ID	Date Added_Date Only	Contact Details
		>> >> Sent from my iPhone
1010	3/23/2015	Caller traveled back to the country Saturday night. Her bag was inspected at IAD and when she arrived in IND the bag was not properly closed. One of the belts was not completely closed. Date Time: 03.22.2015 1205am Gate Terminal: D2 Airport: IAD Airline: United Flight #: 3776 Bag tag #: (b)(6) Bag Description: red Samsonite, three zipper on front, 2 connected on the front Missing Damaged item description: the bags buckle was not strapped on correctly, therefore it no longer works now NOI: had no writing or timestamp RESOLUTION to the caller's issue: Special Notes:
1011	3/23/2015	Caller s daughter recently flew home from D.C. to MSP to OMA. Her luggage zipper was ruined. The luggage was wrapped in the inspection tape. She hasn t noticed a NOI yet. She hasn t got to go all the way through it. She went back through it again and didn t see a NOI in it. The suitcase was rerouted at some point with flight 2341. Passenger s Name: (b)(6) Date Time: 03.14.15 11:45 a.m. Gate Terminal: She flew from. Airport: IAD Airline: Delta Flight #: 5819 Bag tag # (10digit): (b)(6) Bag Description: The suitcase is purple with black piping Jaguar brand. It is carry on sized. Missing Damaged item description: The zipper was damaged. NOI: No, but it is wrapped in TSA tape.
1012	3/24/2015	REASON for the call: Caller had sugar scrub oil sealed in her checked luggage. Caller understands they must be inspected, but they were not sealed back up. There was a tear and the oil leaked all in the luggage. Caller wanted to know if they should reseal the item. Date Time: 3-23-15 8:26AM Gate Terminal: C6 Airport: IAD Airline: United Flight #: 1211 Bag tag # (10digit (b)(6) Bag Description: Grey large roller bag. Two white ribbons and one copper ribbon on the handle Missing Damaged item description: sugar scrubs oils. NOI: Covered in oil. Special Notes:

ID	Date Added_Date Only	Contact Details
1013	3/24/2015	I just went through TSA Precheck at IAD. DUlles intl air port at 7 AM today. The Officer (b)(6) was very unprofessional. Giggling laughing joking with her fellow officer officer (b)(6). This went on for at least 5 to 10 minutes at least. They could not have been giving proper attention to their job or taking their jobs seriously. I have never seen this kind of behavior. I have flown more than 1 million miles. They - and esp. Officer (b)(6) should be disciplined and preferably fired. (b)(6) Sent from my iPhone
1014	3/24/2015	Caller is calling for a friend (b)(6) who would like to file a complaint. They flew internationally and when they got to their destination they found several items that were in their checked baggage were damaged. She said they smashed nearly everything in her bag. She said she did have a NOI. Airport Dulles Airline United Airline Flight number 3742 Baggage tag numbe (b)(6) Description Picture frame that had a painting in it, a bunch of books some of which the covers were torn, other books with damaged pages, chocolate and candy that was smashed flat and is not inedible. NOI did not have anything written Gate or terminal
1015	3/24/2015	REASON for the call: Caller lost He flew with untied and he got a notice of inspection in his bag. He was missing an item. He flew form another country to Dulles to Canada. He asked how long the process takes. He asked if he would get the item back and what the chances of him getting the item back would be. Date Time: 3-22-2015 10:00 PM Gate Terminal: Gate 28R terminal C Airport: Dulles Airline: United Airlines Flight #: 3785 Bag tag # : (b)(6) Bag Description: Missing Damaged item description: The missing item was an iphone 6 that was 16 G and was space gray. NOI: Yes with nothing on it.

ID	Date Added_Date Only	Contact Details
1016	3/25/2015	Ladies and Gentlemen: I saw a note from TSA in my luggage, saying that you opened my luggage on March 23, before my boarding on Flight LH 419 from IAD to FRA. While I understand that this is legitimate and fully agree, that this is to our flight safety, I also expect that you return the items you inspect to the opened luggage piece. In my case, you inspected a Cohiba Cigar (Siglo IV), returned the paper wrap box to the bag, but without the cigar. Why did you keep the cigar? For your information, one such cigar costs USD 30.00 . I appreciate your care for the flight safety, but I would also appreciate you covering the USD 30.00 loss. Please, send me a cheque to the following address: (b)(6) Thank you for your cooperation. (b)(6)
1017	3/25/2015	Caller stated that he was traveling yesterday with United from Dublin to Washington. His luggage was opened, and he s upset that his stuff wasn t wrapped back up properly. He had some legal documents in his luggage that are ripped up. He connected in IAD to go back to Montreal. He didn t want to provide any of his flight information, he just wants to be sure this doesn t happen again. There was no NOI in his bag.

ID	Date Added_Date Only	Contact Details
1018	3/25/2015	Caller said she flew from Dulles to SD and the last time she flew she did not complain but she said she has a complaint today. She said this time she had Irish jam in her check bag and they did not wrap her jam back up in the plastic bag she had it in and that she got a noi. She said at the checkpoint there were TSA Officers speaking in a foreign language and they did not tell her which line to go through and she asked a female agent for help and asked her what is premiere but she did not answer her. She said she was in the Navy and has been all around the world and she said she was disappointed about this. She said she has jam all over her clothing from the brown suitcase and she said she does not want to file a claim. Mishandling RFI REASON for the call:Complaint Date Time: 03-25-15 at 6:25 am Gate Terminal:B Airport:Dulles Airline:Southwest Flight #:unknown Bag tag #:unknown Bag Description:she had a brown suitcase with a leopard print on it and a gray suitcase and they both had her name tag on them Missing Damaged item description:she said she has jam all over her clothing from the brown suitcase NOI:Yes RESOLUTION to the caller's issue:I advised her that I will to refer this to the CSM at the airport and she declined the claim form
1019	3/26/2015	Dear TSA, $850 worth of perscription medication all in clearly labeled insulin type vials and dropper vials packed in a ziploc storage bag as well as $250 worth of essential oils in original bottles packed in a ziploc bag were missing from my baggage upon their arrival in Almaty, Kazakhstan. I travelled on United 932 IAD to FRA on February 4, 2015 checking in between 6-6:30 at the United International desk. My bags went through the TSA check point next to the United desk. There was a TSA Notice of Baggage Inspection in my bag but no notice of confiscated items. I would like to know why my medication was taken. Why I was not asked to produce documentation, which I had with me before the bags of medicine were removed? And I would like to know how to appeal for compensation for this medication. I am not in Almaty, Kazakhstan without my medication and with out an easy or fast way of having it replaced. It will cost over a $1000 out of pocket to have this prescription medication refilled and then more to have it shipped to me via DHL. I am not happy! Sincerely, (b)(6)

ID	Date Added_Date Only	Contact Details
1020	3/27/2015	Mishandling RFI REASON for the call: Caller has lupus and is very upset that her medication is missing from her checked luggage. She has to have her medications or she will be in horrible pain and will not be able to walk. She will have to go to the emergency room to get more medications. She found a NOI in her checked luggage and is wanting to file a claim for reimbursement. Date Time: March 26th @ 5:00 pm Gate Terminal: C-28 Airport: Dulles Airline: United Airlines Flight #: 5097 Bag tag # (10digit (b)(6) Bag Description: dark brown suit case with tan lines Missing Damaged item description: Prednisone NOI: Yes Nothing was written or stamped on the NOI.
1021	3/27/2015	Caller flew out of Dulles and then to Tel Aviv and then on to Istanbul and his bag had a twist tie and lock on it and he thinks they should have tied the zippers back with the twist tie and even though he understands the need to search bags and he feels safer because of it. When he picked up his luggage he said he found it with a pocket on the outside open and he s not sure what is missing yet. Caller said he wanted to suggest that TSA start using twist ties to keep bags closed every time they inspect a bag and remove a lock. Caller stated it would be efficient and very cost affective. Airport- IAD Airline- Turkish Airlines Flight Number- TK0008 Date and Time- 03 26 15 12:30AM Baggage Tag Number- (b)(6) Description of the Baggage- Dark Purple and Silver or gray standard shape and size Was there a NOI- Yes Was there anything on the NOI- Nothing Contact-
1022	3/27/2015	The caller just flew from IAD to DEN. When he got his luggage, there was an NOI inside a package of juice boxes were missing from his son s bag. The caller did not want the Lost and Found number or a claim form because of the low cost of the missing items, but he simply wanted to file a complaint. Date-Time: 3-27-15 8:45am Gate-Terminal: B50 Airport: IAD Airline: Southwest Flight #: 3753 Bag tag #: (b)(6) Bag Description: Black High Sierra Ski Bag Missing-Damaged item description: A Package of juice boxes NOI: Yes

