for the me to come to a location where I could assist in the identification of the concern. 3. Another assumption is that the I is quite likely to be at the boarding gate for the flight that I had just checked luggage for. Armed with this knowledge you could take the case to the gate and have the me assist you in opening the case for you. This actually happens in other countries I am sure you will agree that my approach would be deem less hostile and customer friendly. I'm sure you will reply to me that you are acting in the name of National security and protecting lives etc etc The truth is that 99.999999999999% of cases the occurrences are innocent and can quite easily and simply be explained, given the chance At this point I want to say that I am not against security as it is clearly necessary but please do it with some degree of logic and good grace

ID	Date Added_Date Only	Contact Details
		Again thank you for destroying my bag. Yours in good faith (b)(6)

ID	Date Added_Date Only	Contact Details
796	12/2/2014	Sir / Madam

I travelled on 26Nov UA5114 from IAD (Dulles) to LGA (LaGuardia).
I checked in one suitcase.
When I arrived in LGA I found it was prised open by your organisation with a leaflet inside explaining your actions.

I called your call center and the lady as well as her supervisor (b)(6) cannot say or do any thing to assist me other than to repeat what had been printed on the leaflet.

I agree with you for security you should inspect all bags including mine,
no questions at all.

What I want to know is shouldn't you have paged for me since I was in the airport terminal?
I could have easily come in to assist with opening of the luggage.
(If I had disappeared the bag would not have gone on the aircraft I assume)
If you felt there may be suspicious items in the bag, shouldn't you want to see the owner of the bag as well? If it was random , than it could not possibly be more than a few persons in your office premise?
Was it so difficult to make an announcement?

Your actions had caused me additional stress as a visitor and I was fortunate I was able to find a baggage belt that was affordable to tie up my damaged suitcase so that I can come home. If I could not than your thoughtless actions would mean I had to purchase a suitcase to go home?
In fact now I need to replace my suitcase causing me additional financial burden.

Do you ever think what if the bag had belonged to an elderly or handicapped?
How much inconvenience you would have caused?
Or if it was a student or a traveller on a small budget ?

The very least your organization can do would have been to call for me over the announcement system or to give me a decent luggage to go home with. Yet I get nothing but financial loss.
Unfortunately the service from your organization is far from the rest of your country,
Please do more to protect innocent citizens, visitors and first time tourist to America like myself,
Isn't that what you are supposed to do in the first place ?

A bad taste in your otherwise brilliant country.

(b)(6)

from Singapore

ID	Date Added_Date Only	Contact Details
797	12/2/2014	Caller was at Dulles airport today 12 02 14 about 9:20 am today and with her boyfriend and he placed his sunglasses inside the bin. A TSO placed the other items in top on his glasses and now they are damaged they were at the checkpoint were gate 25 and 26 flying with Frontier. She requested to speak with a supervisor but was told he was busy they also gave them the card with the TCC number to file a claim. We cannot file a claim for you but I can send the form to your e-mail address just follow the instructions.
798	12/2/2014	Yesterday (Dec. 1, 2014) my wife and I flew from WashingtonDC to Panamá (IAD to PTY) on COPA flight CM357. One of our checked bags contained house tools that I need to use for repairs and maintenance of the house we own in Panamá. I listed the conditions of the tools (some were brand-new and others used) and enclosed the list in the bag with the tools, on the assumption that the inspectors at the airport would read the list. One item packed in the bag and listed was a new and unused Hitachi RB24EAP Leaf Blower (serial #P7209813) with a two-part tube. The Leaf Blower had never been in contact with any flammable liquids (gasoline, oil), and consisted entirely and exclusively of plastic and metal. I purposely packed it with the fuel and lubrication ports open; anyone who took the time to sniff either the bag or the tool would have been able to assess that no flammable liquids or gases were present. The TSA inspector regarded the item as HAZMAT, removed it from my luggage and left a boilerplate message in the bag, which said that the item would be returned to the airline (COPA) for disposal. I have written an email to the airline, requesting that they find the missing item and either ship it to me in Panamá, or keep and return it to me upon my return to the USA (via COPA flight #CM304, on April 22, 2015). I request that you inform the TSA unit that was on duty at IAD (we checked in at ca. 0700 on 1 Dec.) of this and ask them to send the missing item to the COPA office in the airport. I also ask that you reply to me via email at an appropriate time as to the disposition of this request. Thanks, in advance, for your attention to this matter. (b)(6)

ID	Date Added_Date Only	Contact Details
799	12/2/2014	OK, I got your boilerplate, but I went to the TSA website before I traveled, and under "tools" it says that they are OK in checked baggage, which my leaf blower was. So I still want you to provide me with a reason why my leaf-blower tool was taken - wrongfully - by one of your employees and now I am out the $85 that the tool cost. Please respond and please don't send more boilerplate blowing my complaint off. On Tue, Dec 2, 2014 at 1:52 PM, Wesley Brown <HYPERLINK "mailto:(b)(6) wrote: Yesterday (Dec. 1, 2014) my wife and I flew from WashingtonDC to Panamá (IAD to PTY) on COPA flight CM357. One of our checked bags contained house tools that I need to use for repairs and maintenance of the house we own in Panamá. I listed the conditions of the tools (some were brand-new and others used) and enclosed the list in the bag with the tools, on the assumption that the inspectors at the airport would read the list. One item packed in the bag and listed was a new and unused Hitachi RB24EAP Leaf Blower (serial #P7209813) with a two-part tube. The Leaf Blower had never been in contact with any flammable liquids (gasoline, oil), and consisted entirely and exclusively of plastic and metal. I purposely packed it with the fuel and lubrication ports open; anyone who took the time to sniff either the bag or the tool would have been able to assess that no flammable liquids or gases were present. The TSA inspector regarded the item as HAZMAT, removed it from my luggage and left a boilerplate message in the bag, which said that the item would be returned to the airline (COPA) for disposal. I have written an email to the airline, requesting that they find the missing item and either ship it to me in Panamá, or keep and return it to me upon my return to the USA (via COPA flight #CM304, on April 22, 2015). I request that you inform the TSA unit that was on duty at IAD (we checked in at ca. 0700 on 1 Dec.) of this and ask them to send the missing item to the COPA office in the airport. I also ask that you reply to me via email at an appropriate time as to the disposition of this request. Thanks, in advance, for your attention to this matter. (b)(6)

ID	Date Added_Date Only	Contact Details
800	12/2/2014	Hello, I traveled home via IAD yesterday. Opened my luggage and found the former that my bag was inspected. That is fine it has happened many times before. However, this is the first time I have had something stolen from me by TSA agents. I am appalled at the fact they feel the need to abuse the power they have and steal from people. I am not comfortable with the fact that now I can't fly without thinking something will be stolen from my bag. I have pictures to probe that I am not making this up. Is there another contact who I can speak with about this matter? Thank you Jenna Gutierrez Sent via the Samsung GALAXY S® 5, an AT&T 4G LTE smartphone

ID	Date Added_Date Only	Contact Details
801	12/3/2014	Dear Sir/Madam, On November 21, 2014 in Washington Dulles Airport a blackberry that belongs to our corporation and being used by our employee, (b)(6) holding UK Passport no. (b)(6) has been confiscated. We want to get the device back. Could you please let us know how we should proceed? We have our HQ in Washington DC and device can be sent there. Attached is his passport for confirming identity. Regards, (b)(6) HYPERLINK "http://www.ifc.org/" \nwww.ifc.org

ID	Date Added_Date Only	Contact Details
802	12/4/2014	Caller flew IAD-Saudi Arabia yesterday aboard Saudi Airlines #38 at 6:00PM. Caller arrived at her destination to find a two TSA Notices of Inspection inside her only piece of checked luggage. Caller is also missing a pillow from her checked luggage. Caller indicates she checked her luggage with the airline at 2:50PM and was issued baggage claim (b)(6). Caller departed Gate 31A and indicates nothing was stamped on either NOI. Caller does indicate one of the NOI s was folded. Caller describes her checked luggage as a plain brown cardboard box which measures 24 inches by 18 inches. Resolution: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled. Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

ID	Date Added_Date Only	Contact Details
803	12/4/2014	Dear Sir/Madam,

On November 21, 2014 in Washington Dulles Airport a blackberry that belongs to our corporation and being used by our employee, (b)(6) holding UK Passport no. (b)(6) has been confiscated.

We want to get the device back. Could you please let us know how we should proceed?

We have our HQ in Washington DC and device can be sent there.

Attached is his boarding pass and passport for confirming identity.

Below you can find the additional information that has been requested in our first inquiry.

Name of the passenger(s)
(b)(6)

Specific name of the airport where the incident occurred Dulles International Airport, Washington DC

Date and time of incident 21 November 2014, approx. 2300H

Airline Turkish Airlines, Flight TK 0008

Gate Number [I do not recall the Gate number]

Contact number Mobile contact numbers - (b)(6)

Regards,

(b)(6)

Information Technology Officer

ID Date Added_Date Only Contact Details

(b)(6)

HYPERLINK "http://www.ifc.org/" \nwww.ifc.org

804 12/4/2014

From: o(b)(6)
Sent: Tuesday, December 02, 2014 4:30 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 12 2 2014 4:29:41 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

books in packages in packed suitcase damaged

Comments:

I traveled on 12 1 from IAD to DXB. I have a TSA Notice of Baggage Inspection in my suitcase. I am traveling for work and I placed several publications on engineering in sealed FedEx bags (that have a tear strip at the top) so they would not get damaged as well as I packed my clothing in new space saver bags. The FedEx bags were ripped in the middle and stuffed back in the suitcase inside out with the books thrown in resulting in books ripped. My new space bags which have a tab opening were ripped in the middle. I cannot believe the state of my luggage. How is this acceptable? I have pictures and the items and I would like to know to whom I submit them to for review. The FedEx packages could have been opened with the strip and one would quickly see that they are books or at least do not rip the bags in the middle and stuff them back in the suitcase. Why rip open a space saver bag in the middle? It is clear plastic. This is not acceptable behavior. Please let me know to whom I submit my complaint.

Thank you.

(b)(6)

ID	Date Added_Date Only	Contact Details
805	12/4/2014	Hi, On Sunday, Nov. 23, while my wife and I were traveling from Washington, DC (Dulles airport) to Istanbul, Turkey, TSA apparently inspected one of our checked suitcases. We learned this when we arrived in Istanbul, opened up our luggage, and found a notice of baggage inspection. More importantly, we immediately noticed that my wife's earrings appeared to be scattered in the bag, as the attached pictures clearly show (the two pictures with the inspection notice display the suitcase as we found it when we opened it, while the third shows one of the earrings in the bottom of the suitcase that we found only after removing everything else), and one earring was missing. She had brought two pairs of earrings, and both pairs had been safely tucked away inside a smaller makeup bag that was in her suitcase. It appears your inspector emptied out the makeup bag and was not careful about where the contents went, because one of the earrings was lost. We found three out of four earrings. The earring that was lost was part of a unique pair that I purchased for my wife's birthday in September. They cost $475.88. Of course I don't have a receipt, but this is shown on my credit card record. I expect to be compensated for this loss caused by the sloppy handling of our belongings. I understand the need for inspections, but I do not understand why her earrings needed to be removed from her makeup bag and scattered throughout her suitcase, ultimately resulting in the loss of an irreplaceable piece of jewelry. Please let me know what you will do. Thank you, (b)(6) https://lh3.googleusercontent.com/XeYHmHWmmngdXCWp0UdhIXf966m8T7IRqawAQ8c9X8U=w140-h78-p https://lh5.googleusercontent.com/7ymevPRXnNMnzGtuS0TJ4N1nkow16Ut5vdosGUil_KM=w140-h78-p https://lh5.googleusercontent.com/InNe1bIbddMemDDvV3VIjNZ7BxoVXVJs7MFuZrBbHg4=w78-h140-p

806 12/5/2014

From: (b)(6)
Sent: Friday, December 05, 2014 6:35 AM
To: CRCL; TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: *Confidential: RE: Complaint against TSA

Dear Sir/Madam,

As advised, kindly see attached my complaint , submitted for your further review.

Best regards:
(b)(6)

(b)(6)
(b)(6)

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This email transmission contains United Nations proprietary information that is strictly confidential and/or legally privileged, and is intended strictly for use by the official of the United Nations and/or named recipient hereof. If you have erroneously received this email, please do not read, copy, Also please notify the sender by replying to this message and then delete it from your system.

From:
CRCL <HYPERLINK "mailto:CRCL@HQ.DHS.GOV"CRCL@HQ.DHS.GOV>
To:
"HYPERLINK "mailto:(b)(6) <HYPERLINK
"mailto:(b)(6)
Date:
12/05/2014 02:26 AM
Subject:
RE: *Confidential: Complaint against TSA

_____

Thank you for contacting the U.S. Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, this Office is responsible for reviewing and assessing information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

After carefully reviewing your information, this Office has determined that the

Transportation Security Administration (TSA) Contact Center may be the appropriate component to handle your concerns. You may contact the TSA Contact Center by e-mail at HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov or by telephone at 1-866-289-9673.

Thank you again for contacting the Office for Civil Rights and Civil Liberties.

Sincerely,

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

From: (b)(6) [mailto: (b)(6)]
Sent: Monday, November 24, 2014 4:06 AM
To: CRCL; HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov"TSA-CRL@tsa.dhs.gov
Subject: *Confidential: Complaint against TSA

Dear Sir/Madam,

Kindly find attached the form and a separate sheet for your kind information please. Meanwhile, I remain at your entire disposal for any further additional information on this issue.
Much obliged:

Best regards:
(b)(6)

(b)(6)

Notice of confidentiality:
This email transmission contains United Nations proprietary information that is strictly confidential and/or legally privileged, and is intended strictly for use by the official of the United Nations and/or named recipient hereof. If you have erroneously received this email, please do not read, copy, Also please notify the sender by replying to this message and then delete it from your system.

Complaint/Grievances against the TSA

There are so many beautiful modern and rich countries around the world but our country, the United States of America, is by far the most beautiful and peaceful country in the world. Along with that, we are one of the global super powers because we have a rule of law, which dictates equality and justice for all.

Today through this email I am begging for justice.
My name is (b)(6), I am a US citizen, and live in Catonsville (Maryland). I am almost 50 years old, happily married and a proud father of three well educated sons.
I have been working with the United Nations in different role and capacities since 1998 in different parts of the world (conflict zones), so I travel very frequently. I am also a member of the Global Entry Travel Plan approved by HLS.
Currently I am serving with United Nations Mission in Darfur-Sudan. I have been working there since 2009 and every 6-7 weeks, I fly back home to spend two weeks with family equating to 6 weeks abroad in the field and 2 weeks off at home.
Despite my frequent travel and Global Entry card from IDA (Dulles International Airport-Washington DC) I am and always have been selected for extra security check/screening at the airport, which has brought a lot of embarrassment for me, along with taking extra time at the airport. Despite these inconveniences, I have never taken it personally and never complained.
I don't want to read about myself however as a former Law & Enforcement officer, Human Right Investigator with UN in Balkans, Part of International ion Investigation Commission on Lebanon by the United Nations and currently serving as Board of Inquiry officer in the biggest peace keeping mission in the history of the United Nations and I am well aware about safety , Security, threat and terrorism around the world and I am the part of this fight again the terrorism and terrorist around the world. I also completely understand impotence and effective role of role of our Law & Enforcement and challenges. However the following incident has forced me write to you and others:
On 15th Nov 2014 (Saturday), my family dropped me off at Dulles airport around 17:30 hours. After checking in with Qatar airways (for which I am a Gold member along with most other airlines), I went to security check-in with my boarding pass (marked with SSSS—which I knew meant special checking since I always get this treatment).
When I reached there around 1800 hours, I was stopped at the initial line and separated from others, then I was escorted by a female officer to the body scanner, again separated from other passengers, then I was handed over to two officers named (b)(6) and (b)(6). As soon as they started talking to me, I knew it was about to feel like an anatomy exercise conducted by two new medical student. Since I have been through this process several times, I knew how they conduct the business but this time was a different ballgame. These two officers were arguing during each checking steps. During this PAT-DOWNs checking, few steps, they have repeated twice and still were not done properly.
They were not well trained—they were contradicting each other's steps while conducting the search. This can be confirmed through the CCTV footage, if retrieved.
My hand carry luggage was opened in a rough manner. I suffer from Type II Diabetes, and also have neck/right shoulder problems, so I had my medications in my bag. My small items from my hand carry (medicines) were removed and not put back properly, and I was not allowed to touch or even come close to my hand carry. My newly purchased iPhones (completely packed by the Apple company) were opened roughly again and I was asked to turn them on; I told them that I was under the impression that package sealed electronic items were ok since I was not aware that these packed phones were not charged. Thus, I asked if they would allow me to charge them there after which they could be fully examined and cleared, but my request was denied by Officer (b)(6), who introduced himself as the supervisor. This extra-checking process took longer than expected; it finished at almost 1900 hours and I was quite far away from B gates (where I was to depart from).
In the meantime, a few other officers also joined and they were trying to solve the issue in a professional manner. One of them asked Officer (b)(6) to allow me to

charge the iPhones there but Mr. H(b)(6) told him that the only alternative was to pack my hand carry, go back upstairs again, charge my iPhone and then go through the ENIITRE CHECKING PROCESS AGAIN.
Knowing that I would miss my flight (Boarding 19:20) if I waited any longer, I called the Qatar Airlines staff, who knew me as a frequent flyer and Gold Card member. One staff member arrived and offered to charge my phones and go through the process herself, which another TSA officer supported, but Officer(b)(6) refused again. I was forced to leave my highly expensive phones, and my UN official camera with unknown airline staff members.
These words and moments were the most dejected and rejected moment in my life. It was the first time I felt targeted in my life, insulted because of my origin, race, color and religion. Holding a US passport in my hand, surrounded by TSA officers, I received treatment not like a suspect or alleged suspicious passenger, but rather like an indicted person. Meanwhile, most of my fellow passengers with various nationalities passed through the security check with their dignities fully intact. I have never had this feeling in my entire life. In my professional career, I have travelled to almost every continent and to more than 50 countries, and I never been subjected to this kind of treatment and disrespect that I had the misfortune to suffer in my own country and airport where I have been travelling for the last 14 years.
Respected Sir/Madam, what more can bring further embarrassment, anger, frustration, and disappointment for a respectful US citizen who has dedicated his entire life to following, protecting, and implementing the rule of law? Incompetency was demonstrated publically by few TSA officers.
The reason for this complaint/concern is to raise the following issues: I am a US citizen a tax payer, 50 years old, married having three kids, a trusted traveler by HLS, working for United Nations since 1998. How come our law enforcement in the US still does not know who I am? Why am I always a target of special checking? Why do TSA scanners/officers have different procedures or checking process? Why am I a subject of special checking? Why was I refused to charge my iPhone while there was a facility available and suggested by another TSA officer? Why did the TSA officer "supervisor" refuse the Qatar Staff's offer to charge the phones while another TSA officer supported this idea? Should TSA improve the training of their officers before being deployed at the airport?
Most importantly, no suspicious passengers would be offered the chance to take back their phone/any suspicious item/electronic item—so why was I given that choice if they felt I was suspicious? Either they did not follow protocol (in which case they should have confiscated my phones) or they were giving me a hard time (which appears more likely). The TSA's job is to make sure that the items people are carrying are safe and they MUST have alternate arrangements at the Airport Security Checkpoints to check the electronics items (i.e. like they have in UK airports). They should not leave this important safety and security concern in the hands of passengers. Threats are real and we all know that we are living in a dangerous world. However, common sense must prevail—laws are made to benefit the people, not to harm, humiliate, insult, disrespect and dishonor citizens.
I also would like to suggest strongly that these kinds of special screening must be conducted in privacy and separate designated area/room/Cubic's

Respectfully submitted:

(b)(6)

(b)(6)

Action without Vision is waste of time; Vision without Action is dreaming. Vision with Action are that change the world." Nelson Mandela
GOD....grant me the serenity to accept things I cannot change, courage to change things I can and wisdom to know the difference.. "

CC: United States Congress
CC: United States Senate

Dear (b)(6):
Thank you for contacting the Transportation Security Administration (TSA). This letter is an
acknowledgement that your correspondence dated November 24, 2014 was forwarded for review
to TSA's Disability and Multicultural Division (DMD), a division within the Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE) because it appears to
raise a claim of discrimination.
As we are beginning review of your correspondence, you may be contacted by staff from the
Multicultural Branch for additional information. If you need to contact the Multicultural Branch
before then, you can send an e-mail to TSA.CRL@tsa.dhs.gov or write to:
Transportation Security Administration
Disability and Multicultural Division
Disability Branch
701 South 12th Street
TSA-6
Arlington, VA 20598
Please reference the following number when sending any correspondence: Contact-
(b)(6)
In the meantime, you may wish to review TSA policies regarding screening for passengers on
our website at www.tsa.gov.
Thank

ID	Date Added_Date Only	Contact Details
807	12/6/2014	Caller flew from IAD to DEN and checked a bag that got a NOI. Caller states that the main zipper is now busted. Advised caller: To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.
808	12/6/2014	Caller is calling about a bag that was damaged by whomever searched it. The contents were ruined due to damage to some bottles of wine that he had packed in bubble wrap. They were removed from the bubble wrap and they broke. How would he put in a claim for that? What was in the bag to indicate that TSA had to open it? He found a NOI. 1. Airport: Amsterdam to Dulles to Hartford. Did you have a chance to examine the contents of the bag before handing it over to the airline at Dulles? No. 2. Airline: United 3. Flight number: UA5773 or UA947 4. Departure date and time: last date at 1733 hrs. 5. Approximate time of incident: approx. 1600 to 1630 after going through Customs 6. Location (terminal or gate number): caller cannot recall the terminal or gate. 7. Description of baggage: large black suitcase, Model Forecast, wheels and extendable handle, nothing else to distinguish it. 8. Baggage claim numbers: (b)(6) 9. Notations on the NOI: nothing written or stamped on it. 10. Contact information: (b)(6) I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

ID	Date Added_Date Only	Contact Details
809	12/6/2014	To Whom it May Concern: I recently took a flight from IAD to TYS during which my baggage was inspected. Upon arriving at home and opening my bag, I found my brand new winter hat had been caught in the zipper when it had been last shut (by TSA), and this had ripped a significant portion of my hat, ruining it. I am wondering what I can do to concerning the damage of my property during the TSA inspection, replacement or reimbursement desired. Thanks, (b)(6)
810	12/6/2014	To Whom it May Concern: I recently took a flight from IAD to TYS during which my baggage was inspected. Upon arriving at home and opening my bag, I found my brand new winter hat had been caught in the zipper when it had been last shut (by TSA), and this had ripped a significant portion of my hat, ruining it. I found two Notice of Baggage Inspection papers in my bag. I am wondering what I can do to concerning the damage of my property during the TSA inspection, replacement or reimbursement desired. Thanks, (b)(6)
811	12/6/2014	My colleague and I just missed a connecting flight in Washington Dulles airport even though we landed nearly two hours prior to the departure of the connecting flight. Why? Because the TSA in Washington Dulles had only two officers checking passports for Non-Citizen travelers, and I was traveling with a German citizen. As a US Citizen, I made it through the passport check 50 minutes before my colleague...and we missed our connection. The two officers were having a great time chatting and joking around between passport checks instead of doing their jobs. I contacted the supervisor, and she did nothing but get smart with me and tell me she's doing the best she can, but after informing her of the issue, she could not be bothered to go see for herself. We now have to sit here in the airport for another 5 hours, after flying internationally, because your people refuse to do their jobs! I appreciate that these checks are necessary, but the lack of effort, discipline, and motivation of the part of these agents is inexcuseable. I would like to know what will be done to correct this? Regards, (b)(6) Sent from my iPad

ID	Date Added_Date Only	Contact Details
812	12/6/2014	Ok. As I traveled from IAD TO ADD FRIDAY AM 5 dec on Ethiopian flight 500. I checked my bag Making sure to tuck in the hook for carrying anther bag. Then used my TSA lock to lock it When I collected my bag in Addis Ababa. The bag came out locked. But the hook and strap were hanging out of the bag. The hook is mangled. Because it catches things if not tucked in. I'm suck of TSA. NOT PAYING ATTENTION TO DETAILS. There is a reason the hook and strap get zipped in The bag I would like I see the individual inspectors number put on the papers they stick inside my bag for accountability. If I did my job like you. There would be a disaster every day (b)(6)
813	12/7/2014	Hello, My name is (b)(6) and I am writing to file a complaint. Your TSA baggage inspection resulted in damage of one of my items due to poor repacking, and another one of my items is now missing because the inspector failed to re-zip part of my suitcase. This is unacceptable. Please tell me how I can be compensated for this mishandling of my baggage which resulted in one damaged item and one missing item. I flew with KLM Saturday Dec 6 from Washington Dulles to Amsterdam and my final destination was Munich Germany Bag number: (b)(6) (b)(6) Sincerely, (b)(6)

ID	Date Added_Date Only	Contact Details
814	12/7/2014	Unfortunately your email didnt allow for a response to my ongoing issue that you inappropriately responded too. I DID receive a NOI, so it was physically opened by TSA, why else would I contact you? How can you just assume there was no NOI, why don't you just ask instead of just saying the lack of one suggests - it's like you are trying to get rid of the issue instead of resolving it. Telling me I should have gone on your website for tips regarding packing my bag is an unacceptable excuse for TSA damaging and losing my bag's items, and you know it, and it's insulting - so your policy is that if anything is stolen or damaged it's always the fault of the passenger - obviously I can't take all my valuables on the plane with me, that's why people check bags! What you are telling me is pack the stuff you wouldn't mind getting stolen because TSA isn't going to take accountability for its employee's mishandling of passenger belongings - unacceptable. Furthermore, telling me that the amount of time spent with the passenger luggage is very short "suggests" that this lead to the carelessness with my bag which lead to the damaged and missing item - it wasn't re-packed the way I originally packed it which lead to the damaged item, and the cap of my cologne was EVEN removed and not replaced - seeing as a TSA person is the only other person who was in my bag who even left a NOI that they were in my bag, TSA is the only one to blame and you need to take responsibility for it and compensate me ASAP. When can I expect a competent response? When and how will I be compensated? (b)(6) YOUR INAPPROPRIATE RESPONSE TO MY FIRST MESSAGE Thank you for your e-mail regarding missing and or damaged items for your checked baggage. The Transportation Security Administration (TSA) regrets that you found items missing and or damaged from your checked luggage. TSA is required by law to screen all property, including checked baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags, and are required to exercise great care during the screening process so that when bags are opened passenger’s belongings are returned to the same condition they were found. Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection

(NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

TSA encourages travelers to pack valuables including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item, such as a laptop computer, purse, small backpack, briefcase, or camera case. This information, along with addition travel tips, is found on the TSA Web site at HYPERLINK "http://www.tsa.gov/" \nwww.tsa.gov.