ID	Date Added_Date Only	Contact Details
1023	3/27/2015	To Whom it may concern: I would like to know why the TSA officers aren't required to treat travelers property with respect and the way they would normally treat their own property? I have now several times had my luggage gone through and not once has it been packed back half way decent and the drop was yesterday returning from Europe through IAD. I had a few bottles of wine in my luggage which were wrapped both in plastic and clothing and then located in the bottom of my suite case. I also had two packs of delicate packs of chocolate which also was wrapped but placed at the top of the suite case. Upon my return to Columbus my suite case was opened and it was noticed that the TSA had taken the liberty to go through my suite case but didn't have the normal courtesy to place items back in the suite case in a proper manner, wine and chocolate was unwrapped and just tossed back ion the suite case with no respect what so ever for my property, luckily the bottles were not broken but the chocolate was massed a one of my shirts were stuck in the suite case sipper orderly. So once again I get screwed because there is no liability put on the "monkeys" dealing with my property and they can do what they want and they do! Maybe a little training to teach them to do their job in a prober fashion and threat people's property with respect would go a long way but that is properly too much to ask! Please don't give me the line as last time I complained, that I need to contact the TSA at the airport, most of the time I get in late and you can't track down any TSA people and the one time I did, I was told that this was done by TSA in another airport and not their problem! Just another fine example of the TSA courtesy!! Best regards, (b)(6) SCAN AMERICAN CORPORATION (b)(6)

ID	Date Added_Date Only	Contact Details
		(b)(6) HYPERLINK "http://www.scanamcorp.com/" \nwww.ScanAmCorp.com
1024	3/27/2015	Hello, Any response from the Customer Service Manager at that airport? Regards (b)(6) On Sunday, March 22, 2015 (b)(6) HYPERLINK "mailto:(b)(6) 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) -- Sent from Gmail Mobile

ID	Date Added_Date Only	Contact Details
1025	3/28/2015	

Dear Sir,

I flew from Washington Dulles to Las Vegas on Tuesday 24 March 2015; flight number UA796. One of my bags was subject to an inspection and an item was removed and I assume confiscated.

The item was a litre bottle of Aloe Vera gel. This item was packed in my case in order to not have excess liquid on my person. Are there restrictions in the USA for packed liquid quantities?

I would appreciate an explanation for this item being removed and kept especially as I am required to take a daily dose.

Many thanks,

(b)(6)

(b)(6)

(b)(6)

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1026	3/29/2015	To The TSA officer concerned Dear Sir To day i travelled from Brazil to Ralegh via washington Dulles I had locked my baggage with approved TSA lock bearing no 7 . My baggage ref no is (b)(6) My baggage was opened but my lock has not been put back .in the bag Not sure why the lock alone should be taken away by the inspector concerned . Please investigate and let me have the lock returned to me (b)(6)

ID	Date Added_Date Only	Contact Details
1027	3/30/2015	Hello On a recent return flight from the US (Washington Dulles) my hold luggage was inspected by members of your staff and a notice placed inside. When I packed my bag, I wrapped a more delicate item in the centre surrounded by thick clothing. Unfortunately, when your staff repacked the bag they placed this item down the side of the bag. Subsequently with the airline baggage handling this item was then damaged. Do you have a claims procedure for this type of event. I fully support the security practice to randomly search luggage and as a frequent traveller I have purchased the appropriate TSA locks. However, I would hope that your staff try to repack the luggage as they found and pay particular attention to items that are more delicate. I look forward to your feedback. Yours faithfully (b)(6)
1028	3/30/2015	Caller just got back from Punta Cana. They just received their luggage and looked into the luggage and found a NOI. They had bottles of alcohol and jelly that were opened and left open and they have leaked into the clothing. Caller said their luggage did not arrive in Houston with them and went to IAD from Punta Cana. Caller did not want to file a claim they just wanted to let us know that it happened. They were supposed to go to IAD at first then United switched them to IAH. Their bag went to IAH. Date Time: 3.29.15 7:30am delayed to 10:00am Airport: IAH Airline: United Flight #: 2094 Bag Tag #: (b)(6) Bag Description: Black soft sided wheeled suitcase. Delphi suitcase. Item description: Small bottles of alcohol and a jar a jelly opened NOI: DLW scribbled on it. RESOLUTION to the caller's issue: Special Notes:

ID	Date Added_Date Only	Contact Details
1029	3/31/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 3/31/2015 7:27:17 AM ---------- Name: (b)(6) Email: (b)(6) Complaints:Damaged or Missing items in Checked or Carry-on Baggage Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta 8631 flight operated by Air France Washington Dulles to Paris March 24, 2015 Comments:My bag was opened by TSA--the notice was in my luggage. A pair of prescription orange-and-grey sunglasses in an orange-and-grey case were in my luggage when I packed, but they disappeared after the bag was inspected by TSA. I would like them back.
1030	3/31/2015	Hello, On the 30th of March 2015, my wife and I flew from IAD to DEN on UA1635. According to the flyer we found inside our luggage, it was inspected by the TSA. As we unpacked our baggage, we noticed that 3 Lindt chocolate bunnies are missing. While these bunnies do not have a significant monetary value (about $7.00), it will cause us significant distress, as they were gifts with a special meaning. Furthermore, when things go missing after an inspection, trust is lost in the organization who carried out the inspection. The inspection was completed in IAD. Please let me know what steps must be made to file an official complaint. Thank you for your time and consideration. Sincerely, (b)(6)
1031	4/1/2015	Caller said he works at Dulles airport and he asked if someone is violating rules at the TSA checkpoint what # should he call. He said it happened today at 5 pm but he does not have the Officer s name. He said this happened in the cargo area and the United cart was left alone and the Officer just left. Mishandling RFI REASON for the call:Complaint Date Time:04-01-15 at 5 pm Airport:Dulles Airline:United RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport

ID	Date Added_Date Only	Contact Details
1032	4/2/2015	

NOTICE:

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

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

CONTACT INFORMATION

(b)(6)

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

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

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

What was the date and approximate time of the incident?

What was the airline and flight number?
Delta Air Lines, 5997

Are you a member of the TSA Pre Program?

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

BODY SCANNER

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

If you walked through a Body Scanner, and were required to go through additional screening, what type of additional screening did you go through?
I was patted down. - yes
I conducted a self-pat down. - no
None of the above. - no

Please describe as completely as possible how you were searched and any other details you want to share.
TSA took a photocopy of my boarding pass and my ID without explaining why. The searched all my stuff and treated me in a very humiliating manner. I felt discrimination against me because my color, name, race and religion. Even I\ m a TSA PRE when I asked for the supervisor her name was: (b)(6) she said this is the airline fault not us. Delta supervisor confined that this is not Delta choice neither Delta did anything but it\ s the TSA. Delta were stunned that the TSA personnel confirmed to me that this is Delta. TSA ruined my stuff and misplaced all my personal belongings. They were trying to take my Lexus Car Keys. On top on that they asked me for my phone and turn on my MacBook Pro. I been though too much today to fine a word that might describe my horrible and discrimination today

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

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

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

Manager\Agency\Office\Court:
Date:

Has anyone responded back?
no

Are you completing this form on behalf of another individual?
no

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

ID	Date Added_Date Only	Contact Details
1033	4/3/2015	Caller stated on March 31st she flew from Dulles on Southwest then from Denver on Southwest. She asked when luggage would have been screened. For the third time in a row her luggage has been broken in to by TSA. Her lock was broken by TSA. Shes not a terrorist and she hates to fly because of TSA. Her husband has worked for the military for years and the president thinks that makes him a terrorists. They have protected this country and can not believe that their belongings are being sifted through by TSA. She asked if we would like TSA to go through our belongings. Caller wanted to know exactly why TSA had inspected only this bag multiple times. She also wanted to know exactly how to prevent this from happening again. Date Time: 3-31-15 6:25 pm Gate Terminal: Airport: IAD Airline: Southwest Flight #: 4464 Bag tag # (10digit): (b)(6) Bag Description: 21 brown plaid rolling bag Missing Damaged item description: lock was broken off. the damage to the luggage she does not think was caused by TSA. NOI: nothing written or stamped on it

ID	Date Added_Date Only	Contact Details
1034	4/3/2015	Mishandling RFI REASON for the call: Caller said 3-30-15 she flew early AM about 5 AM - Plane left at 6 AM from IAD to SFO on United airline. She said she carried her wallet but packed her purse in checked baggage and is now missing a Louie Vitton purse from her checked bag. She said she did not have a NOI but insists she could tell someone had been in the her bag. She said TSA must have videos. Date\ Time: 3-30-15 Departing at 6:00 AM Gate Terminal: C-6 Airport: IAD Airline: United Flight #: 1709 Bag tag # (10digit): (b)(6) Bag Description: A medium size light green or grayish bronze. Missing item description: A white colored Louie Vitton purse NOI: NO RESOLUTION to the caller's issue: Told her the lack of the NOI might indicate TSA did not have open the bag. However I can send to her a claim form but the CMB makes the decisions. You might want to also contact your airline since TSA only has the bag a short time. I will send to you a claim for but am not saying you will be paid. Once the TSA 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 your claim. Confirmed I do not have a phone # for United. Special Notes: Caller asked if she should call the police and file a report and she said TSA must have video. Told her no matter what happened I am sorry her purse is missing. I cannot give her personal advise about what she should do. Normally when you do not have a NOI we do not send to the CSM but I will. Told I do not have info on a video.

ID	Date Added_Date Only	Contact Details
1035	4/4/2015	Dear Ms,Mr I flight yesterday night from washington iad to zurich with wo shocks in my suitcase. You removed them for security, that your right i can not contest. My question is who will paid the bill of those two parts? May i send the bill to your agancy or to United? I carry this kind of material many time in the past without problem all other thje world included your country. I check the list of hazardous material prohibited and i don't see air shock. Thank you for your future reply (b)(6)
1036	4/4/2015	Caller lost a lot of stuff. They broke his bag and the lock. He is okay with that. When he got to DC, he checked his bag? He got tape from the police in DC. He lost his clothes. Customs cut his bag. It was brand new. He found the NOI in his bag. Where did you fly from? Afghanistan to DC (IAD) to MSY. He has served for ten years. He was in Special Ops. You dropped off the bag in Afghanistan. Did you see it between there and MSY? No. The bag was late and it was delivered to his house. CSM RFI-----Mishandling RFI United from Dubai to DC then United Express from DC to MSY. Reason for the call: Caller s bag is damaged and some items are missing. On behalf of: himself. Departure date and time: March 31st, caller does not recall the time it departed, but around 0800 hrs.. Location - gate and terminal: Gate C-28. Airport: IAD Airline: United Express Flight number: UA3764 Time of alleged incident: bag was transferred for him. Bag claim number (10 digit): caller cannot locate his claim ticket. Bag description: light brown, medium size; it was brand new. Missing or damaged item description: the bag is damaged, his expensive clothes (pants, shirts, other clothing), are missing. HAZMAT or prohibited?: NA Notations on the NOI: there is a sticker that indicates the lock was broken. Contact information: see above

ID	Date Added_Date Only	Contact Details
1037	4/5/2015	REASON for the call: Caller purchased Reebok pumps and traveled from IAD to Istanbul. The tennis shoes are missing. Caller said there was a NOI. Date Time: 4-3-15 6:50PM Gate Terminal: Does not recall Airport: IAD Airline: Air France Flight #: 0055 Bag tag # (10digit: Does not have it. Bag Description: Black canvas Samsung bag with the number 27 on it. Missing Damaged item description: Black and Red Reebok pump shoes NOI: Nothing written or stamped. Special Notes:
1038	4/5/2015	The caller flew from Dulles to Beijing China. He had a bottle of instant coffee in a bag with a printer. The coffee container was not secured and it spilled out and ruined the printer. The caller wanted to know if he could get compensation. The caller indicated the items were in a cardboard bag, he had an NOI, and the box had been closed and retaped with TSA tape. The caller indicated he was not around his luggage or ticket so he did not have all of the information but he gave what he had. Date Time: 4-2-2015 at 6:10 AM Gate Terminal: unknown Airport: Dulles Airline: Delta Flight #: unknown Bag tag # 10digit: unknown Bag Description: it was a cardboard box Missing Damaged item description: color laser printer and bottle of instant coffee NOI: Yes

ID	Date Added_Date Only	Contact Details
1039	4/5/2015	To Who; During my recent trip to Zurich Switzerland via IAD flight UA1618 departed Friday April 3 2015 at 0810 in the morning. My check in suitcase was inspected and I wasn't present. That not an issues the issue is what's item went missing and what got damage during the inspections. Missing Item: My power cord to my Black Berry phone: Result; I had to purchase another in Switzerland and the Cost $34 DAMAGE ITEM: Someone with dirt handS handle my Apple lap top computer and dent the front. This is very unsatisfactory. Recommendation on to resolve this issues. I work for the government just as you. please provide information on how submit a claim agent the TSA and get a fund for the item that was stolen damaged Thanks (b)(6) Contact Information: (b)(6)
1040	4/6/2015	The caller flew from Japan to Washington and then on to Tampa. When they arrived in Tampa they discovered their bag had been inspected and a family heirloom Japanese Doll that comes in pieces had some of the pieces missing. There was an NOI in the bag. Date Time: 4-6-2015 at 5:40 PM Gate Terminal: Gate D30 Airport: IAD Airline: United Airlines Flight #: 1294 Bag tag # 10digit: (b)(6) Bag Description: Black suitcase, Brand Antler Missing Damaged item description: a Japanese doll with the head piece and shoe pieces NOI: Yes

ID	Date Added_Date Only	Contact Details
1041	4/7/2015	Call Reason: - Caller had plastic was around both suitcases and it was cut off. When it was cut the suitcases were damaged. Both suitcases are damaged. She was traveling from Africa. Date Time of Incident: 04 06 2015 05:15 pm Gate Terminal: D30 Airport:Dulles to Tampa Airline: United Flight #: 515 Bag tag #: (b)(6) Bag description: Green Large suitcases. NOI: Yes in both bags and no note.
1042	4/7/2015	Caller said she flew from IAD to LAX, arriving at 1:00am on Monday. When she opened her bag she found an NOI inside and realized her new handbag was gone. Date 03.29.15 Time: 8:45pm Gate: N A - Checked bag. Terminal: N A - Checked bag. Airport:IAD Airline: United Airlines Flight #: 209 Bag tag # (10digit) :(b)(6) Bag Description: A black roll suitcase. Missing Damaged item description: A Prada purse. Gray in color approximately 12x16 that was in a white soft cloth bag. NOI: Yes, nothing was handwritten or stamped on it though.
1043	4/7/2015	REASON for the call: Caller is a employee of the Department of State and stated a lock that was not his was placed on his luggage. Caller is now not able to open his luggage. Caller said the lock says TSA 0007 on the bottom. Date Time: 4 7 2015 at 10:30am Airport: Dulles Airline: Etihad Gate Terminal: n a Flight #: ey130 Bag tag #: (b)(6) Bag Description: Blue and black duffel bag, Samsonite brand Missing Damaged item description: Wrong lock placed on luggage NOI: Can t not open his bag to find out 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
1044	4/8/2015	The caller flew with United Air from Ottawa to IAD to Tokyo to Bangkok on 1-30-15. When he arrived in Bangkok, his lock was broken, a NOI was inside, and 5 baseball caps were missing. He stayed in Thailand for two months and just returned on 4-1-15. He wanted to know what could be done about the situation and if the bag would have been searched by TSA in Ottawa. He also asked if the Lost and Found number was toll free. Date-Time: 1-30-15 12:20pm Gate-Terminal: Not Provided Airport: IAD Airline: United Flight #: 803 Bag tag #: Not Provided Bag Description: Large Gray Delsew with roller wheels and extending handle Missing-Damaged item description: 5 baseballs caps: Three white, One black, and One beige NOI: Yes
1045	4/8/2015	CSM RFI-----Mishandling RFI REASON for the call: Caller stated that her suitcases have a TSA approved lock attached to them. When she traveled this time her lock was broken. She has never had an issue with them opening her case before because there have been NOIs in her luggage and the lock was not broken. This time when she arrived her lock was broken and there was a NOI in the bag. She's confused as to why the lock was never broken before, but it is now. The luggage is worth about $1000. Date Time: 4-8-15 11:04 am Gate Terminal: Airport: IAD Airline: US Air Flight #: 5652 Bag tag # (10digit): (b)(6) 5 Bag Description: Hard sided navy blue with ridges lines. Rimowa is the brand Missing Damaged item description: The lock is broken and the case will not close. NOI: Nothing written or stamped on it

ID	Date Added_Date Only	Contact Details
1046	4/9/2015	Dear Sir/Madam, I would like to declare a lost property on Turkish Airlines flight number TK8 (March 26, 2015). My boss's daughter (b)(6) was bringing a never before used vocal mute pedal that I have previously purchased. When she came home she told me that this unit was taken out of her suitcase and she found a notification card that her luggage has been randomly chosen and inspected. Lost Item: 1 pcs Radial Engineering HotShot DM1 Microphone Signal Muting Footswitch. Price of the Lost Item: USD 99.99.- Web: http://www.musiciansfriend.com/pro-audio/radial-engineering-hotshot-dm1-microphone-signal-muting-footswitch Flight Date: March 26, 2015 From: Washington Dulles International Airport / Washington DC, USA To: Istanbul Ataturk International Airport, Turkey Takeoff Time: 23:25 Washington, DC Landing Time: 16:40 Istanbul Unfortunately, I have lost the opportunity to use this effect on 2 of my important stage performances of my band. I'm not sure how long it will take you to find the unit, do the inspections, etc... And I'm not sure if it will be damaged or work properly after you send it after a long time via post. Therefore I kindly ask you to transfer the amount of the unit to my bank account that is mentioned below instead of sending me the lost unit. (b)(6) Best Regards, (b)(6)

ID	Date Added_Date Only	Contact Details
1047	4/10/2015	REASON for the call: Caller s bag was opened and searched and he is military and he had a PlayStation in the bag and they threw his stuff back in the bag. It cost 700 dollars and he had it wrapped in a certain way and it was upset down when he opened his luggage and it wasn t wrapped anymore. He flew from Dulles to Sacramento. Date Time: April 10 2015, 630 am Gate Terminal: Gate C6 Airport: Dulles Airline: United Flight #: 403 Bag tag # 10 digi(b)(6) Bag Description: black, 3 feet long, brand unknown, wheels, nylon Missing Damaged item description: N A NOI: Yes, blank. 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 in case the PlayStation is damaged. Special Notes: N A