We hope this information is helpful.

TSA Contact Center

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MY FIRST MESSAGE

Hello,

My name is (b)(6) and I am writing to file a complaint. Your TSA baggage inspection resulted in damage of one of my items due to poor repacking, and another one of my items is now missing because the inspector failed to re-zip part of my suitcase. This is unacceptable.

Please tell me how I can be compensated for this mishandling of my baggage which resulted in one damaged item and one missing item. I flew with KLM Saturday Dec 6 from Washington Dulles to Amsterdam and my final destination was Munich Germany

Bag number: (b)(6)
(b)(6)

Sincerely,

(b)(6)

ID	Date Added_Date Only	Contact Details
815	12/8/2014	Caller travels frquently and her bag always gets checked and she doesn t think it is random. She is on the precheck list and the last time she flew on Frontier Airlines and went to New York from Dulles and she could not open the bag because the lock was damaged. When she got to the hotel she had to use a pair of scissors to open it and she ruined the bag and had to throw it away. She doesn t know why the bag keeps getting inspected. She carries cocoa butter and lotions in the bag. What can she do to avoid this? Advised: Precheck has nothing to do with the bags getting screened. I wouldn t know the specific reason why the bag was searched. It could be something as simple as the way it is packed looks strange on the x-ray. If there is something strange on the x-ray or an alarm goes off they would need to route it to the inspection room and open it. I can send you a claim for the damaged luggage. Sent to caller s email address provided.
816	12/8/2014	Dear Sirs I write to complain that my luggage was inspected by your agents on my return fllight from vacation in the US on 4th Dec 2014 and items as detailed below, we either removed or damaged in the inspection process. The luggage was a black Samsonite suitcase and when I arrived in Port of Spain it came off the luggage carousel wrapped in plastic wrap and with yards of adhesive tape with the words "TSA INSPECTED" written on it. Theree were also 4 Notice of Baggage Inspection flyers in the luggage. PASSENGER: (b)(6) Date of travel: 4 Dec 2014 FLIGHT 1: AA1173 Washington Dulles to Miami International FLIGHT 2: AA1663 Miami International to Port of Spain Trinidad ITEMS MISSING 1) 36 pack AA Alkaline batteries Value approx US$15.00 2) 4.2V selectric screwdriver Value approx USS20.00 ITEMS DAMAGED: 1) Comforter in 7 piece Comforter set was gorn in several places apparently when zipper may have become ensnarled in the comforter whilst attempting to close zipper. Value of item US$70.00 in a Macys sale. 2) Cusinart Coffee Plus 12 cup Programmable Coffeemaker & Hot Water system CHW-12 value US$139.00. Lid for water reservoir was pried probably looking for prohibited items in the reservoir of machine. Sensor for device indicates lid open and would not operate when you attempt to operate machine. Regards (b)(6) Sent from Samsung tablet

ID	Date Added_Date Only	Contact Details
817	12/8/2014	Hi TSA, my name is (b)(6) and I had the following items removed from my bag/suitcase on Friday 5th of Dec, 2014 at Washington Dulles Airport (IAD) in Virginia. A total of 7 shock absorbers (4 for my jeep wrangler and 3 for my Toyota Camry) Cannisters of Raid foggers (indoor insect killer) My passenger details are below and I would like to know if I can have them picked up for me from IAD. Passenger name: (b)(6) Flight date: 5/12/14 Airline: Virgin Atlantic Flight Number: VS22
818	12/9/2014	Dear TSA, On December 8, 2014 I traveled out of Dulles International airport en route to Mali (via Amsterday then Paris) for a business assignment. In my bag, I had a back-pack in which I had packed some of my work pamphlets. It appears TSA opened this back-pack to inspect its contents and when closing the bag again they zipped the bag wrong and the zipper now no longer works (the back pack is practically brand new). I packed this back-pack specifically so I could use it during my trip but am now unable to do so. Please let me know who I can take this to so that TSA can either fix the bag or get it replaced. Thank you and best regards, (b)(6)

ID	Date Added_Date Only	Contact Details
819	12/9/2014	Caller lost a laptop at Washington-Dulles International and had the issue escalated on her last call. She wanted to know why she had not been contacted back yet. Caller wants to know if She says she spoke with sonya and she wanted to speak with her again. SHe asked if they would make her pay the shipping because they had asked her daughter for her credit card number. Her daughters name is (b)(6) I advised that I could not transfer her to another agent for a general call. I advised that I do not have a time frame for when she will be contacted back by the CSM. I looked at the other other call and advised that the issue had been escalated. I do not not know what the air ports policy is on returning the item or if they will make her pay the shipping.
820	12/10/2014	Caller flew from IAD via United but when he reached his destination he realized his World War Two memorial jacket was missing from his luggage. Caller also had a NOI. Advised Caller: Told caller we regret you are not satisfied with the way your luggage was handled so since you had a NOI I will forward your complaint to the CSM for further investigation. Also sent caller a claim form via email. Date: 12.08.14 Time: 10:00 am Terminal: C Gate: 28 Airline: United flight 3797 Baggage tag number: (b)(6)
821	12/10/2014	Caller flew IAD-Hawaii-via SFO yesterday. Caller arrived at her destination to find a TSA Notice of Inspection along with her luggage damaged and her TSA-recognized lock ripped from her bag. Caller wants compensated for her luggage and lock. Caller departed IAD at approximately 6:30AM yesterday and states she checked her bag with the airline at approximately 4:45AM. Caller indicates two lock loops were ripped on her bag and the lock missing completely from the bag. Resolution: Advised caller that our screeners have passkeys sets available to identify, unlock, and re-lock TSA-recognized locks. The type of damage you are describing is consistent with the lock being caught in the airport s baggage conveyor system. Advised caller I will forward her a claims form within 24 hours. Advised caller filing a claim will launch an investigation to determine if we were liable for the damaged during the course of our screening. Suggested caller also contact the airport to determine if she can file a claim for damage to luggage caused by the conveyor systems.

ID	Date Added_Date Only	Contact Details
822	12/10/2014	Dear Madam/ Sir: I would like to bring to your attention the following experience with TSA. On Saturday, December 6, 2014 I traveled from Washington, DC to Nairobi, Kenya transiting in Brussels. My flights were IAD-BRU (United 950) and BRU-NBO (SN 453), which stopped in Bujumbura, Burundi. I checked in approximately 3 hours prior to my departure from Washington. A scanned copy of the baggage tag is attached. Check-in as well as clearance through all passenger TSA check points was uneventful. Upon my arrival in Nairobi Sunday, December 7 at approximately 23:30 local time (travel time was approximately 21 hours), my bag arrived on the baggage claim carousel open and covered in TSA tape. Please see the attached photographs. Fortunately, the bag is not damaged, nor can I identify items damaged or missing. This certainly is a miracle considering the bag traveled wide open, covered only with TSA tape, and was moved by individuals on three different continents. The fact that my bag was not re-zipped and closed is not only completely outrageous, it is totally unacceptable. There is no reason that I can fathom why my bag would not be closed and causes me to question the efficacy of any of TSA's efforts in executing its mandate. Living in Nairobi, Kenya AND working for the U.S. government, I completely understand the need for thorough security checks, no matter how invasive and personally offensive they may be. The need for a high level of security is a sad commentary on the world we live in. However, this does not however ever excuse slovenly execution of one's duties and responsibilities. Thank you in advance for your time. Sincerely, (b)(6)

ID Date Added_Date Only Contact Details

(b)(6)

PERSONAL
This email is UNCLASSIFIED.

ID	Date Added_Date Only	Contact Details
823	12/10/2014	

From: (b)(6)
Sent: Wednesday, December 10, 2014 7:07 AM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Baggage Screening Experience

Dear Madam/ Sir:

I would like to bring to your attention the following experience with TSA.

On Saturday, December 6, 2014 I traveled from Washington, DC to Nairobi, Kenya transiting in Brussels. My flights were IAD-BRU (United 950) and BRU-NBO (SN 453), which stopped in Bujumbura, Burundi. I checked in approximately 3 hours prior to my departure from Washington. A scanned copy of the baggage tag is attached.

Check-in as well as clearance through all passenger TSA check points was uneventful.

Upon my arrival in Nairobi Sunday, December 7 at approximately 23:30 local time (travel time was approximately 21 hours), my bag arrived on the baggage claim carousel open and covered in TSA tape. Please see the attached photographs. Fortunately, the bag is not damaged, nor can I identify items damaged or missing. This certainly is a miracle considering the bag traveled wide open, covered only with TSA tape, and was moved by individuals on three different continents.

The fact that my bag was not re-zipped and closed is not only completely outrageous, it is totally unacceptable. There is no reason that I can fathom why my bag would not be closed and causes me to question the efficacy of any of TSA's efforts in executing its mandate.

Living in Nairobi, Kenya AND working for the U.S. government, I completely understand the need for thorough security checks, no matter how invasive and personally offensive they may be. The need for a high level of security is a sad commentary on the world we live in. However, this does not however ever excuse slovenly execution of one's duties and responsibilities.

Thank you in advance for your time.

Sincerely,

(b)(6)

PERSONAL
This email is UNCLASSIFIED.

Attached is a photo of a baggage tag with the number (b)(6) and the flight information that was detailed above. There are also photos of a severely damaged bag with TSA tape all over it.

ID	Date Added_Date Only	Contact Details
824	12/10/2014	Caller spoke with someone named Sonia last night about a missing apple laptop. Her daughter flew on Dec 2 from ORF with Delta. A passenger by the name of (b)(6) with United, said she turned it into someone named (b)(6) in IAD, and then (b)(6) gave the laptop to (b)(6) is the number for (b)(6). (b)(6) is another number she has. She thinks that they are with the Airline. She would like a complaint to be filed on IAD as well. Advised, We recommend you contact your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220. I advised her last call we sent to ORF for review under the CSM there. She asked if the information can be sent to IAD as well. I advised yes. She stated that he daughter received an email from someone at IAD that they needed credit card information to ship the laptop, but she hasn t been able to reach them again, and she doesn t know if it was from TSA or the general airport. She would like an email sent saying that we are sending the complaint to the airport, and the number for the ACPD.
825	12/11/2014	Caller traveled from IAD to BQN via New York with JetBlue, flight #1808, baggage claim number (b)(6). Caller found a NOI inside her baggage. Caller stated that her box was damaged and 2 spray of coconut oil for cooking and a photo frame were also missing. A ceramic frog was broken. Caller wanted to file a claim for the damaged and missing items. I advised the caller You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

ID	Date Added_Date Only	Contact Details
826	12/12/2014	I recently had some of my luggage searched on my way from Dulles to Erbil, Kurdistan. I am not complaining about my luggage being searched but I was very upset to discover that the people who went through my luggage did not take the time to put a container of liquid body wash back into the ziploc bag I packed it in. They also poked a large hole in the bag holding my laundry soap, possibly to open the cap and see the contents. I assume this because the top of the laundry soap bottle was completely emerged outside of the plastic bag. If they choose to do this they need to properly repack them b/c if they had spilled they would have ruined certain items in my bag and created a big mess. Fortunately this did not happen but to prevent future possible detriments this should be taken into account. Have a good day. Toodles, (b)(6)

ID	Date Added_Date Only	Contact Details
827	12/12/2014	Dear TSA, This Tuesday I travelled on a BA flight from IAD to LHR. My checked baggage (3 items) were inspected by you, but one lock not returned/maybe broken. While I sincerely appreciate and welcome your hard work and efforts to keep passengers safe, I was surprised why that lock was not returned. It was TSA compliant, only a few months old and should have been possible to open w/o the need to damage it. Do you reimburse the broken lock? With kind regards, (b)(6) (b)(6) This message and any attachment are confidential and may be privileged or otherwise protected from disclosure. If you are not the intended recipient, you must not copy this message or attachment or disclose the contents to any other person. If you have received this transmission in error, please notify the sender immediately and delete the message and any attachment from your system. Merck KGaA, Darmstadt, Germany and any of its subsidiaries do not accept liability for any omissions or errors in this message which may arise as a result of E-Mail-transmission or for damages resulting from any unauthorized changes of the content of this message and any attachment thereto. Merck KGaA, Darmstadt, Germany and any of its subsidiaries do not guarantee that this message is free of viruses and does not accept liability for any damages caused by any virus transmitted therewith. Click http://www.merckgroup.com/disclaimer to access the German, French, Spanish and Portuguese versions of this disclaimer.

ID	Date Added_Date Only	Contact Details
828	12/12/2014	Dear, Yesterday, I flew from Dulles International Airport in Washington DC to Brussels, Belgium. When I arrived at home, I noticed that my suitcase, a Samsonite suitcase with a built-in lock, was not locked anymore. In my suitcase, I found a notice of baggage inspection. I understand the reason of the baggage inspections, but is it possible to lock the suitcases again after the inspection? Best regards, (b)(6)
829	12/13/2014	Sir, Please let me start by saying that I fully understand the need for baggage searches and indeed appreciate that they are undertaken for our benefit. To assist I ensure that all locks on my hold baggage are TSA approved. On a recent flight from Dulles International Airport to London Heathrow my bag was selected for searching. I have no issue with this. However, I was concerned to note that my bag had not been re-secured following the search: the lock had not been engaged. Obviously this increases the risk of loss or theft of my belongings whilst in transit and may negate my insurance cover as the lock would not have been damaged. I am sure that search procedures include re-locking the bag where locks have not needed to be broken. Perhaps a reminder for some of your staff would be useful? If it helps I flew on BA292 on Thursday 11 December. Again, I understand the need for baggage searches and appreciate the role of the TSA, I just felt that this should be brought to your attention. Yours faithfully (b)(6) Sent from my iPad
830	12/13/2014	Caller visited the IAD enrollment center for precheck on November 4, 2014 and she has not heard anything and wants to know her status? For questions regarding the online pre-enrollment application, please contact TSA's Universal Enrollment Services customer service center at (855)347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

ID	Date Added_Date Only	Contact Details
831	12/14/2014	Caller flew from IAD to Telavi. Caller did not have a NOI in luggage, but did have TSA orange stickers placed on her baggage tags. Caller is upset that all the zippers on the outside were open, and now she is missing her charger. Response: Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. Airport: IAD Airline:British airlines Flight Number: 216 Date and Time 12-13-14 at 6:30 PM Baggage Tag Number: (b)(6) Description of Bag: Small (carry-on size) and a purplish maroon. Marco Polo Swiss logo. Was there a NOI?: No Was anything hand written or stamped on the NOI?: No Contact Information: (b)(6) Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. Advised caller to check with other people that may have had access to her bag.

ID	Date Added_Date Only	Contact Details
832	12/14/2014	I was proceeding through the Pre-Check lane at Dulles and heard a man ask about shoes or his belt. The officer behind managing items to be inserted into the scanner yelled at the man and barked orders, treating him like an idiot. I was next in line. I approached the same agent and asked if he could provide me with a bowl for my cell phone and keys. They were just out of my reach on top of the X-ray machine. He loudly shouted 'when you get closer, you'll get one.' He could have politely handed me the bowl or nicely asked me to wait a moment. I got closer and he handed me a bowl. I then politely asked for a bin, he threw the bin down in front of me. I proceeded through without incident. I appreciate security is your primary concern but this agent was rude, barked orders and treats the public that he serves-poorly. Thank you for your attention to this matter. Details: IAD (Dulles) Officer Tyrell Scanner numbered 52 at TSA Pre-check 12/14/14 at approximately 3:15PM (b)(6)
833	12/15/2014	Caller just traveled from the US yesterday and there is an item missing from his bag. The caller is missing a watch from his bag. He flew on Qatar out of Washington Dulles. The caller is missing a viejal? watch, valued around $400. Caller received an NOI in his bag. Advised caller I will send him a claim form and he should receive it within 24 hours. Advised caller I will also get the information forwarded to the CSM at th Dulles airport. Airport - Dulles Airline - Qatar Flight Number - QR426784 Date and Time - 12 14 Baggage Tag Number - (b)(6) Description - red bag medium sized 2 wheeled bag with a Pacific logo NOI? - yes Anything On NOI? - No Contact Information - (b)(6)

ID	Date Added_Date Only	Contact Details
834	12/15/2014	Caller went through IAD yesterday. When she came home she found a NOI in her luggage. She has an item in the bag that was damaged. The item is a pot to cook from. It was wrapped in clothing. It is all scratched and ruined. Advised, Airline: Iceland Air Airport: IAD Flight Number: 644 Date and Time: Dec 14, departure around 8PM, checked in around 6:45 pm Baggage Tag Number: (b)(6) Description of Luggage: small enough to be carried on, has 2 wheels, extending handle, dark blue NOI: Yes Anything on NOI: Nothing Email: (b)(6) I advised I would send the complaint to the CSM. I also advised I would send the claim forms to their email.
835	12/15/2014	To Whom It May Concern I was a passenger returning to the United Kingdom on Saturday 13 December 2014 on British Airways Flight 216 departing Washington Dulles at 6.30pm. On arrival at London Heathrow I discovered that my baggage had been subject to a search by TSA staff. As a 36 years veteran of Her Majesty's Armed Forces I am very aware of the necessity of baggage searches and fully support security authorities in their endeavours; however, after the search of my baggage prior to which the lock was forcibly removed and not replaced, my personal possessions were not secure from completion of the search at Dulles to my retrieval from baggage claim at London Heathrow. Might I suggest that the simple expedient of re-securing baggage with a plastic tie-wrap would remove any worries passengers may have of insecure baggage transit through our airports. Sadly theft is a common occurrence in our society and presenting the opportunistic thief with an easy target could be easily avoided by my suggestion. Thank you for your attention in this matter. (b)(6)

ID	Date Added_Date Only	Contact Details
836	12/15/2014	The caller indicated that she flew from Dublin to IAD to PHX on Saturday. When she opened a bag yesterday,she found a TSA IAD Open Bag Log.. She indicated that it is a spiral log book. She wants to return the book. She indicated that she contacted the CSM at IAD this morning at 703 662 2222. The gentleman that she spoke with referred her to the TCC. United flight 127 from Dublin arriving to at approx. 3pm. United flight from IAD 939 departing at 5:45pm from D23 Baggage Claim #(b)(6) Her suitcase is a large suitcase, dark purple, soft side. I advised that she contact the CSM at the number that she mentioned. The CSM is Judy Abarno and I advised that she ask specifically for Ms. Abarno. I advised that I would refer the information to the CSM electronically as well. Conferred with CSS (b)(6) who advised to refer to the CSM.
837	12/15/2014	Hi, I travelled from iad to crw ua4824 on 15/12/14. My bag was searched. But the padlock was not reattached, nor was the bag zipped back fully. I specifically bought tsa approved locks, so I know that they weren't destroyed to gain access. This kind of carelessness from you, causes me alot of distress. The idea that I'm going to discover that some of my personal items are now missing due to the case not even being zipped up fully, is not pleasant and leaves me with high levels of anxiety. I would very much like for you to replace my missing tsa approved padlock. This is really unacceptable. Fair enough that you needed search, I fully understand that. But to then leave my belongings in such a condition is careless and rude. Thank you. (b)(6) HYPERLINK "mailto(b)(6)
838	12/16/2014	Caller flew from Dulles to ATL last date. In her luggage, she had a jar of jam that was wrapped in brown paper and taped. It was opened and it leaked into her bag. What was in the bag that indicated an inspection occurred? Caller found a NOI. Do you want me to send your information to the CSM and send you a claim form? No, caller just wants to know why that was done. Since the item is permitted, I cannot advise why that was done. I advised caller that TSA tracks trends and addresses repeated problems.

ID	Date Added_Date Only	Contact Details
839	12/17/2014	On 12-14-2014 I travelled through Washington Dulles Airport. Upon arriving to JHB I could see that my luggage had been searched and there was a Notice of Baggage Inspection in the bag. When I checked my baggage I found that my wife's GHD hair straightener had been broken. From the picture you can see that this is not damage that would have arisen through being bumped whilst in transit. The straightener has been prized open. I assume that TSA must have thought that there was something inside the hair straightener. This is a $150 product and I would like to know what compensation TSA provide for unnecessary damage caused to travelers possessions?
840	12/18/2014	To whom it may concern: On 16 December 2014 I took a flight from IAD to BIO (AF 0055 and AF 1576) and checked a single bag. The ticket number was 0572360393586. When I arrived at my location I noticed that my bag had been open-- eventually, I found a notification that my bag had been searched. Anyway, once I took everything out of my bag I noticed that my bag containing electronics cables had been opened and search. This bag contained another small black pouch containing a set of Beats by Dr. Dre headphones and €1.20. However, this small black pouch was no longer in my electronics bag nor was it anywhere in my luggage. I am wondering if there is a claim I can file? Or can I do anything at all to either find those headphones or be reimbursed for them? Sincerely, (b)(6)
841	12/20/2014	Caller traveled from Dulles to San Diego and her bag was chosen to be screened and her presents were unwrapped. Seven jars of Amish jam were unwrapped and 3 were damaged and one was broken. They were opened and were dropped. The jam is through out the bag and the gifts were soiled in the bag. The total value of the items would be $40. She spent hours wrapping the presents. Advised: I apologized the items were damaged. I offered to send a claim form for possible reimbursement. I explained we do not suggest passengers wrap their gifts becuase of the possible inspection of the items. Form sent via email.

ID	Date Added_Date Only	Contact Details
842	12/20/2014	Caller: Flew from Dulles and states that she had an NOI. There are some items missing from the suitcase and she would like to know what can be done? Advised Caller: To contact lost and found Washington-Dulles International at 703-662-2234. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which your luggage was handled. To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.
843	12/20/2014	Hello, I just flew United 5741 from IAD to LGA. I have had my luggage inspected by TSA on other flights, but NEVER have my belongings been left in such disarray. In the past I wouldn't even have known my bag was inspected if the slip weren't in my suitcase. This time I opened my suitcase and gasped at what I saw - it was obvious that whoever did the inspection had little if any regard for my things. I understand the need for the inspection and that sometimes it will involve physical inspection. I do however think it could and should be done with more care. (b)(6) Sent from my iPad

ID	Date Added_Date Only	Contact Details
844	12/20/2014	Called has contacted TSA at Dulles. He went through there last date, and his bags were inspected. He lost two locks on the bags. He had some samples in some liquid nitrogen in a container. The samples were in a metal container inside a plastic bucket. There were thousands of dollars of samples in there for the University. He traveled from Europe through Customs, then he flew on to Orlando. Did you find anything in the container from TSA? His locks were broken. Broken locks are not indicators that TSA had to inspect the contents of your bag. Was there anything inside the container that indicated that TSA had to open it for inspection? There was no NOI. If TSA must perform an inspection of the contents of your bag, policy requires that the screeners place a NOI in the bag to indicate so. The TSA inspection is typically verifiable; we should be able to determine what happened during the inspection. Caller advised that he thought that I was attempting to shift the blame to the airline. TSA policy, by law, requires the screeners to place that NOI in the suitcase to indicate that we opened it. Most bags don t have to be opened for screening. The lack of a NOI would indicate that your bag or container went through automated screening and not have to be physically handled or opened when it was in TSA custody. If you wish to file a claim, you should certainly do so. If a screener neglected to place the NOI in the bag, they would be sanctioned for it and your claim would be paid. However, TSA custody of your bag is extremely brief. For the duration of your itinerary from Europe to MCO, TSA contact would have lasted just a few minutes if that long. The airline told him that they don t open bags. They are not supposed to and TSA is permitted to do so by law, but it is not accurate to say that the airline workers and baggage handlers will not open the bags and remove items, but TSA will do so. An investigation of the circumstances via your claim would research the issue. If the screener did not have to open the container, you would then be directed to the airline to pursue the matter. So, others at the airport have access to the contents of his bag? Yes. Caller advised that he did not feel safe and he believes he should advise the media and his university. I cannot discourage you from doing so, but you need to be aware that TSA does not have jurisdiction over the baggage handlers since we are not a LE agency. The issue you are describing should be referred to LE for investigation. Someone needs to be made aware of this.