ID	Date Added_Date Only	Contact Details
1048	4/10/2015	Sir/Ma'am, My wife was recently subjected to unwarranted search and harassment by TSA personnel at Dulles International Airport on Tuesday 07 April 2015. My wife is a British Citizen. Her green card was deliberately taken away from her in addition to her cell phone. She had to endure two body searches, the second totally unwarranted, amid rude and disrespectful TSA inspectors. Her Green Card was not returned to her until she specifically asked for it, her phone the same, as if the TSA personal were angling to keep the phone for themselves. She was flagged because she had taken two business trips, one to Canada and one to Germany, both within the month of March. She was returning to Canada, on business yet again, the morning of Tuesday 07 April 2015. Her flight number was United UA3352YN, Washington Dulles to Ottawa Canada. This incident occurred approximately between the hours of 0700 – 0800. This treatment to my wife is not acceptable. While I always give the benefit of the doubt to those involved with security and public safety, this kind of attitude on the part of unsupervised TSA personnel doesn't further the interests of our national security or that of trade and commerce across our borders. Respectfully, (b)(6) Copy to: Senator Tim Kaine Senator Mark Warner Congressman Rob Wittman

ID	Date Added_Date Only	Contact Details
1049	4/11/2015	I am just about to take off on United flight 554 from Washington to Boston. I'm writing to let you know about an extremely unfortunate experience I had while waiting to board my plane. I was sitting in the gate and watched a gentleman get up, leave his roller bag at his chair, and quickly walk away. He went all the way out of eyesight. Having heard that this is a warning sign for a bomb, my immediate reaction was to try to reach security. I went to the gate agent at C19 (he told me his name was (b)(6) but I don't know if this is true). He proceeded to blow me off and walk away when I tried to tell him what I had seen. Security was not called even when I told him there was an unattended bag (the gentleman did return to his bag after about 5 minutes). Very upset with the situation, I asked the other gate attendant what his name was so that I could report the way he acted. She told me that it was none of my business what his name was" and also blew me off. I'm extremely disappointed with the way everything was handled, both in terms of customer service, and more importantly, for security's sake. I hope that this will be addressed with both agents to enable a better plan of action should that occur again in the future. Thank you, (b)(6) -- (b)(6) Sent from my iPhone
1050	4/11/2015	Calling in because he would like to get the number to the CSM at Dulles to report a theft from his luggage Date Time - 04 10 flight left at 6am -- dropped luggage off at 4:30am Gate Terminal - Gate C23 Airport - Dulles Airline - United Flight Number - 567 Baggage Tag Number - (b)(6) Bag Description - black carry on sized Samsonite luggage Missing Damaged item description - FBI flashlight , palm sized NOI - Yes Anything on NOI? - No Email - (b)(6)

ID	Date Added_Date Only	Contact Details
1051	4/13/2015	The specific airport is Washington - Dulles International, DC (IAD) The exact flight route: Flight on Saturday, 11.04.2015 from Mexico City to Brussels 10:05 Mexico City - Aeropuerto Internacional (MEX) 15:30 Washington - Dulles International, DC (IAD) United Airlines Economy (L) Duration: 04h 25min Layover: 02h 20min Other Airline UA822 17:50 Washington - Dulles International, DC (IAD) 07:25+1 day Brussels - Airport (BRU) Brussels Airlines Economy (L) Duration: 07h 35min Other Airline SN516 (b)(6) (b)(6) Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding your recent travel experience. TSA seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering a secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. TSA monitors the number and nature of problems, concerns, and complaints we receive to track trends and identify areas that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints. Generally, we would forward a copy of the issue to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy because a specific airport was not mentioned. If you would like to provide additional details, they will be forwarded to the CSM and addressed accordingly.

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

To protect a passenger's rights under Federal law and to file a valid claim, passengers 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 passengers 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, passengers have a right to bring their claim to court.

You can also access claim forms online at TSA's CMB Web site at http:\\www.tsa.gov\passengers-information\claims-management-branch. This Web site also has information related to filing a claim, checking the status of a claim, and other claim-related issues. You can also access this Web site by clicking on the CMB link in the "Resource Center" on TSA's homepage at HYPERLINK "http://www.tsa.gov"www.tsa.gov. For additional questions related to the claims process, please contact the CMB at HYPERLINK "mailto:tsaclaimsoffice@dhs.gov"tsaclaimsoffice@dhs.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

ID	Date Added_Date Only	Contact Details
		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.
1052	4/13/2015	Dear TSA officer, I am a Canadian citizen and travelled from Washington Dulled airport to Munich on Sunday 29 March 2015, flight LH415. At the security check (to go to the gate) my hand luggage was opened for inspection by the TSA officer and its contains partially removed from the bag, onto another table in the back; however once I reached my destination I noticed that my Custom Medical mold orthotics inserts for my shoes that were in the bag were missing. I believe on the balance of probabilities the officer forgot to put it back in my carryon bag. Would appreciate if you could check to see if it is there, as I need them and they are rather expensive and time consuming to replace particularly that I am not in my country of residence Canada and do not have access to my doctor. The item is two pieces one insert for R and the other for L foot and placed in blue or a black fabric bag. Would appreciate your assistance in this matter. Please advise. Best Regards, (b)(6) (b)(6) HYPERLINK "http://stories.unhcr.org?link=email" We believe 1 family torn apart by war is too many. Join UNHCR and share their stories: http://stories.unhcr.org

ID	Date Added_Date Only	Contact Details
1053	4/15/2015	Caller s daughter flew from IAD to Mexico City on April 4 at 5 p.m. Four of the little camera discs of pictures are missing from her suitcase. These included her wedding photos. Her perfume and things were spilled all over everything as well. Passenger s Name: (b)(6) Date Time: 04.04.15 5 p.m. Gate Terminal: D Airport: IAD Airline: United Flight #: 511 Bag tag # (10digit): She doesn t have this. Bag Description: Her suitcase is a red with two pockets on the front. It has wheels and is large. Missing Damaged item description: Four small discs of pictures. NOI: Yes, but she doesn t know if there is anything stamped or hand written on it.
1054	4/15/2015	Call Reason: - Caller returned from Ottawa Canada with his Garmin GPS. He went through Customs and scanned it. He checked the bag. He flew to Dulles and onto Philly. His bag was opened in different compartments when he picked it up in Philly. He is missing the GPS which was a gift from his wife who is no longer with him. . . Date Time of Incident: 04 15 2015 05:26 pm Gate Terminal: A6 to C22 Airport:Dulles Airline: United Airlines Flight #:UA3335 Bag tag #: (b)(6) Bag description: Blue gym bag Medium NOI: Yes. No Note

ID	Date Added_Date Only	Contact Details
1055	4/16/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 4/16/2015 11:31:23 AM ---------- Name: (b)(6) Email: (b)(6) Complaints:Damaged or Missing items in Checked or Carry-on Baggage Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA 7941 (operated by ANA) April 16. Inspection approximately 10:30 at Dulles International Airport. Comments:My wife and I placed 2 belts in a tray for screening. These were the only items in that particular tray to go through the scanner. By the time we went through the body scanner, the belts were no where to be found. It was difficult to even get the attention of the TSA employees regarding the missing belts, but once we did the employess were at a loss to do anything. They mainly just ignored eye contact and offered no advice to me. After a while we just gave up and went to our flight. The belts were not valuable and we retrieved all are other items. It is very annoying however that no procedures to handle this problem seemed to be in place and that the TSA employs were not communicative. Also the general disarray of the screening process probably contributed to the belts going missing.
1056	4/17/2015	REASON for the call: Caller got a notice of inspection in her bag. She Date Time: 4--16-2015 at 6:00 AM Gate Terminal: Airport: Dulles Airline: Delta Flight #: ? Bag tag # : (b)(6) Bag Description: It was in a plastic bin with snapping handles. It was light blue. It had a delta name tag on it. Missing Damaged item description: The following items were missing or damaged: A Starbucks mug a butterfly plate and a matching tea mug A view finder with slides and some of the slides slides are missing. NOI: Yes with nothing on it. Special Notes: The items were family heirlooms

ID	Date Added_Date Only	Contact Details
1057	4/18/2015	Caller arrived from Dulles to SFO. Her baggage was inspected (all three bags). They repacked them with different items in different suitcases. She had packed some carved birds from Brazil. The bubble wrap was not replaced. One was badly damaged. Why would they repack her suitcases differently? There is something wrong with Dulles, especially he management there. CSM RFI-----Mishandling RFI Reason for the call: caller s bags are in disarray and one item is damaged. On behalf of: herself Departure date and time: April 17th, 1253 hrs. Location - gate and terminal: Terminal 3 or C...caller can t remember the gate as it was changed...maybe C-34 or 35. Airport: IAD to SFO Airline: United Flight number: 1190 Time of alleged incident: 1214 or 1215 Bag claim number (10 digit): (b)(6) . April 17th, 1236. Bag description: Eagle Creek gray, 22 inches; Eagle Creek orange bag; small red Toomi Missing or damaged item description: a carved bird is damaged and some towels are missing. HAZMAT or prohibited?: NA Notations on the NOI: nothing written or stamped on them; there were stapled TSA orange tags to the bags on the outside; the NOI was in one bag, but not in the bag where the damaged carving was found after she got home. The three birds were originally in the same bag together, but they were separated afterward. That original bag had the NOI in it. Contact information:
1058	4/18/2015	I just flew from Washington DC (IAD) to Ft. Lauderdale (Fll) flight 1099 on April 17, 2015. I packed a bottle of wine in my checked suitcase. Upon arrival in Florida, I opened my suitcase and found a TSA notice that my bag had been opened. It was concerning that the bottle of wine had been taken. Prior to flying I has checked the TSA website and found that wine was allowed to be shipped in checked luggage. I don't know if there is a way to check who opened the bag, but travelers should be able to trust their government. (b)(6)