ID	Date Added_Date Only	Contact Details
		Understood.
845	12/22/2014	
		Good morning. I went to Dulles Airport on November 12th and filled out the form, got fingerprinted and paid. I was told I should receive pre-check information in the mail within 2 weeks and I have received nothing. Can you help me to ascertain the status of my pre check application? Happy Holidays! Best regards, (b)(6) _____ This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please notify the sender immediately and delete the original email. Any other use of this email by you is prohibited.

ID	Date Added_Date Only	Contact Details
846	12/22/2014	Caller flew on United. They had a NOI. The side pocket was opened and the stuff has fallen out and is missing. A Machine to cut hair and Souvenier lighters are missing. 2-$50 each engraved lighters. The lighters had Mexico on them and in a brown leather case. One lighter had a Flag and the other a symbol of Mexico. A White IPAD mini is missing also. NOI did not have a note on it. Advised: I offered a claim form which will be sent within 24 hours to her email address. I stated I would forward this information to the CSM for review. Airport--Mexico to Washington Dulles and onto Ottawa, Canada Date Time--12 13 2014 05:00 pm Gate or Terminal--Not Provided Bag tag # (10digit)--Not Provided Bag Description—Blue Large suitcase. 2 side pockets with wheels . Soft canvas Airline—United Flight #-- Not provided Form sent via email.

ID	Date Added_Date Only	Contact Details
847	12/24/2014	We came through the TSA screening at Washington Dulles about 9:00 on Monday evening, in route from Frankfurt to Los Angeles on a United Flight. Passing through Customs went well, was well organized with the machine into which we put our passports; the exception being that there were only two officers handling the entire plane load. There was an additional officer handling “specials”. However, after re-submitting our luggage and going into the Dulles boarding security, we found it to be a nightmare. Extremely slow and disorganized, though lots of people were very tight on getting onto their next flight. The placement of the “bins” into which passengers have to place a myriad of personal belongingss, was very much in the wrong location. One had to step out of line and estimate how many bins they needed and retrieve them from a trolley out in the middle, away from the tables on which we were the “slide the bins”. The actual active rollers and belt into the screening machine was very short, so that the passengers had to keep pushing the line of bins along the tables in order to move them forward onto the rollers so that they would move into the machine. It seems like it would make much more sense for the bins to be behind and next to the tables so that one could simply reach across the table, pick up the bin and slide it onto the table without having to reach / move out of line in order to get the bin. This placement would be very easy for the officers to do. Feedback not needed. Thank you, _____ Information from ESET NOD32 Antivirus, version of virus signature database 10925 (20141224) _____ The message was checked by ESET NOD32 Antivirus. http://www.eset.com

ID	Date Added_Date Only	Contact Details
848	12/24/2014	Caller just came through from Tokyo last night and she found a NOI in her bag. The caller stated she arrived at Dulles then took a flight to Cleveland. The caller stated she had 2 purses in her bag that are now missing. The caller stated one bag is like a clutch, black and white in color and the other bag was tory burch brand. I advised the caller that I would forward her flight information to the Customer Support Manager at Dulles to be reviewed. I will also be sending her a claims form via email for her missing purses. Airport - Dulles Airline - United Flight Number - 713 Date Time of incident - 12 23 2014 5:22 pm Baggage Tag Number - (b)(6) Description of Bag - Nautica Suitcase, dark grey with the work Nautice written in orange and the piping in orange Was there a NOI? Yes Was anything hand written or stamped on the NOI? No Contact Information (including e-mail) for the passenger -
849	12/25/2014	Caller flew from Washington Dulles airport, Her bag was inspected, There was a barbie doll house that was broken. She said there was no damage to the box, But it was resealed with TSA inspection tape. But the doll house was broken. Advised. A claims form will be sent through email, It will contain a cover letter with instructions on how to file the claim. This is also being sent to the airport CSM for review. Airport: IAD Airline: SAS Flight: SK926 Date: 12-08 Time: Around 6:00pm NOI: Yes Written Or Stamped: No Bag Tag: (b)(6) Bag Description: Item was it the original box, Not in a suitcase. Email: (b)(6)

ID	Date Added_Date Only	Contact Details
850	12/27/2014	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 12/27/2014 3:34:35 PM ---------- Name:(b)(6) Email:(b)(6) Complaints:TSA Accepted Locks - Missing or Damaged Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight # DL4175 to MSP/ Airline Delta/ Airport IAD Dulles/ Gate B74 Departure Saturday 20 December 2014 at 7:20PM Comments:I flew on the above flight from IAD to BIS. When I arrived in Bismarck, ND the zipper and TSA lock on my suitcase had been ripped off. There was a notification form inside my bag that TSA had opened my bag after I checked it in to do an inspection. My suitcase is no longer useable and I would like to be reimbursed for the damage TSA did to my zipper on my suitcase and for TSA losing my TSA suitcase lock.
851	12/28/2014	Caller was in Washington this morning and her luggage was open. She got a brochure inside, she has a selfie sticks there were 3 inside of her luggage. The clamps are missing from the bag that go with the selfie sticks. Now the sticks can not be used, she thinks it may have fallen out of the bag when they were screening the luggage and they did not realize it. Gave the lost and found: Dulles Washington-Dulles International 703-662-2234 Advised the caller if the items are not in lost and found she can file a claim. Told caller they would receive a claim form via email, allow atleast 24 hours to receive it. The claim will come with a cover sheet that provides instructions and the address information on where to send the claim form.

ID	Date Added_Date Only	Contact Details
852	12/29/2014	Caller stated that she traveled out of Dulles to CVG and didnt realize that TSA can open luggage for screening. Her checked bag contents were not packed back the way that she had it first and wanted to see if gloves were worn during inspection and if they are changed everytime. There was a NOI inside and her lock was cut off, which she was upset about as well. Also when she went through the checkpoint, the officer was wearing gloves and when she was doing the patdown, the screeners hand along with the glove went right into her mouth and she was disgusted and wanted to make a complaint about the careless experiance she went through. She feels that the officers should change the gloves everytime they inspect a new persons baggage in carry on or checked. FLIGHT INFORMATION: 26 DEC 2014 @ 615am Frontier Bag Description: Lime Green, heavy duty bag NOI: Yes; no writing or stamp CCR informed her: Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. For the locks on the luggage, she can use Travel Sentry and Safe Skies which the screening officers have master keys for. This information will be sent to the airport to make them aware of the situation.
853	12/29/2014	Caller flew from Aruba to Washington Dulles. He has 3 tobacco pipes and a bottle of sand missing from his bag? He received a note from TSA. Who could he speak with about the missing items? What if the items were taken out in Aruba? Advised: I offered the claim form which will be sent within 24 hours to his email address for possible reimbursement. He could redial the TSA contact center and select option 5. Input the airport code IAD to speak with the CSM. I offered the Lost and Found information in case the items were left out after the inspection and the caller declined. He could contact the airport in Aruba to ask if the items were taken out. Form sent via email. I

ID	Date Added_Date Only	Contact Details
854	12/29/2014	Caller stated that his bag was inspected on his trip and getting the bag back it was taped together. Caller stated that the zipper was destroyed and a piece that held the zippers together was completely ripped off. Caller stated that the bag was not locked. Caller stated he has a NOI. Caller stated that he does not want to file a claim because the conveyor issue sounds more probable than a person doing this. Airport: IAD to DEN to PHX Airline: United Flight Number: Caller does not have Date Time: 12 26 14 Caller stated that he does not have any of the flight information. Resolution: I advised the caller that it sounds like it could have possibly happened in the baggage conveyor system because if something got caught it could cause the damage to the baggage as explained. I advised the caller that I was going to take the information and forward to the CSM at the airport. I advised the caller that if he does not have the information I can provide him information on how to file a claim.
855	12/29/2014	Caller is missing a Lenovo Think Pad T520 and the power supply. He is also missing a Toshiba Power Supply and the case for the Think Pad along with the battery. He had a NOI inside one of the bags. HE did not have a note on the NOI. The Think Pad was valued at $1500, the other items were valued at $80. The items are missing from two separate bags. He has traveled before and never had anything missing. He traveled from Lusaka, Zambia to Addisababa, Ethopia, then to Rome and onto Dulles to Boston Logan Advised: I stated I would forward this information to the CSM for review. I offered a claim form which will be sent within 24 hours to his email address. Airport--Dulles Date Time--12 29 2014 03:25 pm Gate or Terminal--International Terminal Bag tag # (10digit)--(b)(6) Bag Description—Blue Nautica bag with yellow trim. The other is a black Rockland bag Airline—Ethopian airlines switched to Jetblue Flight #-- B6456 Form sent via email.

ID	Date Added_Date Only	Contact Details
856	12/29/2014	To Whom It May Concern, I have worked at Washington Dulles International Airport for several years, and am curious as to why the TSA employees are exempt from being screened. All other employees working at the airport are required to have their bags x-rayed and walk through metal detectors. Is this exemption protocol implemented at all airports in the US, or just at IAD? It seems hypocritical, especially as I witness a TSA employee walking through a gate beside the metal detector and setting off the alarm, but is then allowed to continue on their way unchecked. I have also heard from airline maintenance staff that worker's with higher security level badges are able to bypass security screening completely by accessing secured doors in the lower levels. Knowing that a large number of people working in the airport go unchecked every day doesn't make me feel very safe in my work environment. Thank you for your attention to this matter. Sincerely, (b)(6
857	12/29/2014	Caller traveled yesterday 12 28 14 @ 5:30 pm with United from Dulles to Brussels and the TSA agents went through his luggage and there is a NOI. He is missing $5000. Caller is very upset that someone inspected his luggage and removed his $5000, he stated that he will be getting a lawyer and TSA will pay him his money back. Caller said that the most money was in the black samsonsite bag and there was about $400 dollars in the brown one. NOI-Nothing on it Airline: United Flight #: N A Airline: United Airport: Dulles Ticket #: 2222075628040906 Baggage Claim #(b)(6) Description of Luggage:Bblack samsonsite and a Brown Haltmann Told caller that I would send him a claim form and he should receive that within 24 hours, also told caller that I would also forward this information to the CSM to let them be aware of the situation. Furthermore told caller that we do monitor the number and nature of complaints that we receive to track trends and spot areas of concern that may require special attention.

ID	Date Added_Date Only	Contact Details
858	12/29/2014	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 12/29/2014 11:46:20 AM ---------- Name: (b)(6) Email:jl (b)(6) Complaints:Items Not Permitted Through the Security Checkpoint Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest flight from IAD to Denver @ 5:40 a.m. 12/29/14 Comments:My brother was traveling this morning and TSA confiscated 4 containers of edible spreads (unopened): Nutella, Orange & Chocolate Cream, Cashew Butter, and Cookie Butter. I don't understand why they were considered "liquids". These were Christmas presents and I'm very upset that I am not able to come and claim them. That is just like throwing money in the garbage! I'm not pleased at all. I don't think it was appropriate and I would like to be compensated.
859	12/30/2014	Caller: Returned from an overseas trip. She has an NOI and has a $65 bottle of wine missing. What can be done? She is also concerned because she still has 3 other pieces of luggage yet to go through. Advised Caller: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which your luggage was handled. To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant. She should wait until searching all of her bags before calling lost and found or filing a claim. She can call the lost and found for Washington-Dulles International 703-662-2234. The officer may have forgotten to place the bottle back into her luggage. Those items are catalogued and sent to lost and found.

ID	Date Added_Date Only	Contact Details
860	12/30/2014	Caller traveled internationally, TSA opened his bag and he is missing some things. He has a NOI in the bag. He is missing cash,$3000 from his checked luggage. He traveled out of an international airport with a connecting international flight into Washington, IAD then to Denver. He had a lock on his bag, and it was missing as well. Told caller He should always carry cash in his carry on bag. I explained to him, he can call the lost and found incase it was left out during screening. Washington-Dulles International 703-662-2234 They can file a claim. He could get a claim form from tsa.gov and download one for himself. I could mail, fax or email a claim from to them as well. He wanted one emailed to him. I am sending his complaint to the CSM so they can be aware this happened as well. Airport: Dulles Airline: United Flight number: UA1167 Date and time: 12-30-14 at 8:20 am Baggage claim number: (b)(6) Was there a NOI, was there anything on it: Yes, it had nothing extra on it Terminal or gate: Gate C4 Baggage Description: Black, soft sided, it had a wrap around it, a sticker with his name on it Items Damaged: He is missing $3000.00 from his check He was very concerned that filing a complaint may cause him problems, I assured him it would not but would let the CSM know this happened.
861	12/31/2014	To Whom It May Concern: After having lived overseas for few years, I was very disappointed to be greeted by a very rude TSA agent, when I arrived IAD the morning (around 7:30am) of Dec 7, 2014. I came in on the UA981 flight and the security check is after the immigration, going onto connecting flights. Unfortunately I didn't get the name of the agent — these agents have power to give you hassle, so why anger her? — she was a heavy-set Caucasian woman. When I asked her, while on line for security check, "Excuse me, is there a Pre-check Global Entry line?" The answer I got was a whole bunch of sarcasm rather than a simple, polite, straight answer. I was not the only passenger who did not appreciate the sour attitude. (b)(6)

ID	Date Added_Date Only	Contact Details
862	1/2/2015	Dear Sir, I recently flew from Washington Dulles to London Heathrow on BA 216 on Sunday, December 28th. While I completely understand the need of the TSA to search bags prior to flights to ensure the safety of all passengers, I was dismayed to find that my things where left in a complete disarray when repacked. Clothing was crumpled and wedged back into the pack (had been on hangars) and more distressingly, my son's christmas gifts, which had been carefully wrapped, were damaged as they had not been repacked in the same fashion. Again, I would reiterate that I understand the need for such searches, but would hope that greater care could be taken in the future. regards, (b)(6)
863	1/2/2015	To whom it may concern: I appreciate the perceived need to randomly check baggage after it has been checked in by the airline, but it seems that every time my bag is checked by TSA I find that something was broken. This time, I assume on the Frankfurt-Dulles leg of my return from Germany today, whoever opened my bag did not close it properly. As a result, the zipper handle was torn off. TSA personnel should be trained to close bags exactly as they are found. If the zipper of a roller-board is closed improperly it can become snagged in transit and break. That is what happened to my bag. I am annoyed with the lack of professionalism that this epitomizes. Sincerely, (b)(6) Hebrew Union College HYPERLINK "http://huc.edu/directory/reuven-firestone" \nFirestone faculty webpage Senior Fellow, Center for Religion & Civic Culture University of Southern California http://crcc.usc.edu/ 3077 University Ave. Los Angeles, CA 90007. HYPERLINK "http://www.oup.com/us/catalog/general/subject/ReligionTheology/Judaism/?view=usa&ci=9780199860302" \nHoly War in Judaism, now out and available

ID	Date Added_Date Only	Contact Details
864	1/2/2015	Dear Sir/Madam, My name is (b)(6) and we travelled from IAD to HYD on emirates flight EK232 which started at 10:10 a.m on Dec 31st at IAD. My checked-in baggage is locked with TSA approved lock. We lost an item which is a brand new unopened Apple iPad Air 2 16 GB. We have a notice in the bag says "it was inspected by Transportation Security Administration". We want claim the lost item. Please let me know if i need to provide any additional info. Thanks, (b)(6)
865	1/3/2015	Caller traveled from Ottawa, Canada to Dulles and onto Greeneville. His medical instruments were taken from the checked baggage. How can he get them back or how can he receive reimbursement? He had a NOI. No note on the NOI. 2 Round ended scapel handles are missing. 9-10 inches long. $100 value. Could he have a number for the claim? Advised: I offered a claim form which will be sent to the email address within 24 hours. I stated I would forward this information to the CSM for review. I explained TSA would not search the bag in Ottawa. We would have conducted the search in Dulles. TSA does not conduct searches in Canada. His bag may have to go through US Customs. Airport--Dulles Date Time--12 25 2014 06:30 pm Gate or Terminal--Gate A Bag tag # (10digit)-- Not Provided Bag Description—Grey cloth covered mobile handle suitcase. Airline—United Flight #-- NOt Provided. Form sent via email. 1751467

ID	Date Added_Date Only	Contact Details
866	1/3/2015	TSA Contact Center

People aren't born hating their government, but they start on the journey after experiencing the many minor insults ands and indignities that the government – local, state or federal – can heap upon decent law abiding citizens who mind their business, pay their taxes and go about their life in an attempt to achieve life, liberty and the pursuit of happiness.

I consider 911 to be the biggest failure of government in the history of this nation. The Federal government failed to protect the people it supposedly serves, resulting in a massive loss of life. Government then compounded the insult by restricting liberties and instituting "Security Theater" in an attempt to fool the citizenry about the incompetence of the federal government.

I cite by way of example of the minor insults experienced almost daily, my most recent experience in flying from IAD to LAX. I packed a large cocktail-table book in my luggage that had a dust wrapper about that was provided by the bookstore. TSA entered my luggage after it was checked with VirginAmerica, destroyed the dust wrapper and then went on to wrap it up with government tape (literally!) such that it was impossible to subsequently open the package without damaging the book cover. See enclosed photo.

Naturally nobody at TSA will be held responsible for the lack of judgment or the destruction of property. Good citizens continue to be harassed by these low level functionaries and I have no respect for this agency. It angers me every time I fly, when I watch them harass families with little kids, grope grandmothers and otherwise insult the people who pay their salaries.

TSA has started me on my journey to hating my government.

(b)(6)

cc: Rep. Chris VanHollen, 8th District, Maryland

(b)(6)

ID	Date Added_Date Only	Contact Details
867	1/3/2015	My understanding is that when luggage is opened to be checked, a slip of paper is to be placed I the bag indicating that this has happened. I have found these I the past. On Jan. 1, I flew on United 357 from Dulles to Seattle. When I opened my luggage at home, I discovered that my "lock" for the zipper, a safety pin, was missing and the zipper pull tab had broken off, shorter but workable. I take this as evidence that the luggage was opened for inspection, but there was no notice inside that this had occurred. Please clarify, and if I am correct in my assumption, make sure that the inspectors follow procedures. Thank you. (b)(6) Sent from my iPad

ID	Date Added_Date Only	Contact Details
868	1/4/2015	International Number: (b)(6) Caller flew from IAD to Guatemala via United. While unpacking she noticed that she is missing two MAC book pro chargers. She carried the computers in her carry on and checked the two chargers. She is 100 percent sure they were in the checked bag when she checked it in. She has a NOI, but when she opened the bag it was at the main back in the bottom like the bag had been rifled through after the NOI was placed in the bag. Airport: IAD Airline: United Flight Number: 1606 Description: This is an oversized black Eagle Creek duffel with wheels. Baggage Number: (b)(6) NOI: Yes, but there is nothing stamped or hand written. Gate: C27 Date and Time: 01 04 15 0845 Check In Time: Approximately 7:15 a.m. Advised caller: I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office processes these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim. She can get a printout of screenshot of the price from the Web and submit this with her claim forms. These can be submitted via postal mail, fax, or email. If she decides to submit via email, she can fill out the form on the computer, but would need to print it and actually sign it. Then scan it back in and email it over. They usually try to resolve claims within 3 weeks. It being just after Christmas they get a little busier, so it can take a little longer. I will also forward a copy of this information to the CSM to make them aware of this situation. I would recommend she call lost and found as well, so that if these were left out by mistake, she can get them returned to her. Provided 703-662-2234. Advised caller that generally the NOI would be on top, so if it was at the back on the bottom, I would recommend she call the airline as well because that almost suggests someone was inside the bag after it left TSA. Just call them to cover her bases. That way regardless of who is responsible it can be taken care of. http: www.tsa.gov traveler-information airport-lost-found-contacts Washington DC - Loudoun County Virginia Washington Dulles International Airport 703-662-2234

ID	Date Added_Date Only	Contact Details
869	1/5/2015	Caller traveled 01 04 15 from Washington Dulles at 10:00 pm on Iceland air flight #si644 and he packed a very expensive signed photo very carefully and it was all broken because tsa inspected his bag. He found a NOI inside the baggage he wants to file a claim for the damaged item and the possibility of his getting harm by the glass in the bag. He also wanted to know how long would it take to get the compensation. A claim form will be sent to you just follow the instructions on it. It can take up to 6 months for tsa to investigate but we do not have an specific time since we are not the CMB. You can use the form for any damaged to the property or you.
870	1/5/2015	Caller traveled to South Africa from Dulles on 12 18 14 flight # SA208 on South African Air. He had a set of golf clubs and none of the covers were placed back appropriately. All of his golf bag zippers were left open. There was an NOI inside and the TSA lock was broken. He do not want to file a claim he just wanted to make the airport aware of the poor job they are doing when inspecting the bags. Offered a claim form caller decline. Advised I would send the complaint to the CSM at the airport 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. Some locks break on the conveyor belt.
871	1/5/2015	Caller traveled on Jan 1st from IAD to London Heathrow. She said both her suitcases had TSA locks but the locks are missing off both bags. There was a NOI present. She flew on British Airways, flight # 292. TSA-recognized locks can be opened and relocked by TSOs without force and with little delay. TSA cannot, guarantee that such 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.

ID	Date Added_Date Only	Contact Details
872	1/5/2015	Dear sirs, I was hesitate for a while to write this email to you. I have a big suitcase inspected by your staff, afte that I found that I lost one pants for myself (GirDear Brand, valued 500RMB around,wore for several months) and one black shirt for my son (wore 2 months, valed 150RMB). Nothing new got lost.. wired? Please let us know what was going on there or whatever... More inform: From Washington Dulles to Beijing CA818 15 NOV E, on befalf of my son's name: (b)(6) Thanks in advance, (b)(6) ---------- (b)(6) ??? ???????? ??: (b)(6)

ID	Date Added_Date Only	Contact Details
873	1/6/2015	Caller flew last Saturday the 3rd from VA to Chicago to Omaha NB on Southwest. His bag was opened and he is missing gold jewelry, a tuxedo and movies. He said there was nothing in his bag that said TSA had opened them. He said he would like to file a claim anyway and report this because Southwest told him that they don t open bags but TSA does. He did file a claim with Southwest and has an incident number which is (b)(6) RESPONSE: If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. ADD: TSA will investigate this for you. RESPONSE: I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing items. Thank you for calling to let us know about the incident. ADD: They have up to 6 months to settle the claim. There are many other people that have access to and can open your bag. TSA has your bag a short period of time. When they finish the search, they give the bag back to the Airline. You can go to tsa.gov and search the claims process to find our more information. Date and Time of Flight: Jan 3, 2015 Departed at: 6:35 a.m. Gate or Terminal: Not Available Bag Description: Black, small size, 2 wheels, soft sided, Red ribbon Written on the NOI: NO NOI Bag Claim Number: Not Available Airline: Southwest Flight Number: 4222 Airport: Dulles Email: (b)(6)

ID	Date Added_Date Only	Contact Details
874	1/6/2015	Caller has a NOI in her bag that has had a Costume Jewelry necklace (valued at $20.00) removed. It was in a box that was in another box. When the Lock was opened, it was zippered in reverse, leaving bag unlocked. She was more upset by the principal of the event than the true value of the item. She is in (b)(6) and her number is (b)(6) (b)(6) SA208 is the flight number for the South African Airlines Dulles gate # not available NOI no writing or stamp on the notice Bag tag # (b)(6) Jewelry is a gold necklace with gold insects and gold iridescent stones. Advised caller Washington DC - Loudoun County Virginia Washington Dulles International Airport 703-662-2234 http: www.tsa.gov traveler-information airport-lost-found-contacts#43 TSOs receive training in the procedures to properly inspect checked baggage. TSOs are required to exercise great care during the screening process and to return a passenger's belongings to the same condition they were found. We regret that you were unsatisfied with the manner in which your checked baggage was handled. Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. The NOI also contains instructions on what to do if the passenger has a complaint. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

ID	Date Added_Date Only	Contact Details
875	1/6/2015	Caller flew from Dubai to Washington and on to Toronto last week. When she arrived she found a NOI and note from TSA about the lock needing to be cut off. The issue is that she is missing 3 Selfie Sticks from the bag valued at $100.00 each. She asked the likelihood of getting paid so she can buy more selfie sticks for her kids who were very disappointed when she only had empty boxes in her bag instead of their gifts. RESPONSE: Told her I am very sorry her items are missing. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours via email. Since the complaint concerns security screening at a specific airport, we will forward a copy of this complaint to the Customer Service Manager (CSM) at that location. I would not want to speculate about the claim but you can follow the instructions and our Claims Management Branch makes the decisions. CSM Referral Information: Airport: IAD Airline: United Flight #: 5093 Date: 12-28-14 Departure time: 8:05 AM Baggage tag #: (b)(6) (She said the airline only tagged it one time in Dubai and she did pick up the bag at Dulles and put it on a conveyor at IAD and the lock was intact at that point) Description of baggage: A Hayes brand dark pink hardshell bag. Was there a NOI?: Yes Any Information on the NOI?: NO Specific location - Terminal or Gate: Gate D-2 Phone #: (Cell if possible): (b)(6) Email (b)(6)

ID	Date Added_Date Only	Contact Details
876	1/6/2015	Caller flew from Washington Dulles to St. Louis on Sunday and she had a NOI in her checked bag. She realized this morning she is missing a bag of one dollar coins and quarters worth about $50.00 total. She confirmed the bag flew unlocked. Caller asked if she should also call her airline. RESPONSE: Told her no matter what happened I am sorry her coins are missing. We do tell travelers to keep valuables in their carry on . The NOI does not mean TSA removed anything from your bag and we only have it a short time before it is released to your airline. However, to file a claim, you should fill out the Standard Form 95 (claim form) I will order via email. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. You can call your airline but the my just refer you back to TSA. Again, they have the bags longer than TSA and it did fly unlocked.

ID	Date Added_Date Only	Contact Details
877	1/7/2015	Caller: Has an NOI in her checked luggage. She had a Christmas gift get broken and replaced in a non-secure area, causing it to break. Glass is everywhere in the luggage and the picture is ruined due to being scratched. She had some bath powders in a ziploc bag that were opened and not sealed back. She was screened over 4 times in her wheelchair and just felt completely insulted. The officers were not nice at the checkpoint. Advised Caller: She can always ask for a private screening. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which your luggage was handled. To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage. To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court. You can also access claim forms online at TSA's Claims Management Branch Web site at http: www.tsa.gov traveler-information claims-management-branch. She can stay in her wheelchair for screening.

ID	Date Added_Date Only	Contact Details
878	1/7/2015	The caller stated she took a recent trip. The caller stated tsa jammed her handle on her suitcase and she can t get it open. The caller stated she spoke to the airline and they told her it was tsa they could tell because of the handle being broke. The caller is very upset because I can t provide her with any more information. The caller spoke with a supervisor at the airline and wasn t provided with any information other than they were not responsible. I advised I told the caller without a NOI there is no indication that TSA even touched the bag. I told the caller the airline is responsible for transporting passengers luggage to the belly of the plane. I told the caller she could file a claim online if she would like. I told the caller I was sorry that the airline couldn t help her and referred her to tsa but this was something she would need to speak to them further about. The caller wasn t accepting anything I had to say and was becoming more upset the longer the call lasted. When I realized she was not calming down I told her I would place her on hold to get my supervisor on the phone. She did not request a supervisor however I wasn t able to calm her or barely speak. (b)(6) took this call for me. Escalation Notes: (b)(6) The callers says that the handle on her suitcase was broken and that the airline wont pay for it. They told her to call TSA they dont get in bags. There was no NOI in the bag. I told the caller without a NOI in the bag there is no indication that we even touched the bag. I also advised her that I couldnt think of any reason at all that one of our security people would damage a handle on a suitcase. I told the caller to contact the airline back and tell them we were not in the bag. She flew out of IAD on Southwest, I gave her the number to the ACPD 202-366-2220

ID	Date Added_Date Only	Contact Details
879	1/7/2015	I am a crew member based at Dulles Airport. This past week, I used the KCM checkpoint, while in uniform, and was asked by an agent if I was reporting to work because he saw that I took my daughter, who was travelling with me, through the employee security. I was indeed working, but was under the impression that as long as I was in uniform, I was allowed entry through KCM. Is this not the case? Two days later, I had to again use employee security after a trip I worked. I was travelling with my daughter still. This time I was not working a trip (just commuting) so decided to use the employee security at Baggage Claim 8 in IAD, since there seemed to an issue with KCM two days earlier. I was in complete uniform with my badge showing. The tsa officer asked me if I was reporting to work. I said no. I put my bags through the scanner and they confiscated SOME of my liquids. (The articles that I had earlier cleared at KCM in the midfield security.) Again, I was under the impression that a uniformed crew member was exempt from the liquids rule. Since I have the utmost respect for TSA officers, I did not want to press the issue, but I would like clarification. I go through security and KCM quite a bit through many many airports, while commuting, working, etc and have never ever been asked if I was working or pass riding and I have NEVER had my liquids confiscated while I was in my uniform. If this is a situation only in IAD, why? No other station that I know of, bothers crew members. Please advise. Kindly, (b)(6)

ID	Date Added_Date Only	Contact Details
880	1/7/2015	Caller wanted to complain about the duty free shops and telling people they can take those items. Her flight was on the 1st from Paris to IAD and then SMF. The issue was that she had bought perfume in Paris that was in a sealed bag, which met the duty free requirements. When she arrived at IAD an agent took her item and said she would not be able to bring it. He did look at the item and tore off the wrapping, but said the container was opaque and could not be scanned. He did not ask for a receipt. So the item was not allowed to be taken. This particular item was Chanel lotion. This occurred January 1, 2015 at about 2 pm Terminal D-30 Airline: United Flight: 291 Advised caller: As of January 31, 2014, passengers arriving in the United States from international travel are no longer required to place duty-free liquids, aerosols, and gels exceeding 3.4 ounces (100 mL) into their checked baggage before boarding a connecting flight, provided the items were purchased in duty-free shops and the retailer placed them in secure, tamper-evident bags (STEBs). Duty-free and other liquids, aerosols, and gels purchased during travel that are not in sealed STEBs must still be placed in checked baggage. It is important to note, that even if an item is not on the prohibited items list, Transportation Security Officers (TSOs) have the discretion to prohibit any item through the screening checkpoint or onboard an aircraft if they believe it poses a security threat. TSOs make the final decision on whether certain items are permitted into the secured areas of the airport. However, when still send the complaint to the CSM and send claims forms.
881	1/7/2015	I found a flyer in my luggage (as I frequently do). The bag was checked on Austrian Air flight OS 94 from Washington Dulles to Vienna, departing on 5 January. Unfortunately the detachable air-flow guide is missing from my red Bosch hair dryer. It was packed towards the top and is easily detachable. So I suspect it fell out un-noticed. But I am hoping that it was noticed later -- and not just stuck in some other bag. Since the hair dryer is not terribly effective without it, I would appreciate it being returned as soon as possible. Thank you. (b)(6)

ID	Date Added_Date Only	Contact Details
882	1/7/2015	Feedback Type : Complaint Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 1/7/2015 7:03:23 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 01/06/2015 8:00 AM Airline & Flight Number : Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : I had wrapped Christmas presents (a book and a box of drink tags) wrapped up to give to my dad when I landed in Phoenix, Arizona. TSA felt the need to unwrap them, and damage the box. Very unprofessional. I'm sure that if your x-ray scanners can see through my bag, they can see through some paper. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
883	1/8/2015	He traveled from Beijing to IAD to IAH (1 7) from IAH to San Jose CA on 1 8. He indicated that boxed items were opened as well as boxed gift sets. They can no longer be presented as gifts. NOI was present with nothing indicated. He feels that the action was unecessary and rude. He would like to be contacted by the CSM. He would ike an apology. An orange label indicated IAD and TSA on his luggage tag. United flight UA1208 from IAD departing at 9:59pm on 1 7, arriving to IAH at 12:20am. He didn t claim his baggage. United flight UA 1654 from IAH departing at 9:20am on 1 8. Baggage Claim # (b)(6) The suitcase is a regular black suitcase. Cloth I apologized. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention. The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. I advised that I would refer the information to the CSM at IAD to make them aware. They would have the means to look into and address this. (I first advised that I would send to the CSM at IAH as well, however the caller explained that he did not claim his baggage at IAH). I explained that the bag would have been screned by TSA at IAD before proceeding to IAH.

ID	Date Added_Date Only	Contact Details
884	1/8/2015	Hi I travelled from Dulles Airport, Washington to Dublin, Ireland on Sunday January 4th on flight UA126 and my baggage was inspected. Notice of this was placed in my suitcase. The notice states that the contents were returned to my bag. This is not so in this instance as a large bottle of perfume was not returned. This perfume cost me 61 euro (roughly 70 dollars) and was clearly branded Hypnose by a well known cosmetic company i.e. Lancome. Incidently, I also had a jar of honey from North Carolina of roughly equal quantity in my suitcase and this was returned to my bag. I would welcome an explanations to why the perfume was retained and not the honey Regards (b)(6)

ID	Date Added_Date Only	Contact Details
885	1/9/2015	Caller asked if TSA searches a bag if they will put a note in the bag. Caller stated that she recently traveled with her mother and her scissors were removed from the checked luggage. Caller stated that the scissors were longer than 4 inches and may have been removed because of that. Caller stated that there was no NOI in the bag. Caller stated that she would like to make a complaint because she doesn t feel that airline baggage handlers would have taken them. Caller stated that she thinks TSA forgot to put a note. Airport: IAD Airline: SW Flight Number: 1174 Date Time: 1 4 14 departed 6:00pm Baggage Tag Number: (b)(6) Description of Baggage: Red, American Tourister Bag, handle and 2 wheels Missing Item: Scissors NOI: No Terminal Gate: B 50 Terminal 1 Email Address: (b)(6) Resolution: Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. I advised the caller that there is no restriction for the scissor size in checked baggage and it is only for carry-on. I advised the caller that I will forward this information to the CSM at IAD for review.

ID	Date Added_Date Only	Contact Details
886	1/9/2015	Caller flew yesterday from Nigeria to IAD to Charlottesville. She was checking the bag with the airline. One of her pieces of bags was missing, and she just received it. There is TSA tape around the bag and a NOI. Advised, Airline: United Airport: IAD Flight Number: 4839 Date and Time: Jan 8, 9:58 departure, landed at IAD around 8 PM Baggage Tag Number: [redacted] (b)(6) Description of Luggage: dark brown, bright shade of orange trim, 4 wheels on bottom, Lucas is the brand, nametag has purple print, also a Lucas tag NOI: Yes Anything on NOI: Nothing Email: (b)(6) I advised I would send the complaint to the CSM. I also advised I would send the claim forms to their email.

ID	Date Added_Date Only	Contact Details
887	1/9/2015	Dear Sir or Madam My husband, mother, my 6-month old son and I traveled from Washington Dulles airport to London Heathrow via Reykjavik Airport on December 11th 2014 (please see flight confirmation information below). My son's stroller was packed in protective casing which was specifically bought for the purpose of transporting the stroller on an aeroplane. The baggage was clearly marked with a pram (stroller) symbol on it but, in spite of the clear marking, the TSA decided to inspect it. When we arrived at Heathrow airport to pick up our luggage, the stroller was literally hanging out of its protective bag and one of the luggage straps we had used to secure the bag was missing. Inside we found a TSA Notice of Baggage Inspection. The stroller had been badly damaged as a result of not having any protection around it. I have attached various photos which we took at the time to show the way that the stroller had been repacked by the TSA and the resulting damage that occurred. You will see from these photos that the stroller had not been re-packed at all in its bag as the protective orange bag is supposed to completely cover the stroller and the stroller itself was literally held in by one luggage strap (the other having gone missing). Unfortunately, this is not the first time that we have experienced very poor handling of our luggage by the TSA following an inspection. We have no problem whatsoever in having our baggage inspected. What we really object to is the fact that every time the TSA has inspected our baggage, they NEVER repack the bag or luggage properly resulting in damage to our property. On this occasion, the purpose-bought bag to carry the stroller had not even been refastened so it is not at all surprising that the stroller suffered a great deal of scrapes and chips and damage to the stroller frame. We will now have to have the stroller frame replaced at some considerable cost as a result of this damage. This is particularly upsetting as the stroller was a gift from my mother to my son on the occasion of his birth. These strollers cost over $1000 and this particular stroller was almost brand new. I would like to submit a claim for compensation for the damage to my property. Please can you advise what I need to do. Yours faithfully (b)(6) (b)(6) Begin forwarded message: Date: 19 November 2014 23:49:24 GMT From: Orbitz <HYPERLINK "mailto:travelercare@orbitz.com"travelercare@orbitz.com>

To: HYPERLINK "mailto:r(b)(6)

Subject: Flight Confirmation | London Thu, Dec 11, 2014

HYPERLINK "http://www.tnetnoc.com/static/28.122/image/pos/orb/en-us/logo-email-fluid.png"Orbitz
Flight Confirmation

This is your flight confirmation for London Thu, Dec 11, 2014. Please note the important locator codes.

You can always view your itinerary online for the most up-to-date information by visiting HYPERLINK "http://www.orbitz.com/trips/current?oe_id=TRAVEL_DOCUMENT&WT.dcsvid=59594001&WT.mc_ev=emailclick&strf=Ops-Email&WT.tsrc=Ops&uuid=758B66FBCB9DDE3A527A4CE314DA0F45BE16881B&oe_emailid=2318271881&locale=en_US" \nMy Trips.
Orbitz booking number:

PBORB-160-098-1954
Icelandair Record locator:

6PL93D
http://www.tnetnoc.com/static/28.122/image/brand/orb/email-air.jpgYOUR FLIGHT
Outbound
Depart 7:45 PM Thu, Dec 11
Washington DC, District of Columbia
Dulles Airport (IAD)
Stop 1Reykjavik
Keflavik Int'l airport (KEF)
HYPERLINK "http://www.tnetnoc.com/siteImages/GLOBAL/logos/air/airline/FI-2.gif"airline logoIcelandair 644 Boeing 757

2,800 mi 5hr 45min
Change planes. Time between flights: 2hr 0min

Depart 8:30 AM Fri, Dec 12
Reykjavik
Keflavik Int'l airport (KEF)
Arrive 11:30 AM London
Heathrow Airport (LHR)
HYPERLINK "http://www.tnetnoc.com/siteImages/GLOBAL/logos/air/airline/FI-2.gif"airline logoIcelandair 450 Boeing 757

1,178 mi 3hr 0min

This is an overnight flight, which will arrive one (1) day later.
Security update: Airports and airlines now require that you obtain a boarding pass before entering the security checkpoint. Review the latest airport security rules.

ID	Date Added_Date Only	Contact Details
		"https://faq.orbitz.com/"Contact us here This booking is subject to our HYPERLINK "http://www.orbitz.com/info/page?oe_id=TRAVEL_DOCUMENT&WT.dcsvid=59594001&WT.mc_ev=emailclick&strf=Ops-Email&WT.tsrc=Ops&uuid=758B66FBCB9DDE3A527A4CE314DA0F45BE16881B&oe_emailid=2318271881&locale=en_US&id=PrivacyPolicy"Privacy Policy and our HYPERLINK "http://www.orbitz.com/info/page?oe_id=TRAVEL_DOCUMENT&WT.dcsvid=59594001&WT.mc_ev=emailclick&strf=Ops-Email&WT.tsrc=Ops&uuid=758B66FBCB9DDE3A527A4CE314DA0F45BE16881B&oe_emailid=2318271881&locale=en_US&id=TermsAndConditions"Terms and Conditions. Again, thank you for choosing Orbitz. Enjoy your trip! Orbitz 500 W. Madison St. Suite 1000 Chicago, IL 60661 http://statse.webtrendslive.com/dcsquj8po00000oiyxvlegz9m_4o5g/njs.gif?dcssip=.orbitz.com&dcsuri=/emailpreview.asp&DCSext.mc_pa=ORB&WT.ti=OperationalEmail&WT.mc_ev=emailopen&WT.dcsvid=59594001&WT.js=No&DCSext.oe_id=TRAVEL_DOCUMENT&oe_emailid=2318271881
888	1/9/2015	On January 7, 2015 I returned to DFW on American Airlines flight 1387. I checked a suitcase and a cardboard box. TSA searched the box starting at the bottom of the box. Among the contents in the box was a white jacket and two1 pound bags of Starbucks coffee. The bags of coffee were opened by TSA and not re closed the way they found them. As a result coffee came out of the bags spreading coffee grounds throughout the box. Grounds settled on the white jacket (which was a Christmas gift and never worn) causing a dark mark on the white jacket that wouldn't brush out. It will be necessary for me to take the jacket to the cleaners before I am able to wear it. I would like to suggest that agents responsible for searching bags at IAD be trained to return merchandise to passengers bags the way they found them. I have a Nexus pass and am considered a trusted traveller. Sincerely, (b)(6) PS. I am a former (b)(6) (b)(6) Sent from my iPad

ID	Date Added_Date Only	Contact Details
889	1/11/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 1/11/2015 8:25:33 AM ---------- Name: (b)(6) Email: (b)(6) Complaints:Inconsistent Screening (Different Practices between Airports) Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines 1/11/2015 IAD to DFW @9:01 AM. Original floor get from Tucson 1/9/2015 @ 2:53 PM. Comments:Departing IAD 1/11/2015 at 7:30 AM, returning to Tucson, AZ after departing Tucson on 1/9/2015. We were given the O.K. (in Tucson) to bring hair conditioner, face scrub, and toothpaste in our carry-on bag. The agent sited that they were not full and therefore were ok to proceed to the gate. On our return from Dulles, the rude TSA agent claimed the items were "full?" How can one person say they were allowable amounts and then the next airport says they were full. Did the bottles refill over two days of usage? I don't think so.... Someone needs to make the determination by scientific measurement and be consistent, not subjective eyeballing the contents. If items are X-rayed...don't tell me the x-Ray was able to determine that the amount was over the limit. Where is the specificity in that?

ID	Date Added_Date Only	Contact Details
890	1/11/2015	Dear Sir/Madam, I am writing with regard to a problem involving my suitcase. The flight details are: Flight TK0008 to Istambul Ataturk airport 01/07/15 at 23:30 Case information: (b)(6) My suitcase underwent a routine check at Dulles airport. I perfectly understand that routine checks are normal and maybe there was a good reason to check my case. I also appreciate that it's for my own safety that these checks are carried out. What I don't understand is the complete lack of respect shown for my personal property. I had put a small lock on the zip with the idea that by locking it no one would be able to put anything in my suitcase. I understand that to check my suitcase the lock would have to be broken but I do not understand why the zip had to be broken too. (See photo) The suitcase shell has also been cracked (see photo) and due to the lack of consideration in opening the case I feel that the same lack of consideration may have been shown in closing it. Inside the case I received a note, basically a disclaimer saying that they don't accept any responsibility for damage done to the lock which is logical but in this case my luggage is damaged, not only the lock. I hope that you can provide some form of recompense for the damage caused to my case. Thank you Regards (b)(6)

ID	Date Added_Date Only	Contact Details
891	1/11/2015	Sir, I was traveling from IAD to Frankfurt byFlight # L:H 419 on he 7th evening, on my way to India. On arriving home, I found that one of my checked in luggages was opened by you. I have no problem with that. The problem is that there were two mobile phones in it and they are missing. My only concern is that they do not fall into undesirable persons and not misused. (Cell Phones). This is just for your information and to make sure that I am not in anyway responsible for its misuse. Thanking you, Yours sincerely, (b)(6)
892	1/11/2015	Traveling from IAD on 1/11/15 there was only east check point open. It took over 30 mins to get through TSA. This is unacceptable. There needs to be staffing to open more than 2 scanners at IAD. This is why no one wants to travel to this airport. Horrible. (b)(6) Sent from my iPhone

ID	Date Added_Date Only	Contact Details
893	1/12/2015	Caller is questioning why she was flagged on a trip to the Dominican Republic and back. Caller stated that she was patted down and her hands were swabbed. Caller stated that she has a KTN and recieved TSA PreCheck for the departure and still encountered this. Caller stated that in the Dominican Republic she was only switching planes and never left the airport there and went through their additional screening. I advised the caller stated that when returning going through Dulles she was patted down and went through additional screening. Caller asked why she should have TSA PreCheck if it does not help her. Caller asked if she was flagged for it. Resolution: TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. I advised the caller that I can t speak for the security screening she endured internationally, but only for TSA. I advised the caller that it may just be the random selection and she may not encounter this again as it was only for this one trip. I advised the caller that with TSA PreCheck she will still receive the expedited screening, but TSA will always incorporate random and unpredictable security measures. I advised the caller that I would not be able to confirm or deny if she is on a watch list. I advised the caller that I could give her information about what she could possibly do if she beleives she is on a watch list, or if the additional screening is an on-going issue. I advised the caller that with the one trip it may be random selection for additional screening and she may not encounter it again.

ID	Date Added_Date Only	Contact Details
894	1/12/2015	Dear Sir/Madam, Last time when we a flew through Washington Dulles (IAD) with United Airlines (on september 11, 2014) I noticed there was No TSA Pré-Check possibe according to the officer I spoke with. My question now is, has this been changed in the mean while or is this still the same… So no TSA Pré-Check Because if it still is not, we probably will choose for a stop on Houston (IAH) or so, since we have Global entry as well it's is alot less hassle with TSA Pré-Check. Thanks in advance, Best Regards, (b)(6) _____ Tel: (b)(6) Celll: E-mail: HYPERLINK "mailto:(b)(6) P Please consider the environment before printing this mail note.

ID	Date Added_Date Only	Contact Details
895	1/13/2015	On October 1, 2014, I was on flight LH 902 / UA 8856 which continued to UA 900 From London to San Francisco. Due to a delay I was rerouted onto UA 919 London to Washington Dulles. and then UA 644 Washington TO San Francisco. Of the two checks bags one did not arrive- (b)(6). It was delivered to my home the next day. Upon opening the bag it became clear that TSA opened the bag and not only did not repack the belonging properly causing damage to one item but removed one toy train locomotive. I made a claim with United and after some delay was told that this damage and loss was caused by TSA. The bag had a TSA inspection card left behind and had the TSA tape around the baggage, I had a number of collectable toy trains in the bag and it was apparent that TSA opened each box and failed to properly repack the items. This caused the damage. On top of this TSA removed or stole one item. I am now claiming the damage with TSA. Each item was approx. 350 Euros with a total value of 700 Euros or 1010$. Exchange at 1.3 Euro/ $. Please let me know which paperwork you need to fulfill this claim I am a Million mile flyer with UA and current Platinum member. I understand the need for inspections and that it helps in our security. However it is not right that your agents damage or steal items out of the luggage. In my hundreds of flights there have only been a few bad incidents with TSA- and two times these were in Houston, during International flights. This was also international and after several previous security inspections- Frankfurt, London and finally Washington, I do not understand why the agents had to remove and damage my items. Sincerely, (b)(6)
896	1/13/2015	My name is (b)(6) and I got a notice that my luggage was inspected. When I arrived I noticed that one of my Ferragamo shoe and my bottle of yamazaki 18 was missing. I would like to know where I can pick these up or get replacements. Flight info Flight BA216 From Washington Dulles (IAD) 06:30pm - Dec 23, Tue To London Heathrow (LHR) Thank you (b)(6)

ID	Date Added_Date Only	Contact Details
897	1/14/2015	Caller flew on Frontier and paid an extra fee to take his Golf Clubs. He is missing a $40 feather pillow which was wrapped around the golf clubs. He is upset. He had just purchased the pillow. The clubs were out of order and in dissaray. The pillow was to secure the golf clubs and He had arranged them in a certain order. He deserves more respect than to have his items discarded and repacked in such a different way than they were packed. NOI. NO note on it. He flew from Dulles to Mccarran on Flight 1327 with Frontier. He arrived 2 hours before the flight. Advised: I apologized the items were in disarray. I offered a claim form for possible reimbursement for the items. I stated the claim form will be sent to his email address within 24 hours. I offered to give him the lost and found information and he declined. Form sent via email.
898	1/14/2015	Hi, My name is (b)(6) and my suitcase was damaged by the TSA. Apologies if this is not the right email to use for such a matter but it was the only email listed on the flier in my luggage. I had purchased brand new luggage and a TSA luggage lock for my flight to DXB on December 30th. The flight originated in MEX > IAD > DXB. At some point in the journey my luggage was searched by TSA and the zipper handle which held a TSA lock was cut. This was brand new luggage and now it is useable because now I cannot apply a lock nor open the bag as it is intended. I have all of my information of my flight and photos of the damage and the luggage tag. I did not want to attach that here in case it would cause the email to be blocked. Again - this was a TSA lock. The TSA should not have to damage the suitcase to remove a lock when the lock is a TSA lock. I need to lodge a formal complaint as I am seeking damages for the destruction my property which is now not usable. Could you please inform me as to the proper channels for this process? Thank you, (b)(6) HYPERLINK "mailto:(b)(6)