ID	Date Added_Date Only	Contact Details
1059	4/19/2015	my name is colonel /salah el din from egypt ,i traveled on bored to usa ander high Importance type ticket name / (b)(6) go to usa in official mission .TDY i was on bored FM Washington dull UA 3766 S 15 APR 1705 SCAIAD FLIGHT OPERTED BY MESA AIRLINES DBA UNITED EXPRESS TO SAN ANTONIO INT ARRIVED TIME 1954 I FOUND MY LUGGAGE OPENED AND SAME MY BOOKS WAS LOST AND SAME THING WAS LOST . THE LOST BOOKS WAS . 1- THE OFFICIAL GUIDE , TOEFL TEST, FOURTH EDITION , ETS COST ABOUT 100 US$. 2-LONGMAN IBT PREP 2.0,TOEFL TEST,DEBORAH PHILLIPS PERSON LONG-MAN ABOUT 150US$. 3- IT IS VERY Important BOOKS FOR MY MISSION. I strongly asked you , why was you take the books, it"s bomb ,or ammo! bring back to ME my address is (b)(6) REMARK ! U READ MY ITO IN MY BAGGAGE INVITATION TRAVEL ORDER ITO FOR IMS INTERNATIONAL MILITARY OFFICER STUDENT(IMOS), THANK U

ID	Date Added_Date Only	Contact Details
1060	4/19/2015	???? ???? ??? iPad ????? ??? ??? Apr 18, 2015? ?????? 10:53 PM? ??? TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov>:? Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer. The Contact Center's frequently asked questions<http://www.tsa.gov/contact-transportation-security-administration> page has answers to the most common inquiries we receive from the public. If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the HYPERLINK "http://www.tsa.gov"www.tsa.gov<http://www.tsa.gov> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags. The Travelers<http://www.tsa.gov/traveler-information> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly. You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing HYPERLINK "http://www.tsa.gov/mobile"www.tsa.gov/mobile<http://www.tsa.gov/mobile> on the web browser. You can download the MyTSA iPhone app<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8> for free on iTunes.

ID	Date Added_Date Only	Contact Details
1061	4/20/2015	

From: (b)(6)
Sent: Monday, April 20, 2015 5:02 PM
To: TSA-ContactCenter
Cc (b)(6)
Subject: TSA Approved Lock

Dear TSA Team-

My name is (b)(6) and my wife and I traveled from Washington DC to Abuja, Nigeria. I work with USAID as a Foreign Service Officer. Details of the flight are listed below. For the trip I purchased TSA Approved locks and fastened everything according to stated guidelines. Both of my checked bags were searched and the flyer was in my baggage that a TSA security check had been completed. When we arrived to Abuja one of my bags had a lock missing. The other bag had the lock properly placed back on. This leads me to believe that the TSA agent who completed the checks, did not appropriately put the lock back on the bag. I am writing to request a TSA approved lock be sent to me as a replacement of the lost lock. I would appreciate your attention and speedy resolution to this matter. I have attached pictures of the type of lock and also the luggage tag for your reference.

Best,
(b)(6)

image1.JPG

image2.JPG

image3.JPG

Sent from my iPhone

Begin forwarded message:
From: "United Airlines, Inc." <HYPERLINK
"mailto:u (b)(6) >
Date: April 17, 2015 at 10:29:21 PM GMT+1
To: HYPERLINK "mailto:M (b)(6)
Subject: Check in now for your flight to Abuja, Nigeria (ABV). Confirmation G4Y7G2
Wireless customers may check in at HYPERLINK
"http://mobile.united.com/CheckIn.aspx?sender=TECH&camp=checkin_notify&campyear=2015&Language=en-US&PNR=G4Y7G2"
\nhttp://mobile.united.com/CheckIn.aspx?PNR=G4Y7G2.

To ensure delivery of this e-mail please add HYPERLINK
"mailto:unitedairlines@united.com"unitedairlines@united.com to your address book or approved senders list. HYPERLINK "http://www.united.com/safelist" \nSee instructions for adding us to your address book.

Traveler Information:
(b)(6)

Seat Assignments:
IAD - FRA: (b)(6)
FRA - ABV

(b)(6)

Seat Assignments:
IAD - FRA: (b)(6)
FRA - ABV: ---

> View HYPERLINK "http://www.united.com/web/en-US/apps/reservation/main.aspx?sender=TECH&camp=checkin_notify&campyear=2015&Language=en-US&OP=1&CN=VwHfEP7NSHU%3d&FLN=r5vOhsVMtT0%3d&SS=SM"complete reservation information on HYPERLINK "http://united.com"united.com.

Weather Forecast for Abuja, Nigeria

HYPERLINK "http://www.weather.com/outlook/travel/detail/NIXX0022?dayNum=1&par=continental&site=emailreminder&promo=0&cm_ven=Continental&cm_cat=EmailReminder&cm_pla=EmailReminder&cm_ite=BusinessTraveler"Saturday
Apr 18

Image removed by sender. Sunny
Sunny

High: 103°F (40°C)
Low: 74°F (23°C)

HYPERLINK "http://www.weather.com/outlook/travel/detail/NIXX0022?dayNum=2&par=continental&site=emailreminder&promo=0&cm_ven=Continental&cm_cat=EmailReminder&cm_pla=EmailReminder&cm_ite=BusinessTraveler"Sunday
Apr 19

Image removed by sender. Sunny
Sunny

Image removed by sender. The Weather Channel

_____

E-mail Information
Please do not reply to this message using the "reply" address.
HYPERLINK "http://www.united.com/web/en-US/apps/account/email/subscription/emailsubscription.aspx?sender=TECH&camp=checkin_notify&campyear=2015&Language=en-US" \nManage your email subscriptions from the My Account page.
The information contained in this e-mail is intended for the original recipient only.
If you are experiencing technical issues, please contact HYPERLINK "http://united.com"united.com Support via HYPERLINK "http://www.united.com/web/en-US/content/Contact/technical/support.aspx?sender=TECH&camp=checkin_notify&campyear=2015&Language=en-US" \ne-mail or HYPERLINK "http://www.united.com/web/en-US/content/Contact/technical/default.aspx?sender=TECH&camp=checkin_notify&campyear=2015&Language=en-US" \ntelephone.

Notification: Flight Check-in Reminder
Email Address: HYPERLINK "mailto(b)(6)
MileagePlus Number: (b)(6)

This one-time e-mail was sent to HYPERLINK "mailto(b)(6) in order to provide information related to your travel.
View our HYPERLINK "http://www.united.com/web/en-US/content/privacy.aspx?sender=TECH&camp=checkin_notify&campyear=2015&Language=en-US" \nPrivacy Policy.

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ID	Date Added_Date Only	Contact Details
		United Airlines, Inc. - MileagePlus Service Center P.O. Box 6120 Rapid City, SD 57709-6120 USA HYPERLINK "http://www.united.com/web/en-US/content/company/alliance/star.aspx?sender=TECH&camp=checkin_notify&campyear=2015&Language=en-US" \nImage removed by sender. Star Alliance ATTACHMENTS PHOTO OF LOCK BAGGAGE TAG, 18APR15, FROM IAD, TAG NUMBER (b)(6)
1062	4/20/2015	Dear agent, On last Thursday, the April 16th, I had an international flight from IAD airport to Copenhagen with SAS airlines, with a connecting flight to Gothenburg (Sweden) arriving on Friday morning the April 17th. At home I noticed that the side locks of my baggage- which is a big Samsonite, were broken and after opening the baggage I found a TSA tag informing me that my baggage had been checked. I locked the side-locks before checking-in the baggage. I understand, and appreciate, that for security reasons you need to check baggages. However, why don't you put a big sing at the airport close to the checking-in counters and ask the passengers not to lock their baggages?? In this way you won't need to waste your time to unlock or break locks, and also in my case I wouldn't have needed now to spend money to buy new locks. Thank you, and I am looking forward to hearing from you. With kind regards, (b)(6)

ID	Date Added_Date Only	Contact Details
1063	4/20/2015	Hello, I flew into Washington Dulles Airport on April 19, 2015 from Punta Cana on United Airlines flight 1669. Once I claimed my bag and rechecked it in Dulles and retrieved it at my final destination Pittsburgh PA on United Airlines flight 3759. I found that my TSA approved lock (#007 is the code on the bottom of the lock) was removed from my bag. I had two of these TSA approved Master brand locks on my bag and the top lock was removed with the TSA Notice of Baggage Inspection sheet inside. I carried a tan rolling duffle with two separate luggage compartments, requiring 2 separate locks. While it's fine to have the bag submitted for inspection, a bottle of rum is missing from my bag. I purchased 2 small bottles of mammajuana, both wrapped in brown paper, one was cut open, I assume by TSA to verify it's content, the other bottle was wrapped and in tact. The small bottle of Brugal rum was gone, wrapped the same way as the other small bottles of rum/mammajuana. I made sure that I followed the customs regulations and did not bring more alcohol(total of 1 litre) back in that I was allowed, I declared the rum and small trinkets and souvenirs at customs. I cannot understand why the lock was removed totally and my bag was left open and unsecured at some point between Dulles and Pittsburgh. I am asking for an explanation. The cost of the bottle of rum is negligible, my issue is why spend the extra money to buy the TSA approved lock to ensure you can search and re-secure my luggage if my bag is returned to me missing an item and unsecure? Sincerely, (b)(6)
1064	4/21/2015	Good evening, I travel almost every week in/out IAD and usually it is uneventful. Today was different. When I arrived at my hotel, i found my toiletries scattered in my bag with a broken razor, and shaving cream over half of my clothes. Your "Notice of Baggage Inspection" was in my DOP kit....zipper closed. Would it be possible that your team at the airport, put things back the way they found them? I now have to clean most of my clothes due to someone's hurried action or incompetence. I understand that there is a level of intrusion expected when traveling, but this crosses the line in my book. A disappointed traveler.... (b)(6) Sent from my iPad

ID	Date Added_Date Only	Contact Details
1065	4/22/2015	Caller had a flight from Dublin to Dulles to Chicago. Her cosmetic bag was missing from her checked luggage. REASON for the call: Missing cosmetic bag from luggage. Date Time: 4-21 3pm Airport: Dulles Airline: United Airlines Flight #: UA259 Bag tag # (10digit: (b)(6) Bag Description: Pink Case Missing Damaged item description: Cosmetic perfume and makup NOI: NOI inside
1066	4/22/2015	Caller just got back from Ottawa, Canada. She flew into Quebec City and then she flew out of Ottawa. She has two NOIs in her bag. She had a robe missing from the bag. She flew Ottawa to IAD to DEN to Spokane. There was nothing stamped or hand written on them. Date Time: 02.21.15 8:23 a.m. Gate Terminal: C27 Airport: IAD Airline: United Flight #: 403 Bag tag # (10digit): (b)(6) Bag Description: This is a black Sierra duffel with wheels. Missing Damaged item description: A peach colored robe is missing new with the tags. NOI: Yes, but there is nothing stamped or hand written. There are two of them.
1067	4/23/2015	REASON for the call: Caller said her aunt, (b)(6) is missing jewelry from her luggage. Caller said she did not have a NOI in her bag but the bag was wrapped in TSA tape. Date Time: 4 22 2015 12:50pm Airport: Dulles Airline: United Airlines Gate Terminal: n a Flight #: 2109 Bag tag #: Caller does not have Bag Description: Grey in color, 4 wheels on the bottom, red ribbon tied to handle Missing Damaged item description: Jewelry that was in a white cloth bag wrapped in a plastic bag: Pearl earrings, necklace, rings, and gold band watch NOI: No 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
1068	4/23/2015	Call Reason: Caller states that he checked an expensive suitcase that got broken and was taped up with TSA tape. There was a NOI. Date Time: 4 23 12:30 pm Gate Terminal: C23 Airport: IAD to LAX Airline: United Flight #: UA1230 Bag tag # (10 digit): (b)(6) Bag Description: silver Remola rolling suitcase Missing Damaged item description: the suitcase itself is damaged and taped up NOI: yes - nothing extra on it
1069	4/24/2015	Caller came on a flight today and his bag was inspected. He had a brand new MacBook still in the box in his bag. He said they destroyed the box and then wrapped the box in tape. Caller was very upset about the fact that the brand new box was destroyed and then taped back. He said he cannot get the tape off of the box. Caller said he wanted an answer as to why they destroyed the box and taped it. Mishandling RFI REASON for the call: Laptop box was damaged Date Time: 4.24.15 12:30 PM Gate Terminal: Gate C-6 Airport: IAD Airline: United Flight #: 1230 Bag tag # (10digit): (b)(6) Bag Description: black wheeled duffel with a yellow handle Missing Damaged item description: The box of the laptop was taken apart and wrapped in tape NOI: Yes, no additional info was present RESOLUTION to the caller's issue: Forwarded the issue to the CSM at IAD
1070	4/25/2015	Caller contacted lost and found and was referred to the TCC. Caller flew out of IAD to Taipei. There was a clear plastic bag around his luggage from his United. He was missing items and there was NOI. Caller is a member of GE. Caller would like to know if he could just show his card at the checkpoint. Caller did not get PreCheck on a rescheduled flight on his return and would like to know why. Date Time: 04 14 2015 925AM Airport: IAD to SFO to Taipei Location: Gate D21 Airline: United Flight #: UA782 Bag tag # (10 digit): (b)(6) Bag Description: 28 red bag Missing Damaged item description: Leatherman tool, flashlight, pills NOI present (writing on it): not found RESOLUTION to the caller's issue: CSM

ID	Date Added_Date Only	Contact Details
1071	4/26/2015	She says that she just flew from IAD to RSW. She says that liquids were not put back in their Ziploc bags and were not in closed properly, so her liquids are all spilled throughout her bag. Date Time: 04.26.15 6 a.m. Gate Terminal: Z9 Airport: IAD Airline: Frontier Flight #: 1392 Bag tag # (10digit) (b)(6) Bag Description: This is a small black Samsonite garment bag. Missing Damaged item description: Various liquids spilled throughout the bag. NOI: Yes, but there is nothing stamped or hand written on it.
1072	4/27/2015	I recently returned from Punta Cana on 4/25/15. While I was in Punta Cana airport I bought a bottle of liquor from the duty free shop after I checked my bag. It was then put in a sealed bag. When I returned to Dulles International we went through customs and then had to rush to catch my connecting flight. We then came upon security that we had to go through. I put the liquor I bought in a basket and one of your agents wouldn't allow me to keep it sighting it was a security risk cause he couldn't see the liquid inside. Even though I just flew from Punta Cana with it. What is the point of having a duty free shop if you can't bring it back with you. It was in a sealed bag and I had a receipt for it. Your agent told me that he would have to search me and test the liquid for me to keep it but then the seal on the bottle would be broken and the duty free bag seal would be broke. I would really appreciate my bottle to be refunded to me or at least my money it cost me. I understand there are security concerns but your policies need to change. Also your agents allowed workers in the airport to cut the line so they could go home while there where about 30 to 40 people who were in line trying to catch there connection, which many people like myself missed by only a few minutes. In closing some people skills wouldn't hurt either with a lot of your agents. I found a lot of them rude. Especially the one who threw away my bottle of liquor in front of me and made sure he did it in front of me to make me more upset! Thank You (b)(6) Sent from my iPhone

ID	Date Added_Date Only	Contact Details
1073	4/28/2015	Caller stated she would like to file a complaint or complain about the way her backpack was screened. It was opened and in the bottom she had a dozen cans of seafood in boxes. Three of the boxes were opened and two of them had the label removed. Now she has no way of knowing what is in the cans. She had glassware packed in the backpack and the boxes were damaged but the glassware is ok. She said clearly, her bag was not repacked the way she had packed it. Date Time of Incident: 04.25.15 Checked in Bag around Noon Flight Time: 2:25 p.m. Gate Terminal: N A Airport: Dulles Airline: Air Bus United Flight #: 696 Bag tag #: Not Available Bag description: Medium Size, Blue, Canvas without wheels NOI: YES There was nothing handwritten or stamped on the NOI
1074	4/28/2015	My family lives overseas and we know how to pack. The TSA inspector in Dulles opened our bag and did not use the tightening straps to secure the bag after inspection. A TSA card was left in the bag but there are no identifying comments made. It is possible that a difficult to find car part we purchased for a repair was damaged. Please ask the inspectors to re-close the bags with the same amount of attention we take to pack them. (b)(6) (b)(6)
1075	4/28/2015	REASON for the call:Caller flew from Dulles to Atlanta and saw that his bag had a lock opened, an NOI and missing a spray that he uses for his back which helps with backaches and lemon juice in a Ziploc bag. Are these items not allowed and what can be done? Date Time: 4 28 15 @ 1:30 Gate Terminal: Airport: IAD Airline: Delta Flight #: 0200 Bag tag # (10digit): (b)(6) Bag Description: Black LL Bean suitcase, model LLB#0ALR8. It is medium sized with 2 wheels on it. Missing Damaged item description: Missing a spray for backaches and a damaged bag that had a container of lemon juice in it. NOI: Yes, nothing written or stamped on it.