ID	Date Added_Date Only	Contact Details
899	1/15/2015	REASON for the call: Caller flew from Abu Dhabi to Washington to Toronto and there was an NOI in his bag and they had to break the lock on the suitcase and it was a very expensive suitcase and they can t use it anymore. The suitcase had been missing three days and just now got it. Date Time: January 13 2015, 730 am Gate Terminal: C18 Airport: Dulles Airline: United Flight #: 4314 Bag tag # 10 digit: (b)(6) Missing Damaged item description: Suitcase has damaged internal locks. NOI: Yes RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at Dulles for them to investigate the matter. Sent a claim form to the caller s email address to file a claim against TSA. Bag Description: red color, plastic, two wheels and a pullout handle, Samsonite Special Notes: N A
900	1/16/2015	Callers bag was inspected by TSA. He was traveling for a golf tournament. His bag never arrived from Dulles. The airline said that TSA took the bag. He wanted to know where his bag is. Response: Once TSA has screened and cleared a passenger's checked baggage the air carrier is responsible for transporting it to its final destination. TSA has no jurisdiction over lost or rerouted checked baggage. We encourage you to contact your airline for their policies on lost baggage, or to file a complaint with the customer relations office of the airline. He can call the CSM Phone: 703-662-2222

ID	Date Added_Date Only	Contact Details
901	1/18/2015	REASON for the call: Caller had receipts in her checked luggage that are now missing. Caller is worried because they have her address on them and her credit card numbers on them. Date Time: 01-18-15 at 6:00 AM Gate Terminal: Gate Z9 Airport: IAD Airline: Frontier Airlines Flight #: 1348 Bag tag # (10digit) (b)(6) Bag Description: Black suitcase that is Calvin Klein. Had a sticker on the back (b)(6) Caller had a yellow, white and purple bootie that was knitted. Missing Damaged item description: Caller is missing a lot of receipts. NOI: Yes RESOLUTION to the caller's issue: Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and identify areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Special Notes: (b)(6)
902	1/18/2015	To Whom It May Concern, On January 17, 2015 I travelled from Dulles International Airport to Tucson Airport via US Airways. When I arrived home, I opened my checked bag and found that it had been searched by TSA while in transit. When I opened my laptop case, I found that it had been open and apparently taken out of the case. When it was returned to the case it was not put back in correctly, which caused damage to the computer. Attached are photos showing the damage to my iBook's power port and LAN port as well as the underlying case of the computer. Also attached are a copy of the baggage tag and TSA notice of inspection. I need to file a tort claim in order to be reimbursed for the cost to repair or replace the damaged computer to its condition pre-baggage inspection. Please contact me (preferably via email) with how to do so. I will also be contacting my Congressional Representative in order to have her office follow up with you. (b)(6)

ID	Date Added_Date Only	Contact Details
903	1/19/2015	She flew from IAD to ATL to JAX. REASON for the call:Apple butter was no rewrapped in the bubble wrap that it was in and broke and spilled into her bag. She indicated that a bottle of wine and other container was still in the bubble wrap and not broken. Date Time:1 18 14 5 46pm Gate Terminal: B76 Airport: IAD Airline:Delta Flight #:DL2603 Bag tag # (b)(6) Bag Description: Her bag is an Orange Hawaiian print extra large duffle bag. Missing Damaged item description: glass jar of apple butter NOI: Yes, with nothing indicated. RESOLUTION to the caller's issue: The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. I apologized and advised that I had documented her complaint. TSO are trained to exercise great care when they inspect a bag to ensure that items are returned in the same condition as they were found. I advised that I would refer the information to the CSM at IAD to make them aware. They would have the means to look and address.
904	1/20/2015	REASON for the call: Caller states she flew from Washington yesterday and had two bags that were wrapped in plastic bags. Caller states she found a NOI inside her baggage and states when they cut the plastic from her bag they cut her bags too and asking who does she need to talk to about this. Airport: Washington Dulles Airline: United Flight #: 5806 Date Time: 01-19-2015 8:00 pm Bag tag # (10digit: (b)(6) Bag Description: Red suitcase with 4 wheels Missing Damaged item description: Cut suitcase NOI: Yes Anything on NOI: No Gate Terminal: Gate C18 RESOLUTION to the caller's issue: Informed caller that I would email her a claim form and cover sheet and forward this information to the CSM at Dulles for her. Special Notes: NA

ID	Date Added_Date Only	Contact Details
905	1/21/2015	Dear all as did not received any answer from 12 days until this moment. I am writing again the original text translated in english (I am not native in that language). I hope to hear you soon! Sincerely! (b)(6)
		Dear all. First of all I apologize for being writing on my native language, but I think most unique because the issue at hand and I'm sure that the USA intelligence system has to better reflect what I have to report. It turns out that travel to the USA for over twenty years and most of the times as large aircraft Commander which translates into complete confidence in me. However in my last passes through the USA my checked bags were then opened and damaged and all occasions there was the intervention of the TSA registered in their "tags" and more precisely in last with a brochure entitled "Notice of Baggage Inspection" respectively on 01/02/2015 going to China flights (b)(6) and returning on 08/01/2015 (dd / mm / yy) (b)(6). In the first case I got Beijin with the closing of the destroyed suitcase and missing the TSA lock , but I did not miss anything beyond the lock and got back GRU with the closing of the case and violated the TSA lock also hanging and get my residence I perceived lack of one of my most expensive ties of pure silk. Causing me complete embarrassment. Simply by the fact that use the locks TSA because they were not open rather than destroy the locks? And especially by subtracting the tie, and endanger my person (because if someone subtracted something from the bag, can also place) . Ask steps and hopefully answer to this email as soon as possible. I say farewell with deep respect to the people and government of the USA. Yours Truly! (b)(6) (b)(6)
		Em 9 de janeiro de 2015 17:29, aloisio palma <HYPERLINK "mailto: (b)(6)
		Prezados Srs. Primeiramente desculpas por eu estar escrevendo em minha lingua pátria, mas considero mais original devido o assunto em pauta e tenho certeza que o sistema de inteligência dos USA tem com traduzir melhor o que tenho à relatar. Ocorre que viajo para os USA há mais de vinte anos e na maioria das vezes como Comandante de aeronaves de grande porte o que traduz total confiança na minha pessoa. No entanto nas minhas ultimas passagens pelos USA minhas bagagens despachadas foram seguidamente abertas e danificadas e em todas ocasiões houve a intervenção do TSA registrada nos respectivos "tags" e mais precisamente na ultima com um folheto intitulado "Notice of Baggage Inspection", respectivamente no dia 02/01/2015 indo para a China voos (b)(6) e voltando no dia 08/01/2015 (dd/mm/yy) (b)(6) No primeiro caso cheguei em Beijin com o fecho da mala destruído e faltando o cadeado TSA, mas não senti falta de nada além do cadeado e na volta cheguei em GRU com o fecho da mala violado e o cadeado também TSA pendurado e ao chegar em minha residência dei falta de uma de minhas gravatas mais caras de seda pura. Causando-me total constrangimento. Simplesmente pelo fato de que se uso os cadeados da TSA porque eles não foram abertos ao invés de destruírem os fechos?E principalmente pela subtração da gravata, além de colocar em risco minha pessoa(porque se alguém subtraiu algo da mala, também pode colocar).

ID	Date Added_Date Only	Contact Details
		Solicito providências e espero resposta para este email o mais rápido possível. Despeço-me com profundo respeito ao povo e governo dos USA. Sinceramente! (b)(6) (b)(6))
906	1/21/2015	Dear TSA, I had two lunch boxes prepared by my hotel that had cut up fruit, vegetables and sandwiches. I was told that they had to be destroyed; so, I asked to eat them and received the go ahead and was asked if I wanted the containers. The food was very good but what they called a carrot was a piece of papaya and I asked that they correct it. I finished the first box in a couple of minutes and noted that a few watermelon seeds were in the container and asked if they had to be destroyed and the answer was yes so I told them that I had eaten them and asked for my other container and a Ms. Hill yanked the container and told me to get out. I reminded her that I was told that I could have the containers. I asked to see a supervisor and she was irate and tried to push my suit case off the counter on the floor. I asked her not to push it. It was heavy--could have broken my foot. She again told me to get out. I reminded her that when I came in a man told me that someone would help me to bend the wire on the luggage so that I could pull it. She snapped that I should go to United Airlines and asked me to get out. I had to leave because she was hostile and appeared dangerous. I thought that was a simple request because the lady who was cutting the fruit probably had something that she could have let me use. The United Air Lines lady fixed it in a second. Initially I had orange juice in the boxes and the very courteous employee in Bangkok let me drink while my friends waited for me. Also, he let me drink some water that I had forgotten about. I do not think that a lunch was going to bring diseases, etc. in the land and that if you let me eat one, why not two. She snatched the sandwich box from me and the chopping lady threw my other box and food into the trash. This was quite painful--seeing my lunch go to waste. Wasting food is a sin and there was no excuse for taking my beautiful sandwich boxes. This was so disrespectful and mean--perhaps because I ate the watermelon seeds (in vain--did not get my box) and ask that the notes reflect papaya instead of carrots. Sincerely, (b)(6)

ID	Date Added_Date Only	Contact Details
907	1/21/2015	Caller is having problems with PreCheck and has a KTN. He has hip replacements on both sides. NGA is how he signed up; he checked with United to confirm everything matches. NGA is National Geospacial Intelligence Agency; and other people in that agency are getting PreCheck based on this organization. Other Populations 1. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? IAD, United 2. Have you received TSA Pre?™ in the past? No 3. Do you know your individually-assigned Known Traveler Number (KTN)? (b)(6) a. If you are eligible for TSA Pre?™ as a member of a TSA Pre?™-identified population, your KTN should have been provided to you by your agency or employer. [**See page 11 for further guidance on KTNs] 4. When making a reservation, have you confirmed that your information is correct and matches what you have on file with your employer? Yes 5. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system, such as FedTraveler or Concur? No 6. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Airline website 7. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No You are currently outside the 72 hour window for escalations. You can call us back and we can assist further.

ID	Date Added_Date Only	Contact Details
908	1/21/2015	Hi, I traveled on December 13 from Washington/IAD to Dubai DXB. I took the flight Emirates 232 at 10.10a.m. I had a luggage which I intended to carry with me on the plane but when the agent at the counter proposed me to send it free with all my luggage, I agreed. I knew that it would be inspected and I did not have any objection. Obviously, when I reached my destination (MRU), I noticed that the luggage was inspected and it had a tag and a nice notification from the TSA. But at my surprise, my kit for taking my blood sugar had disappeared. I, very well understand that for the security of the passengers and the country, your staff has the right to open my luggage but I do not agree that I should lose my belongings. Particularly, it was very important to monitor my blood sugar during my trip. I could not buy another one neither because I would have to buy the lancets and tests strips. Also, the reading are not the same. It is so sad to know that you cannot travel with mind set free wondering what will be left in your luggage at your destination. (b)(6)

ID	Date Added_Date Only	Contact Details
909	1/21/2015	

From: (b)(6)
Sent: Wednesday, January 21, 2015 6:41 PM
To: TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: Reclaim Missing Items During Baggage Inspection

Dear Sir

I am requesting your assistance to reclaim two brand new I phone six devices, were removed and taken from my bag during the physical security inspection by the TSA.

I flied from Washington DC, United State to Riyadh, Saudi Arabia on Jan 19, 2015 via Saudi Airlines # SV 38, with one (1) bag checked in #(b)(6). When I arrived to my final destination I found that my bag was opened by the TSA for physical security inspection and there were two brand new (I phone6) devices were missing from my bag. the devices serial numbers are as follow; (b)(6)

Please advise me how I can reclaim them and have them back to my custody.

Attached are my bording pass, TSA-0S0 Form 1000, my bag check in ticket, and my phones receipt invoice.

Your prombt response will be appreciated

Regards

(b)(6)

Attachment

shows a NOI

ID	Date Added_Date Only	Contact Details
910	1/21/2015	Caller has a KTN and flies from IAD. He was told that his name was incorrectly entered in the system, so his boarding pass showed his name as (b)(6). He was told that this was why PreCheck did not show on the boarding pass. It was corrected for him at the airport, but he was told that it was a one time fix and he needed to do something to prevent future problems. What should he do? He flies with United. Advised caller: 6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? NO - name did not match. Please have the airline correct your information in their system.
911	1/22/2015	My names are (b)(6) I travel from usa (Dulis international Washington) to Lagos Nigeria via London on the 30th Dec. 2014 on British Airways flight BA 0216/BA0075 to london/Nigeria. I checked in with 5 baggages. One of the bags was opened by the transportation Security Administration as required by law for physical inspection. I discovered my camera was missing from the bag opened by you for inspection on getting to Lagos. I shall be grateful for your kind help in finding my camera. Thank you for your cooperation. Yours faithfully, (b)(6) Sent from my iPad

ID	Date Added_Date Only	Contact Details
912	1/22/2015	Hello, I applied for TSA Pre at Washington Dulles sometime in September. I was expecting to get a message from you within a few months, and have not heard a word. Can you please send me a status update? (b)(6) HYPERLINK "mailto:(b)(6) Please let me know if you need additional information. --Thank you, (b)(6)
913	1/22/2015	REASON for the call:He flew from Washington to JFK on Monday. His bag was inspected. A small pen knife is missing from his checked bag. He mentioned that it may have fallen out. Date Time:1 19 6:46am Gate Terminal:B 70 Airport:IAD Airline:Jetblue Flight #:1208 Bag tag # (10digit(b)(6) Bag Description:His bag was a brown duffle bag with wheels with an red Emirates Airline tag with his name. Missing Damaged item description:Pen knife 2.5-3 inches in length black NOI:NOI was present with nothingi indicated. RESOLUTION to the caller's issue: I apologized and advised that I would refer the infomration to the CSM at IAD to make them aware. They would have the means to look into and address this. : The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. Items found where baggage screening is conducted are turned into the TSA Lost and Found. I provided the number for the TSA Lost and Found at (IAD). Washington Dulles International Airport 703-662-2234 http: www.tsa.gov traveler-information airport-lost-found-contacts#43

ID	Date Added_Date Only	Contact Details
914	1/23/2015	Mishandling RFI CSM RFI-----Mishandling RFI REASON for the call: Caller has a question about breast milk, she has been traveling and pumping and bringing the breast milk home for a long time. She had an issue today with TSA. She normally puts the breast milk in plastic zip loc bags in a cooler with ice packs. Today she was told that she was supposed to put the breast milk in plastic bottles or glass jars. Caller questioned the officer and stated that she always traveled this way, he told her that his trainer (a female) had provided that information so he would assume she was correct. The officer was really kind but she just thought they should be informed of the policy because nothing requires a glass or plastic jar. Date Time:1 23 15 at 8:20am came through about 6:50am Gate Terminal: TSA Pre screening and she went through Companion lane Airport: Dulles Airline: United Flight #: UA1653 RESOLUTION to the caller's issue: sent to the CSM Special Notes:
915	1/23/2015	Call Reason: Caller flew from Bahrain to the US and states that some things are missing from her checked bag. There was no NOI. Date Time: (not provided) Gate Terminal: (not provided) Airport: IAD Airline: (not provided) Flight #: (not provided) Bag tag # (10 digit: (not provided) Bag Description: (not provided) Missing Damaged item description: (not provided) NOI: no
916	1/24/2015	Calling in because she arrived last night from Saudia Arabia. She landed in Washington. Her luggage was inspected and the zipper was busted because TSA inspected it. The caller received an NOI in the bag. Date Time: reached Dulles around 1pm. flew out around 3pm 01 23 Gate Terminal: B72 Airport: Dulles Airline: Delta Flight #: 3441 Baggage Tag: (b)(6) Bag Description: olive in color , Monsca brand 4 wheeled bag Missing Damaged item description: zipper of bag NOI: Yes Anything on NOI?: No

ID	Date Added_Date Only	Contact Details
917	1/24/2015	

From: (b)(6)
Sent: Saturday, January 24, 2015 12:10 PM
To: TSA-ContactCenter
Cc (b)(6)
Subject: RE: Missing / Stolen item from Cabin Crew Suitcase

Dear TSA customer service,

I would like to report my missing / stolen brand new black italia leather guitar strap wrapped in a priority mail envelope with my name on it from my suitcase whilst operating the flight EK 232 out of IAD yesterday 23-01-2015.

I am a cabin crew with Emirates Airline and I have flown to IAD 8 times already in the last 3 years and for the first time, a valuable item that costs me $100 USD was missing in my suitcase due to ramdom inspection of TSA. I was really disappointed as well that my stuff in the suitcase was turned upside down and was not properly returned. To my surprise the most important item (guitar leather strap) was no where to be found amongst my belongings. I have also attached a photo of my missing item.

I would appreciate if you can email me back as to what happened to my guitar strap. Kindly contact me ASAP if the item is found / located

Hoping for your immediate response.

Regards,

(b)(6)

Sent from Samsung Mobile

ATTACHMENT:

PHOTO OF GUITAR STRAP, NO NOI SHOWN

ID	Date Added_Date Only	Contact Details
918	1/25/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 1/24/2015 10:53:29 PM ---------- Name (b)(6) Email: (b)(6) Complaints:Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL1403/Delta/Washington - Dulles/B-74/Jan-22/Boarding - 6:30P/Departure - 7:10P DL9256817900 Comments:I flew into the Washington-Dulles Airport on Monday, January 19th, 2015 and was to depart on January 22nd, 2015. Prior to my trip I called TSA to ask if there would be a problem flying back on the day my temporary license expired. The clerk told me that there would not be a problem but to make sure an had an extra ID with my picture on it. I told them that I had a copy of my Birth Certificate, my EY employee ID and my Social Security card. They told me that there would be no problem. I got to Security, and they walked me down to the Pre-Check Security area. I showed them my ID and she called for help to look at the ID because she did not see a hologram. She then looked in a book and said that I needed to go through more screening. I was asked if I wanted stay outside or go in a private room for the screening. I told her this is humiliating I am not staying out here. I was touched by more than one person. I am going to make sure more complaints because your guidelines are not clear to your personnel and something needs to be done. I also feel like they may have been some levels of bias as well.
919	1/25/2015	To whom it may concern, I recently flew from Dulles to Nashville and my luggage was inspected by the TSA. No big deal except for the fact they didn't just inspect the contents of my luggage, they tore through my items. I had a box that contained a jeweled egg and it's stand. After inspecting it, they threw the box back in, they threw the stand back in and they threw the egg back in. They could have just put the egg and the stand back in the box. I had neatly backed all my clothing and now they were left in piles. BUT the worst thing they did was to lock my luggage after they rampaged through it. The problem with that? It wasn't locked before because I don't have the combination to the suitcase. I now have a broken suitcase that needs to be fixed. I never mind my suitcase being inspected but the way they inspected it this time was ridiculous. Thank you, (b)(6)

ID	Date Added_Date Only	Contact Details
920	1/25/2015	> To whom it may concern > > I flew out of IAD on 24th January 2015 on the BA216. While collecting my suitcase on arrival at London Heathrow i could see that the lock had been broken into by the TSA and taped up. I appreciate and fully understand the TSA needs to search suitcases at will, and fully support there efforts to keep passenger safe. However this is the 3rd time the Washington Dulles TSA has broken the lock on this suitcase. The first time it was broken into I couldn't 100% remember if I had left the lock open. Since then I never lock my suitcase. The second time, I knew I had left it open and couldn't understand why again it had been broken into. This time on pulling the TSA tape back from the lock I could see the combination number 602 was still visible and could have been opened quite easily by just lifting up the latch. > > I work for British Airways and travel to many destination in the USA and over the world. I never lock my suitcase too any destination, as I appreciate at times security may need to look inside, and I'm 100% support them with this. I have never had this issue at any other station, and I can't understand why this keeps happening at IAD. I would appreciate if you could look into this matter further. > > I'm a reasonable person and I fully respect that a job has to be done, but I'm sure you can understand My frustrations. I have read the enclosed letter stating the TSA excepts no liability for damaging my suitcase even when it is left open. So who does the liability lie with??. It is unfair to simply expect me to keep mending a suitcase that has been repeatedly broken into at one destination. I could understand it if this had happened at another station and if this had been the case, I would definitely be looking towards myself for answers, but this has only ever happened at IAD. > > I have enclosed pictures of my suitcase, as you will see the lock is now red after having had to be replaced so many times and the desired colour is no longer available. Unfortunately this time my suitcase will not be able to be fixed and I will have to return on the BA217 to IAD on the 26th January with a taped up broken suitcase. > > I look forward to you response. > > Kind Regards > (b)(6)

ID	Date Added_Date Only	Contact Details
		Sent from my iPad
921	1/26/2015	On 1/25/15, at about 8:00 PM, my wife and I were checking in through the Gate A security section for United Airlines Express Flight No. 5742 at Dulles Airport (IAD). The X-Ray line with the luggage moved faster than the Millimeter Wave Screener. As a result my personal belongings which had gone through the X-Ray machine, as well as the personal belongings of those before me, were just sitting on the rollers, unattended by myself to be sure that the persons who got through before me did not walk away with my belongings. THAT IS NOT RIGHT (b)(6)
922	1/27/2015	I went to Dulles Airport today to enroll in the TSA pre-check program. My husband had a great experience and I had a very unfriendly person help me. Not the check-in person but the person who took my information (I had per-enrolled previously online). I thought she was unfriendly verging on rude. Mind you, I will be 64 this month and not likely terrorist material. My husband was asked to answer a survey at the end, and understandably, I was not. I guess I am writing because I find that employees at Reagan National are so much friendlier than at Dulles Airport – so much so - that I prefer to do the extra commute and fly from there rather than Dulles when I live in Fauquier County. Why are these people at Dulles so unhappy that they pass it on to customers? I can't imagine why they are so rude….I really do not expect a reply but I could not help but to complain as I am sick of how we are treated at airports. I guess from now on (since complaining) I will be on some sort of "watch list." I appreciate the authorities for looking out for the citizens, but good grief, keep it in check! (b)(6)

ID	Date Added_Date Only	Contact Details
923	1/28/2015	Caller: She flew from Dominican Republic to Richmond, Va via Washington Dulles airport. When she arrived at her destination she found a NOI inside her check baggage. A bag of jewelry was ripped open and a necklace was missing and wanted to place a claim. CSM RFI-----Mishandling RFI REASON for the call: Date Time: 01 24 15 10:00pm Gate Terminal: C28 Airport: Dulles international Airline: United Airlines Flight #: 1669 Bag tag # (10digit: Not available Bag Description: Charcoal Gray wit an Orange stripe, Sampsonite brand Missing Damaged item description: Gold Necklace NOI: No info
924	1/28/2015	Dear TSA, I recently flew out of Washington Dulles airport to London with a brand new Rimowa suitcase with an integrated zipper lock. The lock is clearly marked TSA 006, for opening with the proper TSA key. Instead, the lock was pried open and broken. I discovered this when I landed in London. At that point, I had no way to secure my bag for the return trip. This unfortunate situation has occurred to my daughter, with an identical suitcase, also at Washington Dulles. This luggage is very expensive and we purchased the bags specifically for their light weight, durability, and the TSA locks. I attach photos of the damaged locks, and am asking how in future we can prevent this damage. The tape on the zipper pull is TSA tape. I believe the items are guaranteed by the manufacturer, but at the price, they are not throwaway items. I had packed only the usual clothing, toiletries and shoes, and some baby toys for a gift. I cannot imagine what x-ray image looked threatening enough to trigger a manual inspection. (b)(6)

ID	Date Added_Date Only	Contact Details
925	1/31/2015	Caller just go back from Africa, her bag was searched and her lock was broken when she got to Africa and she waited until she got back to call and report the issue due to the high cost of international calling. Caller flew from IAD to France and then on to Africa. Caller had a NOI. She had 20 bottles of perfume she was taking to Africa as gifts for her brothers and other family members and 5 of them were gone when she arrived in France. RFI Airport was IAD Airline was Air France Date and time was 12 27 2014 @ 6:55 Baggage Tag # was thrown away Description of bag black bag with wheels bought from Walmart it is American Tourister brand Was a NOI Terminal Did not remember Gate Did not remember email (b)(6)
926	1/31/2015	Mishandling RFI REASON for the call: Caller said she traveled from Africa to Washington, DC on United to St Louis and declared her items in Customs. She said one of her bags did not arrive until today and she said she has damage to her suitcase and she said TSA went through her bag. She said she is an American and was cleared through Customs. She said she is missing one shoe and she said we cut through the woven bag and cut through the plastic bags inside as well and everything got mixed up. She gave her email address for the claim form and then she said she is not going to take the time to fill it out. Date Time:-01-28-15 at 12 pm Gate Terminal:A 6 B Airport:Dulles Airline:United Flight #:3369 Bag tag # (b)(6) Bag Description:Woven bag not a suitcase with her name tag on it Missing Damaged item description:damaged woven bag and she is missing one black Bellini Brand shoe and she said we cut through the bag and cut through the plastic bags as well and everything got mixed up inside her bag. NOI:Yes

ID	Date Added_Date Only	Contact Details
927	1/31/2015	

From: (b)(6)
Sent: Saturday, January 31, 2015 9:08 AM
To: tsa-contactcenter@dhs.gov
Subject: destroyed strap

Dear Sir/Madam,

On January 29, 2015 I flew from Washington Dulles to Asia. TSA opened my luggage. Unfortunately, your agent willfully destroyed my strap with a knife which is unacceptable. The luggage was not locked and I used a strap to wrap the luggage so my items would not be lost in transit.

In the past, TSA agents unwound my strap to inspect my contents. This time, however, your agent was not willing to do this.

Thus, I would like TSA to compensate me for my destroyed strap.