ID	Date Added_Date Only	Contact Details
1076	4/29/2015	He traveled yesterday from Dublin to DEN via IAD. REASON for the call: A manicure kit is missing from his checked baggage. He assumes that it was stolen by TSA. Date Time: 4 28 15 6:19pm Gate Terminal: D32 Airport: IAD Airline: United Flight #:1445 Bag tag # (10digit: (b)(6) Bag Description: The suitcase is a black Samsonite a bit larger than carry on size. It has wheels. There was a security tag on the side of the bag with a barcode. NOI: NOI was present with nothing indicated.
1077	4/29/2015	To Baggage Inspectors: I departed Dulles Airport on April 20, mid morning via Emirates enroute to Thailand. When I got to my destination and opened my bag, I was shocked! I have no concern that you inspected my bag, for I had nothing illegal and think it is fine to randomly inspect bags for security. BUT, destroying people's personal property is unacceptable! I had impeccably packed my bag by wrapping some over- the- counter medicines. When I opened my bag I found two broken bottles that had damaged my tax records, medical records, and destroyed several garments and my bran new suitcase. Whoever inspected the bag simply threw my belongings back into it with absolutely no concern about any possible damage. And then you suggest contacting a website for tips on packing. I am well-travelled and pack my bags impeccably! It is YOUR inspector who needs the info and to get a little slice of compassion when destroying others personal property. I cannot replace many things. You asked to write with our concerns. My concern is for you to train your inspectors better and to take responsibility to do their job well, for, as I said this is not acceptable!! Upset, (b)(6)

ID	Date Added_Date Only	Contact Details
1078	4/30/2015	I recently returned from Punta Cana on 4/25/15. While I was in Punta Cana airport I bought a bottle of liquor from the duty free shop after I checked my bag. It was then put in a sealed bag. When I returned to Dulles International we went through customs and then had to rush to catch my connecting flight. We then came upon security that we had to go through. I put the liquor I bought in a basket and one of your agents wouldn't allow me to keep it sighting it was a security risk cause he couldn't see the liquid inside. Even though I just flew from Punta Cana with it. What is the point of having a duty free shop if you can't bring it back with you. It was in a sealed bag and I had a receipt for it. Your agent told me that he would have to search me and test the liquid for me to keep it but then the seal on the bottle would be broken and the duty free bag seal would be broke. I would really appreciate my bottle to be refunded to me or at least my money it cost me. I understand there are security concerns but your policies need to change. Also your agents allowed workers in the airport to cut the line so they could go home while there where about 30 to 40 people who were in line trying to catch there connection, which many people like myself missed by only a few minutes. In closing some people skills wouldn't hurt either with a lot of your agents. I found a lot of them rude. Especially the one who threw away my bottle of liquor in front of me and made sure he did it in front of me to make me more upset! Thank You (b)(6) Sent from my iPhone Sent from my iPhone

ID	Date Added_Date Only	Contact Details
1079	4/30/2015	Hello, I arrived at Dulles Airport last night at 9 PM and was surprised to find the Precheck area closed. I was told the Precheck area closes around 8 PM. I take flights regularly around that time and the Precheck area has been open in the past. Is this a new policy? Your security screening process at Dulles has been and remains one of the worst in the US system. The Precheck process has improved the process significantly at least for trusted travelers. Closing so early only returns everyone to the the delays and frustrations of the past. Why close your Precheck area so early at a major international hub? There are many domestic and several international flights that go out well after 8 PM. When I have used PreCheck at that hour in that past, it isn't busy but there is always a steady line of passengers. If Homeland Security is marketing this program for its convenience and charging for the background progress hoping to offload passengers from the demand of full security screenings, you shouldn't shut the service down at a major airport. You didn't even offer the card system used at smaller airports that allow trusted travelers to keep their shoes on. Can't you keep a precheck line available later in the evening in the gigantic security area on the lower level? I'm trying to find published hours of operations for your Precheck area at IAD. I have only been able to find current wait status but no reference to hours of operations at this site https://apps.tsa.dhs.gov/mytsa/precheck.aspx?Airport=IAD. This site provides another URL (which isn't a hyperlink) which is supposed to show hours of operations but it is a dead link. http://go.usa.gov/WDUW. I've also checked the Dulles Airport site and I haven't been about to find any information there either. Where are the hours published for precheck operation at airports? There are plenty of hot links to information about the great TSA Precheck Program. The Precheck has been a great addition over the last few years. I would hope you would reexamine closing the Precheck at Dulles so early in the evening. Thank you. (b)(6)
1080	5/1/2015	Caller s luggage was searched by TSA and left unlocked after a flight from IAD to Frankfurt. Caller would like to make a complaint so that this may not happen again. Date Time:4-18-15@5pm Airport: Washington Dulles Airline: United Airlines Flight #:989 Bag tag # (10digit: Unknown NOI: NOI inside nothing written or stamped on it.

ID	Date Added_Date Only	Contact Details
1081	5/1/2015	Call Reason: Caller flew from IAD to Saudi Arabia and checked a bag that got a NOI. She states that a new expensive purse is missing from the bag. Date Time: 4 13 6:00 pm Gate Terminal: Terminal 2 Airport: IAD to Ruh Saudi Arabia Airline: Saudi airline Flight #: SZ38 Bag tag # (10 digit (b)(6) Bag Description: black medium carry-on size luggage Missing Damaged item description: missing expensive brown Louise Vitton purse inside of beige fabric NOI: yes - nothing extra on it

ID	Date Added_Date Only	Contact Details
1082	5/2/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 5/2/2015 3:53:46 PM ---------- Name (b)(6) Email: (b)(6) Complaints:Damaged or Missing items in Checked or Carry-on Baggage Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United #1715 from IAD to ORD Comments:Dear TSA, I am a frequent traveler and am part of TSA Pre-Check and Global Entry. Today I was returning home to Milwaukee, WI. The first leg was on United #1715 from IAD to ORD. When I arrived at my home I unpacked my golf clubs which were carefully packed in a Callaway golf bag inside of a Club Glove travel bag. I found your Notice Of Baggage Inspection paper in my travel bag. I know your job is to protect us and that inspecting random bags is part of your responsibilities. I understand and have no problem with this. However, based on what I found in unpacking I think it is important for you to know what your inspector did, and I think you will agree that it was obviously done with malice and on purpose. No one could do everything that I found without it being done on purpose. I am complaining for a number of reasons: 1. 2 of the 3 belts/bands which are part of the travel bag and are designed to keep everything together and clasp around the outside of the travel bag were not closed. 2. There are two outside pockets that zip open/close. I had them closed but they were opened for inspection and not re-zipped. 3. Inside the travel bag there is a band that clasps around the golf bag to keep it from bouncing around inside the travel bag. It had been opened for the inspection but not re-clasped. 4. There is a cover that protects all of the clubs by snapping onto the top edges of the golf bag; it is a part of the golf bag. This cover was removed and left hanging by one of the four snap closures. 5. There were leather head covers on my Driver and 3-Wood, the purpose of which is to keep them from getting damaged. They had been taken off the clubs and randomly stuffed into the travel bag. 6. I wrap a towel around the iron club heads and secure the towel with a strong rubber band to keep the clubs from damaging anything around them. The towel and rubber band had been removed and randomly tossed into the travel bag.

ID	Date Added_Date Only	Contact Details
		7. There were six golf balls in a sack in one of the golf bags pockets that were just dumped out of the sack into the pocket and not replaced into the sack. 8. There was a see-thru plastic box with a snap closure in one pocket of the golf bag that contained golf tees and ball markers. The box and contents were dumped out of the plastic box into the bottom of the golf bag, not even put back into the pocket they came out of. This means that I needed to take every club out of the bag, turn the bag upside down and try to shake the tees, markers and plastic box out of the bottom of the bag. 9. There was a club wrench in the same pocket and this also was taken out of the pocket and dumped into the bottom of the golf bag. 10. And as if all of the above isn't enough, a pair of $250 Maui Jim sunglasses were taken out of a glass case in one of the pockets of the golf bag. If you aren't a golfer, you probably can't begin to understand how violated I feel. You can tell by how meticulously I pack my clubs how I feel about them. We are talking about well over $2,500 worth of equipment. While I understand your job of protecting citizens , I think you will agree that your inspector went way beyond his responsibilities. Perhaps a review of your hiring procedures and agent training might be in order. I welcome your response and would love to chat with someone about this complaint, especially the missing sunglasses. Thank you.
1083	5/2/2015	(b)(6) hone number. Caller stated that his suitcase was destroyed he traveled from Dulles to London. He believes that TSA damaged it because there was an NOI inside of his bag. He said there were locks on it but the locks were not locked and now the bag is completely damaged because TSA broke the locks off anyways. Mishandling RFI CSM RFI-----Mishandling RFI REASON for the call: Date Time: 4 30 15 at supposed to 6:30pm Airport: Dulles Airline: British Airways Flight #: BA0216 Bag tag # (10digit): (b)(6) Bag Description: Gray with black lines Missing Damaged item description: The locks are broken and he can not use the bag without them. NOI: Yes, nothing written or stamped RESOLUTION to the caller's issue: Sent

ID	Date Added_Date Only	Contact Details
1084	5/6/2015	Dear Sirs Thank you yet again for your reply, which I reproduce below, I did say that the case was searched and damaged in Washington. I realise I should have been more specific I flew into Washington Dulles and it was there that the case was searched. This was not done in front of me as it had gone forward for my internal flight to State College PA. As I have said I can accept the destruction of the case as I had locked it. Sadly I got into this habit after I had items stollen whilst travelling in Europe so one is caught between a rock and a hard place lock it for safety or leave it open for searches. To reiterate what I find impossible to understand is why my belongings were dumped in a black trash bag for anyone to steal? Why were they not secured safely in compliance with international protocols? My regard for the staff of United Airlines has increased greatly. Hoping that this time I will get an answer and that you now have all the information you require. (b)(6) TSA seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering a secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. TSA monitors the number and nature of problems, concerns, and complaints we receive to track trends and identify areas that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints. Generally, we would forward a copy of the issue to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy because a specific airport was not mentioned. If you would like to provide additional details, they will be forwarded to the CSM and addressed accordingly. _____ From: (b)(6) To: tsa-contactcenter@dhs.gov Subject: FW: Damaged Case Date: Wed, 6 May 2015 16:39:11 +0100 Dear Sirs I reproduce below a reply that I have just received from you which I am extremely

unhappy with. You appear to be trying to say that it did not happen in the USA this is completely untrue. When my case arrived in Washington it was in perfect order the damage occurred in Washington. As I said I understand the search I can even accept the case being destroyed but to not ensure that my property was secure but to dump it in a trash bag!! So please stop trying to avoid taking responsibility and answer my question as to why international protocol was not followed.