Please mail me a check for the value of the strap to (b)(6) (b)(6). I believe that $15 is a fair amount for this strap considering that I was given this as a gift and I have no idea where to find a replacement strap.

My luggage tag is (b)(6)

Thank you for your understanding. I also hope that you discipline your employee since he/she is a lazy individual.

(b)(6)

ATTACHMENT:

PHOTO OF BROKEN STRAP

ID	Date Added_Date Only	Contact Details
928	1/31/2015	

From: (b)(6) [mailto(b)(6)]
Sent: Saturday, January 31, 2015 12:03 PM
To: 'TSA-ContactCenter@dhs.gov'
Cc: (b)(6)
Subject: URGENT- Please indicate how to recover 2 vehicle's spare parts removed from Baggage by TSA
Importance: High

Dear TSA Contact Center Staff:

Respectfully, I am writing you all regarding two spare parts I bought for my vehicle Mitsubishi Galant year 2003; that was removed this past Thursday 29 January 2015 from my baggage when departing with COPA Airlines flight 305 from IAD – Dulles Airport. I bought more pieces that arrived well but this two bigger pieces (2"Dispectrum Struct"- Monroe -)

I am attaching copies of all relevant documents including TSA notes placed in my baggage hoping that you recommend any action aiming to recover these two pieces.

My wife (b)(6) can go immediately to IAD - Dulles Airport to check any possibility you may indicate or recommend.

Many thanks in advance for your attention and recommendations

(b)(6)

ATTACHMENTS:

NOI, NO ADDITIONAL INFORMATION
TSA NOTICE THAT HAZARDOUS MATERIALS HAD BEEN REMOVED FROM BAGGAGE
RECEIPT FROM ADVANCE AUTO PARTS FOR 2 STRUTS
RECEIPT FROM ADVANCE AUTO PARTS FOR IGNITION COIL
RECEIPT FROM COPA AIR DULLES FOR $175
COPA AIRLINES ITINERARY FROM IAD TO PANAMA CITY PTY
COPA AIRLINES BAGGAGE TAGS, TAG NUMBERS (b)(6)
(b)(6)

ID	Date Added_Date Only	Contact Details
929	2/3/2015	Caller said she and her husband traveled and then her line went dead. I called her back and she said they are missing items from the check bag and she said some of the items were gifts. She requested that we email the claim form to her and she said she does not have her receipts for all of the missing items and she has a list but it is not with her right now. Mishandling RFI REASON for the call:Missing Items Date Time:01-04-15 at 10:30 am Gate Terminal:unknown Airport:Dulles Airline:Ethiopian Flight #:501 Bag tag # :unknown Bag Description:Green duffel bag with his name tag on it which is (b)(6) Missing Damaged item description:missing his clothing, 2 pairs of shoes and Advil and she does not have her complete list with her of the other missing items NOI:Yes RESOLUTION to the caller's issue:I advised her that I will refer this to the CSM at the airport and I requested that we email the claim form to her Special Notes:she does not have her complete list with her of the other missing items
930	2/4/2015	Mishandling RFI REASON for the call: Damage to luggage Date Time: 02 04 15 at 8:30 am Gate Terminal: E3 Airport:IAD Airline: United Flight #:1653 Bag tag # (10digit): NA Bag Description: Red reaction 12 in deep by 24in tall and 18 long wheeled bag he had a marking but it was cut off. Missing Damaged item description: luggage NOI: YES RESOLUTION to the caller's issue: Special Notes:
931	2/5/2015	Caller flew on Sunday February 1st and she is not able to open her luggage using her combination lock. Caller is wanting me to tell her how to open her bag. Caller is very upset and wanting to know what can be done about this. Caller asked to speak to my supervisor.

ID	Date Added_Date Only	Contact Details
932	2/5/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 2/5/2015 12:21:54 PM ---------- Name (b)(6) Email: (b)(6) Complaints:Inattentive Screener - Lax Security Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Saturday January 24, 2015 between 8:30 and 8:45 AM at the TSA pre-check screening station at Washington Dulles (IAD) International airport. Comments:After all my personal items including my passport, wallet, vehicle keys, and boarding pass had gone through the X-ray screening machine, the female TSA screening agent (she had an eastern European accent) identified me for random secondary screening. Before selecting me, she failed to check if any male secondary screening agents were on station, which they were not. She had me stand off to the side in front of the secondary screening equipment, and then proceeded to continue processing additional travelers through the primary screen. This appeared to me to be a total breakdown in protocol since I could no longer control or even see my personal items. Any one of 6 – 12 subsequent travelers which she processed while I waited could have picked up any or all of my personal items and I would not have known who, and would have been powerless to stop them. To emphasize, had someone taken my passport, wallet and boarding pass, I would have had no way to prove my identity or that I had had personal items taken. She did verbally ask several times to no one in particular if any male secondary screening agents were available, but then continued to process travelers through the screening point and past my personal items. I became visibly concerned and requested that the agent secure my personal items, but she said she could not leave her station. Eventually, another screening agent operating the x-ray machine retrieved the two small round trays with the most significant of my personal items and placed them on top of the x-ray machine. After another 5-10 minutes a male secondary screening agent appeared (I believe the TSA agent may have referred to him as (b)(6) from what must have been his break, and he quickly processed me through secondary screening. As a side note, a fellow traveler who is not a Global Entry or TSA pre-check member as I am, was able to complete processing through the TSA check point in less time than I did, and was waiting for me to complete my screening. This episode was rather stressful for me. My suggestion is that if an agent is going to conduct random secondary screening, they should first check to make sure that the required male/female secondary screening agents are on station. If those secondary agents are not available, then the primary agents should not continue to process other passengers until the passengers already in queue have been processed. I suggest that this agent needs some refresher training and common sense instruction. Travelers should not be put in a position where they cannot at least maintain visual control of their personal items. I look forward to the TSA reply and action plan going forward. Regards, (b)(6)

ID	Date Added_Date Only	Contact Details
933	2/5/2015	Dear Sir, We thank you and appreciate what TSA does for us. I travelled from Washington IAD on Feb.02 and two of my suitcases which had the TSA enabled luggage straps were opened. Maybe due to an oversight one of the belts were not strapped back or put inside the suitcase. You may kindly look into this and send this to us by parcel. Awaiting your kind response. Thank you and kind regards, (b)(6)

ID	Date Added_Date Only	Contact Details
934	2/6/2015	REASON for the call: Caller stated that there was a tear on side of bag that looked like it had been done by a knife. Caller also was missing two bottles of cologne and an ankle boot. Caller stated that there was a NOI in her luggage. Date Time: 12-26-14 at 4:50 PM Gate Terminal: Airport: IAD Airline: United Airlines Flight #: 3759 Bag tag # (10digit) (b)(6) Bag Description: International Luggage that is burgundy in color and is 29 inches. Caller stated that it is a soft shell suitcase with 4 wheels. Missing Damaged item description: Caller had two bottles of cologne missing. One was Reveal by Calvin Klein, and the other was Midnight Rain by La Prairie. Caller is also missing an ankle boot by Michael Kors. NOI: Yes RESOLUTION to the caller's issue: Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Advised caller to contact her airline about this as well. Special Notes: (b)(6)

ID	Date Added_Date Only	Contact Details
935	2/6/2015	Sirs: As is TSA's wont to do, and a procedure with which I heartily agree, on my recent flight from Dulles to Tampa (United Flight #229, 29 Jan 2015) my suitcase was searched. The case was strapped with a tan Samsonite luggage strap that was not on the bag when it was returned to me in Tampa. The strap was in excellent condition, not at all worn. I'm dismayed at the loss, and while I should be big enough to say it is the principle of the situation, it is, in fact, the expense. To whom shall I send the bill for replacement, which the Samsonite website sells for $14 plus tax, which I believe is 6% in Virginia, and shipping. I anticipate a reply. (b)(6)
936	2/7/2015	Caller flew from IAD to London and went through bag and something was taken out and bag contained a NOI electric brake part. Mishandling RFI REASON for the call: Caller stated he had a brake part taken from his bag Date Time: 02.6.15 6:30pm Gate Terminal: B44 Airport: IAD Airline: British Airways Flight #: BA216 Bag tag # (10digit: No Bag tag number Bag Description: Samson knight bag which is black Missing Damaged item description: Electric Brake part for vehicle NOI: Yes, nothing was wrote on it Special Notes: email - None

ID	Date Added_Date Only	Contact Details
937	2/7/2015	Submitted on Saturday, February 7, 2015 - 07:00 Submitted by anonymous user: (b)(6) Submitted values are: Preferred Language: English Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? - Profiling - Race Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself ==Individual Info== First Name (b)(6) Last Name: (b)(6) Primary Phone: Cell Phone Phone Number: (b)(6) (b)(6) City: (b)(6) State: Virginia Zip Code (Post Code): (b)(6) Other: United States Email: (b)(6) ==Incident Information== When did this happen? 02 06 2015 Where did this happen? VIRGINIA - IAD - Washington-Dulles International What happened? I was improperly treated during an additional screening process. (b)(6) with badge number (b)(6) was extremely abrasive and did not inform me of the procedure he was executing. During this period other passengers who were caucasian, continued to go through the same screening and trigger the same alarms, but were allowed to proceed. I was held for over 20 minutes and in the end, (b)(6) confiscated a medical face cream and said to leave. During this process Ms. (b)(6) assisted (b)(6) and didn t provide any input either. I understand the need for security, but this incident is unacceptable and something must be done. When I requested (b)(6) information he initially denied it until my husband intervened and said this is not right. Thereafter, he said no few additional times, and my husband kept insisting for the info again, when (b)(6) finally pointed to his badge rudely,hence the badge number included. Who treated you unfairly? TSA Agent (b)(6) and Ms. (b)(6) List anyone else who may have seen or heard what happened? Is there any other information you want us to know about or consider? How would you like for your concern(s) to be addressed? I would like a response from TSA My desired remedy is: I ll leave this to TSAs discretion, based on my input. Please read the following and check the corresponding box to

ID	Date Added_Date Only	Contact Details
		signify your consent and authorization. You must check the box prior to submitting the form.: Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and or civil liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined in this Form. The results of this submission may be viewed at: http: www.tsa.gov node 2285 submission 7996
938	2/8/2015	Caller was traveling between Dulles and San Diego via Los Angeles. When he got to San Diego he noticed his luggage was open. When he opened it lastnight there was a NOI inside of it. All of his work and notes from his meeting are all missing from his luggage. He stated its not really about the money but rather all the work that was done. He stated there is a small value because of all the paper and the photo copying on it. Mishandling RFI CSM RFI-----Mishandling RFI REASON for the call: Date Time: 2 6 15 at 6:51pm Gate Terminal: Terminal D Airport:Dulles Airline:United Flight #:1648 Bag tag # (10digit (b)(6) Bag Description: Black Missing Damaged item description: Notes from business meetings and paper work from work. His presentations were done and this was about 200 pages all gone NOI: No RESOLUTION to the caller's issue: sent to CSM Special Notes:

ID	Date Added_Date Only	Contact Details
939	2/8/2015	Mishandling RFI REASON for the call: The caller stated that she flew from Brazil to IAD to ORD and TSA searched her bag and when she recieved it her candy she got from Brazil was missing. the caller stated she had about 50 pieces of candy and now she only has 3 and the caller anted to file a complaint. Date Time: .02.8.15 6:00am Gate Terminal: Caller did not remember Airport: IAD Airline:United Flight #:UA221 Bag tag # (10digit: (b)(6) Bag Description: Purple bag and is a soft plastic and 1 meter high Missing Damaged item description:Caller stated they were all candies from Brazil such as banana, chocolate and peanuts. NOI: Yes, nothing was wrote on it Special Notes: None
940	2/9/2015	Caller Stated that his brother traveled out of IAD internationally and had a missing car part from the checked bag. He is wanting to see if this can be picked up at Dulles since there was a TSA notice in the bag.

ID	Date Added_Date Only	Contact Details
941	2/9/2015	To whom it may concern: I contacted you over four weeks ago to complain about a broken clock in my fiance's luggage that had been improperly packed after his bag was searched by TSA. I am very disappointed that no one has responded to my complaint and I ask that you respond to me immediately. To summarise my complaint, we flew from IAD to DUB on 3rd January 2015 on UA126. My fiance and I had received the clock as an engagement present and we packed it very carefully in the middle of our suitcase, surrounded by clothes. When we opened our suitcase in Edinburgh (our final destination) we had found that our suitcase had been very badly repacked, with the clock on the top of the suitcase. Without the padding of the clothes and protection of being in the middle of the suitcase, the clock had shattered in transit. We are very disappointed that our belongings weren't respected when you were searching them. We are asking for compensation for the clock (value £25 or around USD 40) so that we can replace it and display it. Here is the clock in question: http://www.amazon.co.uk/dp/B001FVRUFQ/ref=pd_lpo_sbs_dp_ss_2?pf_rd_p=569136327&pf_rd_s=lpo-top-stripe&pf_rd_t=201&pf_rd_i=B005I2U4KQ&pf_rd_m=A3P5ROKL5A1OLE&pf_rd_r=1EF853FK0ZBN8D3D7X69 I am looking forward to hearing from you as soon as possible. Best Wishes (b)(6) (US Citizen)

ID	Date Added_Date Only	Contact Details
942	2/9/2015	I took flight FI 644 from Dulles Airport to Reykjavik last night. Two of my bags were opened and search tickets were left in both of them. One of them had two search tickets. And missing from my bags on arrival to Reykjavik this morning was one item: DKNY perfume flask - narrow, square and ca. 15 cm. long, wrapped in transparent plastic. One of two things would seem to have happened: 1. It was considered unsafe and removed. 2. It was removed for some other reason. Can your Dulles Airport staff clarify the matter? Respectfully, (b)(6)
943	2/11/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 2/11/2015 4:41:09 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):Washington Dulles airport TSA PRE checkin security area Comments:The TSA personnel at IAD's TSA PRE area consistently do NOT provide trays for placing items to be screened. You must ASK for a tray which are stored behind the security area. This is inefficient and unhelpful, especially in Winter when virtually everyone has a coat that must be put through the screening machine. Why does TSA at IAD TSA PRE not provide trays available for people to use?

ID	Date Added_Date Only	Contact Details
944	2/12/2015	REASON for the call: Caller flew from Africa to the US and connected through Dulles. Her bags had locks on them. When she got to Dulles, the locks were clipped. She says that items were missing from her bag. These were not prohibited items. One was a necklace. It was costume jewelry. There was a cell phone charger and a speaker from a hotel. She knows these were not prohibited. Date Time: February 10 at 10:59PM Gate Terminal: B67 Airport: IAD Airline: US Airways Flight #: 5275 Bag tag # (10digit: (b)(6) Bag Description: One was a red soft duffel and the other was a checkered brown suitcase Missing Damaged item description: One was a necklace. It was costume jewelry. It was a fake gold necklace removed from her makeup bag There was a cell phone charger and a speaker combined from a hotel. NOI: Yes, no notes or stamps. This was was in both bags.
945	2/12/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 2/12/2015 1:37:42 PM ---------- Name: (b)(6) Email: (b)(6) Complaints:Items Not Permitted Through the Security Checkpoint Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):WASHINGTON DULLAS INTERNATIONAL AIRPORT Comments:I HAVE BEEN TRYING TO CONTACT SOMEONE FOR TSA SINCE SEPTEMBER 2014. I HAVE WROTE MANY TIMES BUT HAVE NOT BEEN CONTACTED. TSA WRONGFULLY TOOK MY BELONGINGS AS I WAS TRYING TO TRAVEL BACK IN AUGUST. I NEED TO SPEAK TO SOMEONE ABOUT THIS AND NO ONE HAS CONTACTED ME AS I MADE MANY ATTEMPTS TO SPEAK TO SOMEONE REGARDING THIS MATTER.

ID	Date Added_Date Only	Contact Details
946	2/12/2015	To whom it may concern (TSA in IAD), My luggage was checked-in at IAD on Feb 11 for flight 4918 Southwest, connecting to flight 4130 Southwest. When it arrived in LAX, I noticed that my TSA combination lock was missing, and there was a "Notice of Baggage Inspection" inside my luggage. Nothing seems to be missing, except my 4-number combination TSA padlock on the luggage. Please initiate a formal investigation to find out who has removed and misplaced my combination lock. I have used this expensive combination lock for the past 10 years, and this is the first time it was removed from my bag and not put back on my bag. There was NO INDICATION on the notice (no ID stamp, no signature or initial of who has inspected my bag), and I believe that is a grossly missing step for accountibility in your inspection process, and I do hope that it does not require an act of congress or presidential mandate to correct it. Please reply ASAP so that I would know if I should go and purchase a replacement TSA padlock or have TSA return my padlock or reimburse it. If you need more information on my particular piece of luggage, please contact me via email. Sincerely, (b)(6)
947	2/13/2015	Caller; He traveled from Washington D.C. to Honduras with Avianca airlines. When he arrived at his destination he found a NOI inside his check baggage. Some used car parts and a electronic tester that were inside were missing and wanted to know how he can get it back. Also wanted to know if we have anything to do about changing his flight date and paying for it.
948	2/14/2015	Caller returned to the UK from IAD and went to unpacked his bag had NOI and missing 3 pairs of pants in the bag. Mishandling RFI REASON for the call: Caller stated he flew from IAD to the United Kingdom and when he opened his bag he received a NOI and was missing three pairs of polo pants. Date Time: 02.13.15 6:35pm Gate Terminal: Terminal C Gate C8 Airport: IAD Airline: United Flight #:918 Bag tag # (10digit (b)(6) Bag Description: Regualar maroon suitcase and brand is american flyer Missing Damaged item description: Missing 3 polo pants NOI: Yes, but nothing was wrote on it. Special Notes: None
949	2/15/2015	Caller is trying to find out if it is possible to obtain items that were taken from her mother's carry on luggage. Caller said the TSO at the screening area removed her mother's glass jar candle and wanted to know how to get it back.

ID	Date Added_Date Only	Contact Details
950	2/15/2015	Dear Sir/Ma'am, I would like to file a complaint on account that i was "randomly" selected for a security check at Dulles international airport. I have been randomly selected more than 4 times in the past 2 years. I'm just a regular 20 year old college student and i hold no affiliation to any religious group/cult/ political standing that might cause me to go through extra security to clear my name from an otherwise misleading media stereotype. I understand that this is all at random but being chosen on almost every single flight is kind of insulting, humiliating even. I am with enforcing extra security and choosing people at random but this system seems to single out people making it not so random after all. And if indeed this system is ethnic/religious based - although this is completely wrong- i do not even fit any imaginary stereotype as i come from a christian greek, Jordanian and Swedish background. And i'm also a girl. I hope this email sheds light on a not so random check. I also hope it stops singling out people and includes everyone to make sure our US airports are safe. Regards, (b)(6)
951	2/15/2015	Feedback Type : Complaint Categories : Missing or Damaged Items Current Date/Time : 2/15/2015 9:44:58 AM Airport : BDL - Bradley International Date/Time of Travel : 02/13/2015 10:30 PM Airline & Flight Number : UA 3409 Checkpoint/Area of Airport : Recheck baggage at IAD TSA Employee: (If Known) : Not known Comment : My bag was rechecked at IAD after an international flight, and was inspected by TSA (I have the card that was inserted into the outside pocket of my checked luggage to confirm). The bag came out on the belt at BDL almost completely unzipped, and there was damage to the inside cloth lining. It was obvious that the TSA inspector made no effort to zip my bag closed. I also had a duty free bag containing a bottle of wine. When I purchased the wine, the cashier placed a mesh sleeve over the bottle to protect if from breakage. The sealed bag had been ripped open (I have to assume that TSA opened it to inspect it), and the mesh sleeve had been removed, leaving the bottle with no protection against breakage. Fortunately, the bottle did not break. Lastly, the policy about how to handle liquids purchased in duty free is confusing. There are multiple warnings that all duty free liquids purchased abroad must be in checked bags, yet I noticed several passengers bringing their sealed duty free bags through security (although they were screened by TSA to make sure they were OK). Had I known this was an option, I would have preferred to take my duty free bag with me as a carry on item on my next flight, rather than putting it in my checked luggage and risking breakage. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

ID	Date Added_Date Only	Contact Details
952	2/16/2015	REASON for the call: Caller flew from IAD to LAX last night and she had a large can of lysol in the bag that is no longer there. Caller is not sure the ounces of the can. Caller is wanting to know what can be done about this. Date Time: 02 15 2015 02:00 pm Gate Terminal: C9 Airport: IAD Airline: United Airline Flight #: 209 Bag tag # (10digit): (b)(6) Bag Description: Purple blue and black rolling suitcase. Missing Damaged item description: Large can of Lysol NOI: No RESOLUTION to the caller's issue: You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.Because your complaint concerns an incident that occurred at a specific airport we have forwarded this to the appropriate Customer Service Manager. It may have been removed due to hazardous materials regulations if it was over 18 oz. Special Notes:
953	2/17/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 2/17/2015 6:09:53 AM ---------- Name (b)(6) Email: (b)(6) Complaints:Items Not Permitted Through the Security Checkpoint Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:I work in Dulles International Airport and I have a red badge but every single day for the past couple of months I have brought a yogurt with me and it has passed through security EVERY single time. Today there was some different lady there around 5am and she gave me an attitude telling me that my yogurt was not okay to pass through. And i told her that every day i pass through with one and never had any problems but all of a sudden today it did not make the cut . I was wondering why this was did some rule change or were other people just simply not doing their jobs? Even though my yogurt was not expensive by any means I just want to get things right. I wish I would have gotten her name since she was so rude and so nasty and snippy for no reason. I know liquids more than 3oz will not pass through with the red badge that I have but my yogurt was half nuts and half yogurt and they add the oz together. And I'm not sure if yogurt is considered a liquid. Any further information would be greatly appreciated.

ID	Date Added_Date Only	Contact Details
954	2/18/2015	My name is (b)(6) I am an employee of the U.S. Department of State. On January 31 I departed from Dulles airport on official duty on SAA 208 en route Johannesburg, South Africa. At Dulles a TSA official opened my suitcase for inspection. I discovered upon arrival in Johannesburg that the TSA inspector had broken the zipper of the suitcase. I was able to open the suitcase and access my clothing and personal items, but the damage done by the inspector ruined the zipper and I could not close the suitcase again. I had to purchase a new suitcase at a cost of $138.89 to use for the remainder of my official trip in South Africa and my return to the US. I attach photographs of the damage and also a copy of my credit card statement on which is circled the charge of $138.89 for the luggage, purchased at the Johannesburg South Africa International airport. I wish to be reimbursed $138.89 for the replacement cost of the suitcase. My official email (b)(6) Thank you (b)(6)

ID	Date Added_Date Only	Contact Details
955	2/18/2015	

From: (b)(6)
Sent: Wednesday, February 18, 2015 4:29 PM
To: TSA-ContactCenter@dhs.gov
Subject: INSPECT AND RESPECT Passenger Checked Baggage

Please find attached memo about recent experience with TSA inspectors/inspection from a trip to Hawaii and back from DC Metro area.

I don't dispute, have concerns with the first part of the subject phrase, but seriously have concerns with the 2nd part.

(b)(6)

Attachment

(b)(6)
Address (b)(6)
Contact Information: T: (b)(6)
MEMORANDUM For TSA Contact Center
SUBJECT: Respect for contents of inspected baggage
TSA Contact Center
T: (866) 289-9673, Alt T: (571) 227-2900
Email: TSA-ContactCenter@dhs.gov
Dear Sir/Madam,
I find it appalling that after spending much effort to protect what I believe is a beautiful musical instrument and the music it can make in the tradition of my ancestors, the Hawaiian
people, that TSA inspectors have no respect.
I have no issues, qualms, or any other negative feelings towards the agents doing their job
for the my and my fellow passengers safety; but what I do have is inconsiderate and no respect during and after the inspection.
I think TSA can do more to pay the travel, all of them, many US citizens who pay them to do
their jobs through our taxes and taxes at the airports, but INSPECT AND RESPECT.
Below are some back up information about my concerns, as well as attached background
and back up information, like photographs.
1) I hired Calzone Cases to build me a custom traveling case that would make it easy for TSA agents to inspect my instruments, cases, and accessories where it can still protect my fine instruments. This includes the use of the TSA approved lock to limit access by handlers from the time I entrust my baggage to the Airlines through TSA as required and when I recover my baggage, in hopes in the same condition as when I entrusted them.
2) TSA inspected the case in detail at each location: on departure: IAD, on return: LIH and

HNL. I personally saw how LIH inspected and have to say they handled the cases and instruments with great care. However, IAD and HNL did not. The reason was that I was able to observe the inspection from behind the ropes, and the inspectors were locals (Hawaiians) who know that type of instrument and the musicians.
3) Once at my destination and again at home, when I could open the traveling case safely
to inspect my instruments, I discovered the stainless steel and heavy duty legs of the signature model Hawaiian Steel Guitar were not properly returned to traveling mode, just as they were packed. In Kapa'a, Kauai, the legs actually rolled out and hit the part of the top of the guitar that is not fully protected when the case is opened. (continued on next page).

MEMORANDUM For TSA Contact Center (continued)
SUBJECT: Respect for contents of inspected baggage (continued)
INSPECT AND RESPECT
3) (continued from previous page) Attached are pictures where the legs had rolled out because they were (a) not fully extended in the top part of the case, as stored; (b) not fully extended and locked in by turning the locking mechanism (like turning on the water faucet) such they do not collapse/compress while being handled by the airlines; and (c) snaps not snapped to hold the clam separator between the upper part of the case with the heavy duty stainless steel legs, and the lower part of the case where the guitar and center bracing is stored. Very simple to INSPECT AND RESPECT.
4) IAD TSA inspectors had taken most of the contents out but not replaced any of the contents back correctly. The state of re-packing could have damaged pick up cables, amp for steel guitar, tenor resonator lap steel. Pictures show the re-packing of contents, as well as the heavy duty stainless steel legs. In these pictures, you can see where the legs had started to roll out and nearly hitting the guitar had I not stopped them in time. Pads to the left and right of instrument headstock is to prevent damage from lateral movement. Height of primary cases are measured precisely to help provide load bearing support internal to the travel case – improper packing endangers the instruments and accessories.
5) I also wonder what the TSA agents in IAD was doing. I have a tenor resonator ukulele lap steel in that same case as described above in (4). Pictures show they must have goofed around on it because the string guards on the back of the instrument is normally kept very shiny (no hand prints because human oils would not only tarnish the metal but eat into it eventually), just like the resonator cone. Another case of doing half the job – INSPECT AND RESPECT. What where they doing with it like that that's related to inspection?
6) Lastly, I do want to commend the TSA agent at LIH who actually inspected and respected the instrument. If not for the other TSA agent (not the inspector) I would have commended the whole TSA operation, as seen in the passenger check in area. There was one TSA agent who was a little rude and uppity. I mentioned the concern for INSPECT AND RESPECT, but he kept saying that all travelers say it's TSA fault. He disregarded my comment that my cases had a TSA lock. Airlines are not supposed to open the case if it has a TSA lock on it. Thus, TSA should be the only one's who do open and INSPECT AND RESPECT the contents.
INSPECT AND RESPECT
- 2 -

MEMORANDUM For TSA Contact Center (continued)
SUBJECT: Respect for contents of inspected baggage (continued)
Overall, I am very happy how my travel case protected all my gear that I need to check

and
that Calzone Cases did a fine job. I wish the Government agency looking out for the United
States citizens where just as considerate.
I would appreciate and welcome any comments, or even assistance on how this can be resolved to everyone's satisfaction. I really do believe, TSA can do the right thing with:
INSPECT AND RESPECT
Sincerely,
(b)(6)
An avid traveling hobby musician
cc: Senator Mark Warner (R, VA), Rep. Robert Wittman (R, VA District 1)

Flight Itinerary

Feb 7 2015 Outbound to
Kapa'a, Kauai via
IAD to EWR to
HNL to LIH

Feb 14, 2015
Return to Dulles,
VA via IAD to EWR
to HNL to LIH

All flights with United.

The remainder of the attachment is pictures with damaged items, no NOI present.

ID	Date Added_Date Only	Contact Details
956	2/19/2015	I received late yesterday the message from TSA pasted in below. It is a generic response that does not address my questions about reimbursement. It refers to a Notice of Inspection which TSOs leave in luggage TSOs have opened. Yes, my luggage had such a notice: that is where I obtained the TSA email address (see last attachment). Please forward this message to someone in TSA who can address my original request for compensation for the damage done to my original suitcase. Thank you (b)(6) -----Original Message----- From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com] Sent: Wednesday, February 18, 2015 8:31 PM To: (b)(6) Subject: In Response to your inquiry. Thank you for your e-mail regarding missing and or damaged items for your checked baggage. The Transportation Security Administration (TSA) regrets that you found items missing and or damaged from your checked luggage. TSA is required by law to screen all property, including checked baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags, and are required to exercise great care during the screening process so that when bags are opened passenger's belongings are returned to the same condition they were found. Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. TSA encourages travelers to pack valuables including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item, such as a laptop computer, purse, small backpack, briefcase, or camera case. This information, along with addition

travel tips, is found on the TSA Web site at http://redirect.state.sbu/?url=www.tsa.gov.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

-----Original Message-----
From: (b)(6)
Sent: Wednesday, February 18, 2015 11:54 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA damages suitcase at Dulles on January 31, 2015

My name is (b)(6) I am an employee of the U.S. Department of State.

On January 31 I departed from Dulles airport on official duty on SAA 208 en route Johannesburg, South Africa. At Dulles a TSA official opened my suitcase for inspection. I discovered upon arrival in Johannesburg that the TSA inspector had broken the zipper of the suitcase. I was able to open the suitcase and access my clothing and personal items, but the damage done by the inspector ruined the zipper and I could not close the suitcase again. I had to purchase a new suitcase at a cost of $138.89 to use for the remainder of my official trip in South Africa and my return to the US.

I attach photographs of the damage and also a copy of my credit card statement on which is circled the charge of $138.89 for the luggage, purchased at the Johannesburg South Africa International airport.

I wish to be reimbursed $138.89 for the replacement cost of the suitcase.

My official email us (b)(6)

Thank you

(b)(6)

ID	Date Added_Date Only	Contact Details
957	2/20/2015	Caller asked why his lock was cut on his footlocker and he said he works as a contractor in Iraq. He said he flew on Feb. 18 to Dulles to Philadelphia to Watertown, NY. He said when he picked up his footlocker he had to give his key to a TSA Officer at Dulles and he unlocked it and locked it back up and now he wants the lock replaced. He said his bag was also delivered to him a day late and he said he does not have the lock so it must have been cut. He said he got a noi and he requested that we email the claim form to him. He said he was on United and then on US Air from Philadelphia to NY. He said he is really upset about this and that this has never happened before. Mishandling RFI REASON for the call:Missing Lock Date Time:02-18-15 at 6 am Gate Terminal:unknown Airport:Dulles Airline:United Flight #:3341 Bag tag # (b)(6) Bag Description:Black Footlocker Brand locker with his name tag on it Missing Damaged item description:Missing lock NOI:Yes RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport and I requested that we email the claim form to him
958	2/20/2015	The caller flew from IAD to MIA on Wednesday and he found an NOI in his bag. His bag had searched and rearranged, causing a tape dispenser with a sharp edge to be placed at the top of his bag which ripped the mesh of the luggage fabric. He also had a bottle of fish oil caplets in a sealed container that had been opened and spilled everywhere. Date - Time: 02-18-15 5:19pm Gate Terminal: Gate B71 Airport: IAD Airline: American Airlines Flight #: 1137 Bag tag # 10digit: (b)(6) Bag Description: Large, Gray Samsonite with wheels and extending handle Missing Damaged item description: The Luggage Bag itself was damaged, along with a spilled bottle of fish oil capsules NOI: Yes

ID	Date Added_Date Only	Contact Details
959	2/23/2015	REASON for the call: Caller s father lost his wallet and she says that she called and they told her that TSA had the wallet. (b)(6) was the officer for TSA that told her she had the wallet in an email. She says there is a sign in the window at the office that just says that they are closed for the rest of the day. She thinks this was handled incorrectly and someone should be there for more than 4 hours a day. It is unacceptable that they aren t even there for the 4 hours that they are supposed to be. Date Time: 2-21-2015 at 9:00 AM Gate Terminal: C17 Airport: Dulles to Mexico Airline: United Flight #: ? Bag tag # : N A Bag Description:? Missing Damaged item description: The lost item was wallet that was black. It had several items in it. NOI: N A Special Notes:

ID	Date Added_Date Only	Contact Details
960	2/23/2015	Dear Sir/Madam, This is to express my extreme dissatisfaction & disappointment while travelling on the last leg of my flight today between IAD- CLT(US 5606), my bags came like new from Kolkota-India on Qatar Airlines to IAD, however on receipt at CLT zip was broken and bag damaged and transported open supported by TSA tape. As you can see from the pictures attached, the bags were almost open even though taped on few sides. I am not sure what all I lost as there were many small items packed within the bag and I did not have an inventory of everything. Also a new bag of more than $150 was damaged, with the zip being ripped for no reason. I understand the requirement to check for everyone's security but damaging the baggage and keep it open is unacceptable and extremely unprofessional, bag is also made extremely dirty in the process as seems manhandled. I request you to investigate to prevent further inconvenience to people for no fault of theirs, as it is unfair and irresponsible for the travelling passengers. I have attached pictures from the bag as received from the conveyer at 9:54am, flight landed at 8:55am. Thanks (b)(6)

ID	Date Added_Date Only	Contact Details
961	2/23/2015	CSM RFI-----Mishandling RFI REASON for the call: The caller flew from IAD, and, upon arrival, found that his tool box had been completely destroyed, and placed in a trash bag that contained a NOI. He wanted to file a complaint, as well as a claim form. Date Time: February 22, 2015; 1:27 PM Gate Terminal: B74 Airport: IAD Airline: Delta Airlines Flight #: D10 Bag tag # (10digit): Not Provided. Bag Description: A large, red and black Craftsman tool box. Missing Damaged item description: The toolbox was completely destroyed. NOI: No information was written or stamped on the form.
962	2/23/2015	Callers in laws went back to Peru and 2 bags had been inspected and there were items missing from the bags. He advised they flew from IAD and have a hard drive and bath and body works soaps and perfumes. He wants to know if he can contact the airport to see if the items are there. He advised he does not have the flight information with him.
963	2/23/2015	Call Reason: - Caller is missing an orange lock. They placed a gold lock on the luggage and it does not belong to her. She does not have a NOI. She traveled from Washington to Chicago and onto Winnepeg. Date Time of Incident:02 23 2015 09:17 am Gate Terminal: Gate D 24 Airport:Dulles Airline: United Flight #: UA865 Bag tag # (b)(6) Bag description: Deep Purple large Tracker suitcase NOI: No

ID	Date Added_Date Only	Contact Details
964	2/23/2015	TSA at Dulles (IADS) found my father's wallet. They gave me specific hours to pick it up. I came during those hours and there is a handwritten note that they are closed for the rest of the day. This is very problematic!! Their recording says nothing about being closed. I drove 40 minutes to get here and am at a loss.
965	2/23/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 2/23/2015 3:57:50 PM ---------- Name: (b)(6) Email: (b)(6) Complaints:Discourteous/Rude Employee Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:Dulles virgin united entrance to screening area. I was pointed in to directions by 2 different employees. One was a untied contractor the other was TSA. When I asked the TSA Profenberger (sp?) Why I was heading this direction since the standard route for Priority was the other direction I was rudely told just to go that direction and he doesn't do Priority. I showed the contractor and again she pointed one direction and the TSA staff pointed the opposite direction. People want to know that TSA can communicate. And if they can't communicate to the personnel in their own area and they can't communicate to the passengers why would I feel comfortable that in an emergency they could properly communicate and direct as required under stress. when I did speak with a supervisor she smirked when I spoke. When I mentioned it was inappropriate to smirk when someone was speaking she responded with "she is allowed to smile". At least she knew she was doing it.

ID	Date Added_Date Only	Contact Details
966	2/25/2015	Feedback Type : Complaint Categories : Missing or Damaged Items; Other Current Date/Time : 2/25/2015 2:16:04 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 02/24/2015 12:15 PM Airline & Flight Number : Frontier #1332 Checkpoint/Area of Airport : Baggage inspection TSA Employee: (If Known) : unknown Comment : I checked my bag at the Frontier counter shortly after noon for a 3:15 flight that actually departed after 9pm. When my bag, which was unlocked, arrived in Orlando, it wasn't zipped up. There was a TSA notice of baggage inspection inside. Okay, I understand you open some bags and check, but my bag was left a mess. Candies were spilled out of their bag, Q-tips spilled everywhere, my Tums were pulverized....my little tweezers are gone as is my eye antibiotic ointment. I imagine those items fell out of the bag because someone failed to zip it closed. So now I have a sticky mess to clean up but the part that really bothers me is that someone couldn't take the extra fraction of a second and close my bag. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
967	2/26/2015	Caller is trying to email TSA a response for the bad situation but he is unable to find a email address. Caller said that he flew on 2 26 15 from Bangkok to Tokyo to Washington Dulles then onto TPA. Caller said that he had a NOI that he threw away but he is missing a costly hand brace and a envelope with $5,100. He flew from Dulles around 10:30 going to TPA. REASON for the call: Missing Items Date Time: 02 16 15 @ 10:30 pm Gate Terminal: N A Airport: Dulles Airline: United Flight #: 0360 Bag tag # (10digit:) (b)(6) Bag Description: Red 21 inches with 4 wheels Missing Damaged item description: Costly Hand Brace and envelope with 5,100 dollars in it. NOI: N A

ID	Date Added_Date Only	Contact Details
968	2/26/2015	To Whom it May Concern, My bags were inspected by TSA and my vacuum space bag full of clothes was ripped apart (and destroyed) as well as bubble wrap around a bottle of wine I was bringing as a gift. No attempt was made to repack these. While I understand the need for security and really appreciate the work you do - where these actions really needed? If so an attempt to repack those items would seem appropriate. V/r (b)(6) Sent from my iPad
969	2/26/2015	Please see below. I sent this yesterday and revived an automated reply which did not answer my question. 1. The reply stated that If a NOI was not present the TSA did not open the bad and/or damage the items - in this case a NOI was present. 2. The reply also stated that there were instructions on how to report a complaint- which is what I followed in sending the email below. Please respond to this email by reading and reviewing it. Note that if I receive another automated reply I will contact my local member of congress to initiate an inquiry. V/r Sent from my iPad > On Feb 27, 2015, at 1:45 AM, T(b)(6) wrote: > > To Whom it May Concern, > > My bags were inspected by TSA and my vacuum space bag full of clothes was ripped apart (and destroyed) as well as bubble wrap around a bottle of wine I was bringing as a gift. No attempt was made to repack these. > > While I understand the need for security and really appreciate the work you do - where these actions really needed? If so an attempt to repack those items would seem appropriate. > > V/r > > (b)(6) > > Sent from my iPad

ID	Date Added_Date Only	Contact Details
970	2/28/2015	CSM RFI-----Mishandling RFI REASON for the call: The caller flew from IAD, and, upon arrival, found that a NOI had been placed in her luggage. However, several items were missing, and she wanted to file a complaint. Date Time: February 28, 2015; 8:30 AM Gate Terminal: Z10 Airport: IAD Airline: Frontier Airlines Flight #: 1344 Bag tag # (10digit (b)(6) Bag Description: A small, dark green Pierre Cardin suitcase. Missing Damaged item description: A blue and white make-up bag, and a cheetah print make-up bag. A toiletries bag, and a Marc Jacobs body purse. NOI: No information was written or stamped on the form.
971	3/1/2015	Sent from my iPad Dear Sir, I, travelled from IAD to IAH on UA 249 on 24th, Feb, 2015, on arrival at Houston , TX, I, found my Bag half zip open without lock and a Notice of baggage inspection inside. I, appreciate this is being done for our safety and I, have all the trust in honesty of TSA staff, but I, found some valuables missing from the baggage which might have dropped out during the transit handling at various stages of baggage handling during the entire journey. I, have a suggestion if after the removal of lock the baggage is secured with a plastic snap or stripe it would save it from pilferage enroute. Sincerely, (b)(6)
972	3/2/2015	Caller needs a support manager number for Dulles. In Washington DC. They had items missing from carry on and it s important they reach them. A lot of passengers had apparently experienced theft on the date of his travel. I told them I could collect the complaint or give them the number. They insisted on the number.

ID	Date Added_Date Only	Contact Details
973	3/2/2015	Mishandling RFI

REASON for the call:

Caller recently traveled to Brazil and had a NOI inside and her luggage was damaged. It is no longer usable and she has photos of it.
She flew from Canada into Dulles and from there to San Paulo. She did not see her bag in the US--it was handled by the airline.
Caller insisted that at Toronto Canada there was a US Desk for her to present her bag to the airline and she knows it was fine when it departed Canada and she demanded to file a claim

Date Time: 2-17-15 Departing Dulles at 11 PM (Was to depart at 10:05 PM but the pilot said it was delayed because the bags had to be recounted because the electronic and actual physical bag count was off).

Gate Terminal: Not Sure
Airport: Dulles
Airline: United
Flight #: 861
Bag tag # (10 digit) : Does not have
Bag Description: A large Black Primicia Brand bag.
Missing Damaged item description: The zippers was busted on the bag as if someone broke into them.. She confirmed she had locked the bag with TSA locks.
NOI: Yes Nothing

RESOLUTION to the caller's issue:
Advised no matter what happened I am sorry her bag was damaged.
Advised the NOI does not mean TSA damaged the bag. We can open the TSA recognized locks so there would be no reason to bust the zippers.
It likely happened in Canada since other countries do not recognize the TSA locks.
Also, the bag is released to the airline after screening and it is handled by their employees.

Told her CMB investigates all claims and makes the decisions so I am not saying they will pay you but I can send a form and you need to follow the instructions.

Special Notes:

Caller had already confirmed she did not see her bag when it arrived into the US from Canada but when she met resistance about filing a claim she insisted it was fine and happened with TSA.

ID	Date Added_Date Only	Contact Details
974	3/3/2015	Caller would like to file a complaint against a TSA agent at Dulles. Caller said he went through the scanner and when he came out Mr. (b)(6) insulted him and ask him if he had anything in his back pocket and he told him no, again Mr. (b)(6) ask him if he had anything in his back pocket and he told him no again. Mr. (b)(6) then ask him to turn around and told him that he would have to do a patdown on him and do an explosive trace detection on his hands. Caller said that after that was completed Mr. (b)(6) looked at him and told him next time he could brush his teeth. Caller feels like Mr. (b)(6) is a mean person and feels like he could have been racially profiled. Caller is really upset about this experience, caller said that the Supervisor (b)(6) gave him Mr. (b)(6) name to file a complaint on him. TSA Agent: (b)(6) TSO Airport: Dulles Date and Time of Flight: 02 27 15 @ 5:00 am Gate: East Lane 27 Airline: Frontier Flight #: 93

ID	Date Added_Date Only	Contact Details
975	3/3/2015	Dear Sir/Madam, As a frequent flier of many years, naturally I appreciate and indeed applaud the TSA inspections as well as the fact that you appropriately leave notification inside the bag which incidentally is a courtesy that many countries to include the UK and South Africa for example do not pay. The reason I am writing is that on a recent trip from Dulles I was disappointed to have my bag inappropriate repacked after luggage inspection. In my bag were Freeze gel packs (unfrozen) as they were vulnerable to getting punctured, I put all of them in different hard cased boxes/containers. All were taken out and then just strewn inside the bag and unsurprisingly they punctured, and the gel not only leaked out over my belongings some of which are irreparably damaged. Furthermore these gel-packs themselves are specifically for maintaining low temperatures for longer periods when shipping biological samples and therefore are a specialised item of value in their own right. I therefore must at least ask that you include some memo to your staff to the effect that whilst security is a priority respect for passengers belonging should be an important consideration. My flight details where this occurred are as follows. 12Feb - 13Feb ETHIOPIAN AIRLINES ET 50i Dep WASHINGTON DULLES, DC Time 10:30am Dest ADDIS ABABA, ETHIOPIA Class ECONOMY Sincerely, (b)(6) https://www.facebook.com/painteddogresearchtrust http://www.spanglefish.com/painteddogresearch/

976 3/4/2015

From: (b)(6) [mailto: (b)(6)
Sent: Wednesday, March 04, 2015 4:59 PM
To: TSAExternalCompliance
Subject: TSA Civil Rights Civil Liberties Complaint

TSA Civil Rights Civil Liberties Complaint form attached. Please process immediately.

Thank you,
(b)(6)

Attachment

Complaint Information
Information about the person who experienced the civil rights civil liberties violation (fill in what you can)
Name: (b)(6)
Phone#: Cell: (b)(6)
Please note that we may contact you at the provided numbers.
Mailing Address: (b)(6)
Email: (b)(6)

Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party s name and contact information:

2. Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.
Organization (if any): _____ _
Phone#: Cell: _____ Home: _____ Work: _____ _
Mailing Address:----------
PO Box or Street address City State Zip

3. What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I was travelling on the morning of Feb 27, 2015 from Washington Dulles to Cancun, MX on Frontier Airlines Flight 93. At approximately 5:00 am as I was going through the security scanner in the East Mezzanine, Lane 27 as I was approached by officer (b)(6) (b)(6) After clearing the body scanner, TSO (b)(6) asked me if I had anything in my back pocket? Where
I responded No . He proceeded to ask me the same question again. I responded No again.
He then said that he would need to pat down my back pockets where I complied and turned around and told him to go ahead . After finding nothing, I turned to go retrieve my belongings that had cleared the x-ray scanner when TSO (b)(6) said I m not done with you . I turned around again and he said that he would need to swipe my hands , where I complied as he swiped my hands and ran another test. After the swipe test results were negative, he looked at me with hatred and rudely said next time try

brushing your teeth . I have never been insulted or treated so rudely by an TSA representative in my life. I responded Excuse me, What did you say to me? as he replied with a cocky attitude You heard me ... . At this juncture I retrieved my belongings and requested another TSA representative to call a supervisor for me immediately. As a supervisor was being called,
(CONTINUE TO QUESTION 7 IN THIS FORM-----)

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

The morning of Feb 27, 2015 at Washington Dulles. I was traveling to Cancun, MX on Frontier
Airlines Flight 93. Incident occurred at approximately 5:00 am as I was going through the
security scanner in the East Mezzanine, Lane 27

Where did this happen?
Place (name of the airport or other facility): IAD - Washington Dulles International Airport
City: Dulles Airport IAD , VA State or Country: _u_s_A _____ _

4. Who treated you unfairly?
TSO - (b)(6) is the person that insulted me
Supervisor - (b)(6) gave me (b)(6) s name but refused to give me Mr. (b)(6) badge number when I asked for it. Do I not have a right to ask for their badge number? Please clarify why I was denied this information. Thank you

5. List anyone else who may have seen or heard what happened.
(If you do not know their names, provide whatever details you can)
Names (or other information, e.g., agency):----------Mailing Address:----------
PO Bax or Street address City State or Country Zip
Phone No.: _____ Email:----------
Names (or other information, e.g., agency):----------Mailing Address:----------
PO Bax or Street address City State or Country Zip
Phone No.: _____ Email:----------
Continue on an additional page, if needed.

6. Have you contacted the TSA Customer Service Manager at the airport, or any other OHS component or other federal, state, or local government agency or court about this complaint?
Yes, Complaint was taken by phone Date: 03 03 15

If so, has anyone responded to your complaint?
Yes

If Yes, describe what has been done to respond to your complaint:
I received an email response from TSA Customer Representative that my complaint would be investigated

7. Is there any other information you want us to know about or consider?

(CONTINUATION FROM QUESTION 3) another male passenger approached me and confirmed that they witnessed TSO (b)(6) insult me and that his actions were extremely unprofessional. I asked this person if they would wait until the supervisor arrives and he agreed. At this time, Supervisor (b)(6) greeted me where I explained how I was insulted by TSO (b)(6) The other passenger also corroborated the story to Supervisor (b)(6) the details of the engagement that transpired. I walked with (b)(6) back to Lane 27 to point out the TSO Officer that insulted me. I asked (b)(6) for the TSO s name and badge number. Mr (b)(6) refused to give me his badge number but did tell me that the name of the TSO officer that insulted me is TSO (b)(6) I asked if (b)(6) was short for (b)(6) and he did not tell me and again I asked for his badge number in which he reused to provide. Maybe TSA rules and regulations do not allow for TSA officer badge numbers to be shared upon request?
I strongly feel that TSO (b)(6) insulted me was perhaps racially discriminating against me because I was born in another country? I have never had a worse travel experience than my engagement with your TSO (b)(6). I am a Vice President at my company and if any of my employees ever insulted anyone in the same manner that TSO (b)(6) insulted me they would be dismissed immediately.

I expect the the TSA resolve this matter to my satisfaction. If this matter is not resolved to my satisfaction in a timely matter, I will seek private legal council to file a lawsuit against the TSA and TSO (b)(6). In the meantime, if you have any questions feel free to contact me directly at (b)(6)
Sincerely,
(b)(6)

8. If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

9. If you have problems understanding this form or any other question, please contact CRL OTE:
E-mail: TSA-CRL@tsa.dhs.gov
Fax: 571-227-1921 .
By U.S. Postal Service:
Transportation Security Administration
Civil Rights Liberties, Ombudsman and Traveler
Engagement (TSA-6)
Multicultural Branch
701 S. 1ih Street
Arlington, VA 20598
Note: Because of security measures, it can take up to
4 weeks for us to receive U.S. mail.
10. To submit this form by email, please save, attach, and send to
TSA-CRL@tsa.dhs.gov. Please attach or send all information that supports your complaint, such as documents, photos, or witness statements.
Submit copies, not originals; put your name and the date of this complaint on each document.
(Fax to: 571-227-1921 or email scans of your documents to TSA-CRL@tsa.dhs.gov or mail to the
address listed above.)

ID	Date Added_Date Only	Contact Details
		Privacy Act Statement Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the TSA Office of Civil Rights and Liberties (CRL OTE), External Compliance Public Outreach Division is authorized (by delegation) to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to TSA employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint. If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRL OTE will disclose the information regarding your complaint to other appropriate offices, including the airport or facility in question. To learn more about the Privacy Act go to the Federal Information Center, www.pueblo.gsa.gov. You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.
977	3/4/2015	REASON for the call: Caller said he had a NOI and a liquid bottle was opened and it leaked out and ruined he luggage. Date Time: 3 4 2015 at 6:00am Airport: Washington Dulles Airline: United Express Gate Terminal: n a Flight #: UA4859 Bag tag #: Caller does not have Bag Description: Black carry-on size luggage, Kirkland label on outside, 4 wheels on bottom Missing Damaged item description: Caller said a dietary liquid iron product was opened in his luggage and not sealed back properly. Caller said the liquid got on most of his luggage and ruined it. NOI: Yes Email: (b)(6) RESOLUTION to the caller's issue: You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

ID	Date Added_Date Only	Contact Details
978	3/4/2015	From: (b)(6) Sent: Wednesday, March 04, 2015 2:16 AM To: TSA-ContactCenter@dhs.gov Subject: Careless taping and repacking damaged book Dear Sir or Madam, While I fully understand that the TSA may, on occasion, need to open and inspect baggage, I cannot understand why they seemed to be so careless in doing so during my 2 March 2015 Korean Air flight number KE-94 from Dulles International Airport to Incheon International Airport in Korea. As shown in the accompanying photos, the book cover and jacket have been completely damaged and tape has been haphazardly stuck on the cover, jacket and book itself. It is an art book, intended as a gift to my husband, and I have no idea why it was even opened in the first place. Other items where similarly bent, squashed and mistreated during the search. This is no way to win the "hearts and minds" of international travellers and shows a total lack of respect for the property of others. Please let me know what recourse I have following this unnecessary ill-treatment and explain to me what steps you take to avoid abuse of property like I experienced. Thank you for your consideration. Sincerely, (b)(6) <<...>> <<...>> <<...>> Attached are photos of a damaged book wrapped in TSA tape.
979	3/4/2015	Passenger wants to report stolen items form his bag. He has already filed a claim with United. He had a straight flight from IAD to Europe Date Time - 03 02 he checked in for the flight around 4:30pm Gate Terminal - Airport - Dulles Airline - United Flight Number - 950 Baggage Tag Number - (b)(6) Bag Description - large black soft sided luggage Embark brand with a lot of different ID tags Missing Damaged item description - his suitcase was rummaged through and everything was left a mess. He is missing an electric toothbrush and shaver as well as grocery items. NOI - Yes Anything on NOI? - No Email - (b)(6)

ID	Date Added_Date Only	Contact Details
980	3/5/2015	REASON for the call: Caller flew from Dulles to Ft Myers. Sunglasses are missing as a result of a TSA inspection. What can she do? Date Time: 3 4 15 @ 12:41 p.m. Gate Terminal: Airport: IAD Airline: Frontier Flight #: 1348 Bag tag # (10digit): (b)(6) Bag Description: White hard shell Samsonite. 4 wheeled, large in size. Missing Damaged item description: Ray Ban Aviators with gold wire and they were in a brown case (which is still in her luggage) NOI: Yes
981	3/6/2015	Caller was calling to tell TSA he was going to file a law suit against TSA. He flew in from out of the country into Dulles. His flight was cancelled from Dulles to Dallas. He got his bags and one of the bags was not closed properly and some items got wet causing damage. He went back the next day to fly fro Dulles to Dallas but his bags went from Dulles to Chicago Ohare to Dallas Fort Worth. When he got his bags 2 out of 3 were not closed properly and were wet. His clothes camera and camcorder were damaged. Had NOI in both of the bags. REASON for the call: Two of his bags were not closed properly and his clothes, camera and camcorder were wet and damaged. Date Time: March 3 5:08PM Gate Terminal: NA Airport: Dulles Bag went from Dulles to Chicago Ohare to Dallas Fort Worth Airline: United Flight #: 3787 Bag tag # (10digit: NA Bag Description: Color of one bag was black and the other was blue with white and different colors Missing Damaged item description: Clothes, camera, camcorder were damaged due to getting wet because bags were not closed properly. NOI: Yes In Both Bags. RESOLUTION to the caller's issue: Special Notes: I apologized for the incident and advised the caller that TSO's are trained to ensure each item is placed back into the bag the way it was when discovered and I could forward their complaint to the CSM for review. I explained the claims process and sent a claims form via postal mail.

ID	Date Added_Date Only	Contact Details
982	3/6/2015	REASON for the call: Caller had a gift in her checked luggage that is now missing. Caller had a tote bag that had a B embossed on it. Caller found a NOI in her luggage. Date Time: 03-06-15 at 11:36 AM Gate Terminal: C 11 Airport: IAD Airline: United Airlines Flight #: 1723 Bag tag # (10digit): (b)(6) Bag Description: Caller s luggage is a hard-sided, dark silver color. It has a burgundy ribbon on it. Missing Damaged item description: Caller is missing a tote bag that had a letter B embossed on it. NOI: Yes. RESOLUTION to the caller's issue: ##Washington DC - Loudoun County Virginia ##Washington Dulles International Airport 703-662-2234 http: www.tsa.gov traveler-information airport-lost-found-contacts#48 Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. You may wish to file a claim for missing and\or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Special Notes: (b)(6)
983	3/6/2015	Dear TSA regulator: I had a transferring in Washington DC Dulles international airport on Mar.01. My luggage is a TSA-locker case, but I don't know why the inspector didn't open my luggage by the TSA-locker. Instead, they opened it with cutting my zipper slider so that I can not use the locker anymore. A case with a TSA-locker must be more expensive than one without TSA locker, please let me know why they should do that rather than open it "tenderly". Thanks a lot. Sincerely, (b)(6)

ID	Date Added_Date Only	Contact Details
984	3/6/2015	Caller said he got a noi and that he flew 3 days ago and his luggage just got to him today. He said there are damaged items like a game system and that the bag was torn and the shoulder strap and handle ripped off. . He said it is about $1200.00 worth of damage. He requested that we email the claim form to him. He said he did not have his flight info with him and that he is in the Military. . Airline:United Airport:Dulles Flight#:unknown Gate Terminal:A1A Description of Suitcase:ACU duffel camo bag with his name tag on it Damaged Items:a game system and the bag was torn amd the shoulder strap and handle ripped off NOI:Yes Result:I advised him that I will refer this to the CSM at the airport and I requested that we email the claim form to him
985	3/7/2015	Call Reason: Callers wife just flew from DC to SEA and she is missing many items from her luggage Date Time: 3.4.15 6:48pm Airport: IAD Airline: United Flight #: 1646 Bag tag #: (b)(6) Bag Description: Both black luggage and they both have a green ribbon on them. Item description: Prescription Medication, cosmetic medication. The entire medication bag. Nail Polish remover. Face Wash NOI Nothing extra. One in both pieces of luggage. Caller did not want to provided their email address.
986	3/9/2015	Caller stated that his checked luggage was searched and there were several items damaged inside. There was a jar of honey in the bag that was opened and he had to throw away because he was scared that TSA poisoned him. He had several other Liquids that were left open after inspection which spilt all over his clothing. It was noted that his luggage was delayed to him in Chicago and he actually didn t receive it till 10 that night. Also when he arrived in Dulles through Customs, he did not look inside the bag to see if everything was still intact before he rechecked this. Departing: Dubai Arriving: Dulles - ORD Airline: United Flight #: 3188 Baggage #: (b)(6) Bag Description: Gray Roller Bag that s hard NOI: YES - no writing or stamp Time and Date: 8 March 2015 @ 730 arrived left at 10am

ID	Date Added_Date Only	Contact Details
987	3/9/2015	Dear Sir/Mdm, This is Ye Qi. I am passenger of UA807 from Washington DC to Beijing, departure on Sunday 03/08/15. My checked baggage was opened by TSA for security inspection, and my laptop was badly damaged. I am very angry about this. My laptop is brand new, and costs me 2000+ US dollers. I understand that TSA have the right to break the lock on my bag, but they should take care of my valuable items. I require TSA to pay for the damage done. I require 2000 US dollers for a new replacement. Regards, (b)(6) ?????????
988	3/10/2015	Hello, I'm writing this email to report loss of items from the baggage that was inspected by TSA while we flied out from IAD to ICN on 2/16 2015. We are missing toddler's Burberry shirts and a black one-piece dress. Please let me know how to proceed from here. Thanks. (b)(6)

ID	Date Added_Date Only	Contact Details
989	3/13/2015	The caller was flying United from IAD to PIT. When he received his bag, the zipper mechanism was completely torn off, but the lock, torn fabric, and an NOI was placed inside. He wanted to know what could be done. Date-Time: 3-13-15 12:30pm Terminal: A Airport: Dulles Airline: United Flight #: 5723 Bag tag # 10digit: (b)(6) Bag Description: Large Black Delsey with roller wheels and extending handle Missing Damaged item description: The zipper mechanism used to lock the bag is ripped off, messing up the luggage NOI: Yes

ID	Date Added_Date Only	Contact Details
990	3/13/2015	Dear TSA, I would like to issue a complaint about how the contents of my luggage is treated when inspected by TSA officials. I travel regularly from Washington Dulles International Airport (IAD) domestically and internally. I also often transport craft beer to give to friends and colleagues, which I wrap in light bubble wrap and put into sealable food bags (with the air squeezed out). This ensures both that the beer is protected and also that any leakages are contained within the bags. I have found on recent trips that the TSA official(s) who has checked my bags have opened the bags to inspect the beer (despite obviously being bottles of beer without opening) and then left the bags open, often without even re-wrapping the bottles in the bubble wrap. This means that if a beer leaks during the flight, all of my baggage contents will get covered in beer. When traveling for work, an leakage would be disastrous. I would therefore like to request that the TSA officials of Washington Dulles International Airport (IAD) treat wrapped beverages with more care and respect. Best regards, (b)(6)

ID	Date Added_Date Only	Contact Details
991	3/14/2015	Please see Notes for updated information provided by the passenger when she called back. Call Reason: Caller checked a bag that got a NOI and she states that there was a porcelain plate from South Africa inside that is now broken. Date Time: 3 12 10:00 pm Gate Terminal: 1 Airport: DCA to MSP Airline: Sun Country Flight #: 236 Bag tag # (10 digit: (b)(6) Bag Description: maroon wheeled Samsonite cloth suitcase Missing Damaged item description: heart shaped porcelain plate with a picture of an elephant and hearts on it; it was wrapped in bubble wrap; and signed on the back NOI: yes - nothing extra on it

ID	Date Added_Date Only	Contact Details
992	3/15/2015	Dear TSA, I flew on Thursday from Washington/Dulles to London/Heathrow with the BA 216. I have a Rimowa Salsa Air suitcase with TSA lock. The suitcase was close and locked as I dropped the luggage. As I picked up the luggage in Munich, the suitcase was closed but not locked. Due to time pressure I had no chance to do anything else and left the airport. At home I found the card TSA-OSO 1000 (Rev. 1-12-2010) in my suitcase and I found out, that my coat was missing. As a nuclear professional attending the USNRC RIC 2015 I understand that security is very important and I agree that inspections are necessary. My question: Is my coat left in your office? It is a dark blue Calamar coat with Gore-Tex. Hoping to get is back soon! Best regards (b)(6) _____ HYPERLINK "http://www.avast.com/"Avast logo Diese E-Mail wurde von Avast Antivirus-Software auf Viren geprüft. HYPERLINK "http://www.avast.com/"www.avast.com

ID	Date Added_Date Only	Contact Details
993	3/16/2015	Good morning, I flew back from IAD to TPA last night on flight UA1635 and when I collected my suitcase from the baggage belt the zipper had been broken and my case was taped up with TSA tape, with a baggage inspection card inside. I had to cut by suicase open and it is completely destroyed. United Airlines told me I should contact you directly regarding the damage. Kind regards, (b)(6)
994	3/16/2015	To whom it may concern, It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states. On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response. Yours worriedly, (b)(6) Sent from my iPhone

ID	Date Added_Date Only	Contact Details
995	3/16/2015	Call Reason: - Caller wanted to know why his wrist watch was taking apart? He had a NOI. His Relic wristwatch was taking apart in the checked bag. It is still in pieces. Date Time of Incident: 03 14 2015 10:20 am Gate Terminal: B49 Airport:Dulles Airline:Southwest Flight #: 1903 Bag tag #: (b)(6) Bag description: Black Samsonite large suitcase NOI: Yes and no note.
996	3/16/2015	The caller and her sister just flew from Belgium to IAD then flew to DEN. Her straps were undone, clothes were sticking out of the zipper and her entire suitcase was in complete disarray, just as her sister s bag was as well. The customer was furious and continually stressed her complaint and the fact that a much better job could have been done. Her sister will also be calling in to complain. The caller stated that her sister has called the TCC before and received very rude treatment from the CSR who handled the call. Date-Time: 03-16-15 4:05pm Gate-Terminal: C11 Airport: IAD Airline: United Airlines Flight #: 1090 Bag tag # 10digit: (b)(6) Bag Description: Medium Eagle Creek Black With Roller Wheels and two straps parallel to the handle Missing Damaged item description: Entire Suitcase was in complete disarray NOI: Yes

ID	Date Added_Date Only	Contact Details
997	3/17/2015	

Passenger name: (b)(6)

Airport: Washington Dulles int airport

Date and time of incident: landed Saturday March 7th 2015 at 15:30pm. Approx arrived at security about 15:45-16:00pm

Airline: United Airlines

Flight number: UA101

Gate Number: C5

Contact number: (b)(6) (uk telephone number)

To whom it may concern,

It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states. On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

(b)(6)

Sent from my iPhone

ID	Date Added_Date Only	Contact Details
998	3/17/2015	REASON for the call: Caller is missing a new wallet that was in his checked luggage. Date Time: 3 17 2015 12:30pm Airport: Washington Dulles Airline: United Airlines Gate Terminal: n a Flight #: 3361 Bag tag #(b)(6) Bag Description: Black suitcase, 4 wheels on bottom, large size, Black and white belt wrapped around the outside of the luggage Missing Damaged item description: Burberry brand wallet that was brand new in the box, wallet was black leather NOI: Yes Email:(b)(6) RESOLUTION to the caller's issue: You may wish to file a claim for missing and\or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
999	3/17/2015	To whom it may concern, when I traveled on March 9 flying on Emirates Airlines Flight 232, one of my two bags was opened for inspection. I appreciate the importance of your duty and have no objection. But, in the past, when inspected, my bags have been locked after opening. This time they were not. Unfortunately, Dubai is not always as secure as IAD. When I returned to Kuwait, I felt lucky that nothing was removed from my bags during transit. Since you are able to open TSA approved locks, you should be able to lock them again and this would give us piece of minds for the less important security matters. Thank you, (b)(6)

ID	Date Added_Date Only	Contact Details
1000	3/17/2015	Caller just returned from Germany she then had a connecting flight on United Airlines from IAD to SDF she said TSA went through her suitcase and had damaged and spilled the contents and she wanted to file a complaint. She told me that she took great care to make sure that all items were secure so as not to spill. When she opened her suitcase some of her items were spilled and things were moved from the way she placed them in. Fragile items were moved to the top of the suitcase where they could be broken and one of her metal yard items were bent. They had protective wrap around them but when she got to her destination none of her items were rewrapped. Airport IAD Airline United Flight number 3358 Date and time 03 17 2015 at 3 pm Baggage tag number (b)(6) Description - metal yard decoration and his foot is bent and another is broken off. several packs of gravy, coffee powder, container which was full of jelly was busted that she had in a protective Tupperware box; the Tupperware was open which allowed the contents to spill out. She did have a NOI Gate A4B
1001	3/18/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 3/18/2015 10:58:27 AM ---------- Name:Isadora (b)(6) Email: (b)(6) Complaints:My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA861 - United Airlines IAD - GRU, gate C3 Departs: 10:05pm Arrives: 9:40am Thursday, February 26 2015 Comments:I have had my baggage checked in the past, but this time I was shocked with the amount of disrespect. When I opened my suitcase, I saw that a utility knife was left in there with the blade out, which obviously damaged the clothing item right next to it. I always make sure to pack as to ensure all of the other passenger's safety, and avoid any headache - but I find it outrageous that TSA does not seem to have the same care for me, and for others. I appreciate the note left saying that my baggage was opened, but please do not leave a knife with it in there next time. Thank you.

ID	Date Added_Date Only	Contact Details
1002	3/19/2015	The callers mother flew internationally from IAD. When she got to her destination in Bolivia, she found that he locks were cut, the luggage itself was damaged, and there were multiple items missing from her bag. The caller wanted to know what could be done about the situation. She also asked how long it would be before she heard anything. Date-Time: 3-15-15 4:30pm Gate: B50 Airport: IAD Airline: 247 Flight #: Avianca Bag tag # 10digit: Not Provided Bag Description: Large Red with Black Outlines Missing Damaged item description: Locks were cut, zippers were damaged, multiple articles of clothing were missing, as well as a missing cane and several other items NOI: Yes
1003	3/19/2015	The caller flew in yesterday from Europe. The caller received a NOI in her bag. She had several bottles of wine in her luggage and they were not properly repacked. The wine broke and the caller will now to dry clean her clothing. There is glass in her luggage. The caller is frustrated over the broken wine. Mishandling RFI REASON for the call: Broken wine damaged clothing. Date Time: 3 18 15 3:00PM Gate Terminal: United Terminal Airport: IAD Airline: United Flight #: 975 Bag tag # (10digit: Doesn t have Bag Description: Black Samsonite bag. Soft sided. Green and pink tag on the handle. Missing Damaged item description: NOI: Plain NOI RESOLUTION to the caller's issue: I advised her that I would send her a claim form and that I would also send a report to the CSM at IAD. Special Notes:

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1004	3/19/2015	Caller gave PH EXT 322 and also provided Cell # as alternative Ph. CSM RFI-----Mishandling RFI REASON for the call: Callers Pelican case of tools was inspected by TSA and he had a NOI and is missing a multi meter worth $400.00 and other tools. He said he flew in from Dubai but he could see the bag screening and knew his tools were fine and cleared. In the US he could not see his bag being screening as they took it behind the scenes. He checked the bag at Washington to come on to BOS. (When I asked it was DCA he said yes but later said it was Dulles and I explained that is IAD just so he will know he did not say DCA but agreed with me when I asked if it was DCA earlier and I wanted to give him clarity in case he did not know). Caller said he had not had his coffee yet. Caller stated he will have to purchase another tool to use and he is not happy. Date Time: 3-11-15 Departing Dulles at 12:31 PM Gate Terminal: D Terminal Not Sure but thinks it was Gate 2 Airport: IAH Airline: United Flight #:3760 Bag tag # (10digit): (b)(6) (He is not sure which tag was for his bag or the pelican case). Bag Description: A light brown kaki Pelican Case. with various stickers on it. Missing Damaged item description: A multi meter worth $400.00 and other tools. He said he always places at list of the tools inside his bag. NOI: Yes Nothing was written or stamped on it. RESOLUTION to the caller's issue: Told him I am sorry his item is missing and I will order a claim form and send a copy of his complaint to the CSM. Special Notes: He wanted to know about how long claims processing takes. I told him CMB processes and they try to quickly as possible but I cannot say how long it might take. ********** At the end Caller thanked me and told me that I was quite possibly the most pleasant TSA person he had ever spoken with.

ID	Date Added_Date Only	Contact Details
1005	3/21/2015	Reason for the call: Callers laptop was damaged. The screen was damaged. Date and Time (departure time and arrival time): 3-19-15 @ about 5:00 pm Gate Terminal: NA Airport: IAD Airline: United Flight Number: NA Baggage tag number (10 digits): NA Description of Baggage: Red, carry-on bag Missing Damaged item description: Laptop NOI: Yes Anything on the NOI: No Resolution to the caller's issue: Sent claim form, forwarded complaint to the CSM, suggested she file a claim with the airline. Special Notes: NA
1006	3/22/2015	Dear Sir or Madam, I was on the Flight from IAD to FRA, LH419 on March 21st 2015. As I knew that the luggage might be opened by the TSA, I did not lock before dropping it off at the check-in. When I picked up the bag again on FRA I saw that the lock was broken and one of the zippers was missing. First I thougt it would be a fault of the airline but when checking my bag I found your notice of baggage inspection. As I just bought the bag from Remowa before my travel, so it is new ans as I left it unlocked at IAD I am quite angry and cannot understand your action. As my flight before from MCO to IAD that day had delay and I almost missed my connecting flight - and so did my luggage - I can only guess that your people mayve did not remark that the lock was opened. Anyway it is not ok that one of the zippers is missing afterwards, this shows as well as breaking an open lock a very rushed and inaccurate action. So in thus case I feel that you are very well liable for my damaged lock. I just added the pictures of my broken lock with the missing zipper. I am looking forward to hearing from you soon. Sincerely, (b)(6) -- Alle Postfächer an einem Ort. Jetzt wechseln und E-Mail-Adresse mitnehmen! https://email.freenet.de/basic/Informationen

ID	Date Added_Date Only	Contact Details
1007	3/22/2015	Dear TSA office, I just flew from Washington (IAD) to Pittsburgh (PIT) today. My luggage on IAD was ok, and on PIT I found broken locks and your brochure inside. Besides the locks, suitcase is broken (cracked). It's much beyond I could expect from security check (see pictures). Please let me know what is the procedure now to take refund for new luggage. I'm returning home (international) on Friday, and need to find a solution till then. My flight data: 8:36 IAD -> 9:38 PIT flight on 03/22/2015, UA3794 Hope you have procedures also in cases like this. Thanks in advance for your support. (b)(6)
1008	3/22/2015	Dear Sir or Madam, My luggage was inspected as mentioned in the attached notice. I understand and appreciate security measures but I don't agree with the way you do that. - The following information is lacking in the notice: Inspector's name & signature, reason for the inspection. - My belongings were messed up which makes me angry as I am always careful about my stuff, having everything well-organized in my suitcase. I kindly ask you to provide explanations. Best regards (b)(6)

ID	Date Added_Date Only	Contact Details
1009	3/23/2015	Please see below email. If you have any questions, please let me know. (b)(6) -----Original Message----- From: (b)(6) [mailto: (b)(6)] Sent: Friday, March 20, 2015 12:09 PM To (b)(6) Subject: Re: Complaint Thank you for the follow up email. If you could pass the compliant along directly I would appreciate it. Best, (b)(6) Sent from my iPhone > On Mar 19, 2015, at 1:58 PM, (b)(6) > wrote: > > Good Afternoon, > > The subject you are describing sounds like they may work for TSA or may be a contractor of TSA. TSA-ContactCenter@tsa.dhs.gov is the email address I have on file for lodging complaints with that agency. Would you like me to forward this complaint to them or would you prefer to email them directly? Please let me know if I can be of any further assistance. > > Thank you, > > (b)(6) > > > -----Original Message----- > From: (b)(6) > Sent: Sunday, March 15, 2015 8:25 AM > To: (b)(6) > Subject: Re: Complaint > > Sorry for the delayed response as we were on vacation this week. He was working with TSA because he was directing the security line for the bag checks. He was a tall older man yelling at everyone to leave their stuff in their bags. > > Thank you, > > (b)(6) > > Sent from my iPhone

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>> On Mar 12, 2015, at 8:57 AM, (b)(6) >
wrote:
>>
>> Good Morning,
>>
>> I am in receipt of your complaint, wherein you describe your experience at the security screening checkpoint at Dulles International Airport. In order to ensure your complaint is investigated by the proper authority, are you able to describe the uniform the officer was wearing and/or whether the officer works for TSA or the MWAA Police Department?
>>
>> Thank you,
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>> (b)(6)
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>>
>>
>> -----Original Message-----
>> From: (b)(6)
>> Sent: Thursday, March 12, 2015 7:25 AM
>> To: Police InternalAffairs
>> Subject: Complaint
>>
>> To whom it may concern,
>>
>> While going through the security line at Dulles airport (flying with Frontier Air, gate z) at approximately 7:00 am on Thursday March 12, 2015, the officer directing the bag check was extremely rude to myself and my sister. We asked a question in order to insure our full cooperation and wanted to aide in making the officer's job easier while going through security. We do not fly often and are not as familiar with the security process as others may be. We asked if we should take out our liquids from our carry on bags and he responded with a long exasperated stare, then barked "Ma'am, what country are you from? Am I speaking seven languages? Do you even understand English?" The extremely rude response was completely unwarranted and publicly humiliating.
>>
>> As a paying customer that was in full compliance of what we were expected to do we thought the experience with the security here at Dulles Airport would have been more enjoyable. However, the demeanor of this specific male officer was disappointing and we will have to reconsider utilizing this airport in our future travels based on the conduct and horrible experience we encountered prior to our vacation.
>>
>> I hope this information is forwarded along to the appropriate person who will address the issue with the specific officer to preclude any further issues for other passengers in the future.
>>
>> Sincerely,
>>
>(b)(6)