Yours faithfully
(b)(6)

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding mishandled or damaged property during international travel.

Travelers must go through several different clearance procedures when crossing international borders. As sovereign entities, countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States. United States citizens departing from an international airport are required to comply with that country's screening procedures.

Before boarding a connecting United States flight, passengers and baggage arriving on international flights are required to pass through United States security screening performed by TSA. The Aviation and Transportation Security Act established a strict requirement that a federalized TSA workforce must screen all passengers and baggage on flights originating in the United States and that checked baggage must be screened by explosives detection systems.

Unless there was a connecting flight within the United States, it appears the experience encountered is outside of TSA's jurisdiction. We recommend that the relevant airline or authorities in your departing country are contacted about the damage that was described.

> From: TSA-ContactCenter@tsa.dhs.gov
> To: (b)(6)
> Subject: RE: Damaged Case
> Date: Wed, 6 May 2015 12:16:00 +0000
>
> Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.
> The Contact Center's frequently asked questions<http://www.tsa.gov/contact-transportation-security-administration> page has answers to the most common inquiries we receive from the public.
> If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the www.tsa.gov<http://www.tsa.gov> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

ID	Date Added_Date Only	Contact Details
		> The Travelers<http://www.tsa.gov/traveler-information> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly. > You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing www.tsa.gov/mobile<http://www.tsa.gov/mobile> on the web browser. You can download the MyTSA iPhone app<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8> for free on iTunes. > > >
1085	5/6/2015	Dear sir, On the 4th of May 11.25p.m. Flight numberTK0008 I checked two of my luggages at TK counter,and received only one in Istanbul .They sent the missing one the following day with three of my items missing which were my night gown ,a perfume which was a present and a big pack of chocolate draje.I am writing this ,because first of all it is very annoying to know that my baggage is opened without me witnessing what was being done to it and why are those items missing? Yours sincerely (b)(6) Sent from my iPad
1086	5/7/2015	Caller is wanting information on why her checked luggage was searched. She received a NOI and noticed that one shoe was missing out of the bag. This was an international flight into IAD then to Richmond. She doesn t have any flight information at the moment and wanted to see if her shoe was found so she can get this back.
1087	5/7/2015	The caller flew on April 27th from IAD to LAS. The caller has a NOI and she is missing a shoe and she wants to know if it was dropped out. Date and Time: 4-27-15 departing at 10:45pm Gate Terminal: NA Airport: IAD Airline: Frontier Flight #: 1127 Bag tag #(b)(6) Bag Description: Large black suitcase with beige polkadots and wheels. Missing Damaged item Shoe description Black leather Franco Satrto flat. NOI: Yes

ID	Date Added_Date Only	Contact Details
1088	5/7/2015	Feedback Type : Security Issue Categories : Other Current Date/Time : 5/7/2015 8:09:27 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 05/07/2015 6:00 AM Airline & Flight Number : united Checkpoint/Area of Airport : employee check point TSA Employee: (If Known) : woman at check point Comment : witness airport cleaner bypassing the swiping of ID section for TSA agent had her back to us talking with another TSA agent from the Known Traveler side..I advised her the gentleman did not swipe his badge. she asked me to repeat and after doing so she yelled for him to come back to swipe..his dust mop had already started going thru scanner and he was about to go thru checkpoint himself when she yelled. This could have easily been anyone from the streets trying to get thru. 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
1089	5/8/2015	Caller s luggage was damaged and is not repairable. He unlocked his luggage after going through customs so his luggage wouldn t be damaged. He found an NOI inside his luggage. REASON for the call: Date Time: 5-7-15 @ 12:30pm Gate Terminal: 323 Airport: IAD Airline: United Airlines Flight #: 1498 Bag tag # (10digit (b)(6) Bag Description: Large, Hard case, black with silver metallic frame Missing Damaged item description: NOI: NOI inside nothing written or stamped on it
1090	5/9/2015	CSM RFI-----Mishandling RFI REASON for the call: The caller flew from IAD, and, upon arrival, found that all of his tool bag zippers were left unzipped. Unfortunately, this resulted in over 1000 screws falling into his clothing. He wanted to file a complaint, but no items were missing or damaged. Date Time: May 8, 2015;1:31 PM Gate Terminal: Not Provided. Airport: IAD Airline: Delta Airlines Flight #: DL200 Bag tag # (10digit) (b)(6) Bag Description: A medium, black Ogio backpack. Missing Damaged item description: NOI: No information was written or stamped on the form.

ID	Date Added_Date Only	Contact Details
1091	5/10/2015	Caller flew from Ireland to Washington to DEN. She got a notice of inspection in her bag. REASON for the call: Date Time: 5-9-2015 at 5;20 PM Gate Terminal: D1 Airport: Dulles Airline: United Flight #: 1584 Bag tag # :(b)(6) Bag Description: It was red bag with wheels. It is 29 protocol bag. It had a colorful tag on it called American nature photography workshops. Missing Damaged item description: Her clothes were ransacked and her books cover had been ripped off. NOI: Yes with nothing written or stamped on it. Special Notes:
1092	5/10/2015	I flew out of Washington Dulles on Saturday April 9. I checked one bag with a TSA approved lock on it. When I picked up my bag, the TSA lock had been removed and replaced but only on one zipper, not two, so essentially there was no point to the lock because anyone could have opened my bag. Inside my bag was a notice of baggage inspection. So the TSA employee who inspected my bag did not re lock it properly. Sent from my iPhone
1093	5/11/2015	The caller states that he is active duty Real Admiral in the Navy and states that he recently traveled and there was a NOI inside his luggage and states that he is missing a watch from his luggage. REASON for the call: Missing Watch Date Time: 05-06-2015 1030 pm Gate\Terminal: D Airport: IAD to CAE Airline: United Flight #: 4044 Bag tag # (10digit:) No Bag Description: Medium gray roller bag Missing\Damaged item description: Brial watch.silver NOI: YES RESOLUTION to the caller's issue: advised the caller that I would get the claim forms out to his email address.

ID	Date Added_Date Only	Contact Details
1094	5/11/2015	Disability Description: Callers 6 year old daughter has allergies. Incident Details: Caller dropped her daughter, 6 and her grandmother off at the airport. They threw all of her medications away at the checkpoint. They let her keep her epipen but initially tried to throw it away too. . Her daughter had 3 different creams for her allergies, Pantene shampoo, and patches. It was a Goldbond special cream and a cortisol Ointment. Her Motrin and Benadryl were also thrown away. They almost missed their flight. The liquids were almost $80. She was at IAD. Caller s mother said the TSO was very rude her. If the cruise does not have this medication, then her daughter may be very sick due to this incident. Her daughter needs these medications. Caller is unsure why they weren t permitted. This occurred this morning at IAD at 6:30 AM
1095	5/11/2015	Reason for the call: Callers bag was in disarray. Her clothing, toiletries and other belongings were just thrown back in the bag. Even screening at the checkpoint was extensive. She feels like she may be singled out. The complaint was more about her checked luggage though. She had neatly wrapped her clothing in tissue and it was just scattered in her bag when she received the bag. Her toiletries were half closed and leaked in her bag. She doesn't know if the TSOs had germs. She asked if her things would have germs and if she should dispose of them. This was not the first time her bag was mishandled. Date and Time (departure time and arrival time): 5-10-15 @ 5:45 p.m. Gate Terminal: Gate C12 Airport: IAD Airline: United Flight Number: 340 Baggage tag number (10 digits): (b)(6) Description of Baggage: Samsonite brand, large, soft sided, black, zipper top Missing Damaged item description: Creams were opened and leaked within the luggage. The were expensive toiletries. NOI: Yes Anything on the NOI: No Special Notes: She asked how she and her husband would be eligible for Precheck. She kept referring to him as someone important. They had gone to DC for a gala. She mentioned a lot of brand clothes and specific items but I just categorized it in to clothing and toiletries.

ID	Date Added_Date Only	Contact Details
1096	5/11/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 5/11/2015 3:01:03 PM ---------- Name (b)(6) Email:tsa@web.fea.st Complaints:My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):IAD Flight UA1090 12:31 30-APR-2015 Comments:I opted for a patdown at the Dulles International Airport. Several things went wrong including: * the officer didn't put on new gloves, he already had his gloves when he came to the gate to get me and used those gloves for the patdown * my belongings were removed from the X-ray conveyer belt without me being present, which caused my laptop to go missing * I wasn't provided the verbiage about the patdown, including the verbiage about "sensitive areas or medical devices" When I questioned the officer about not using new gloves, he yelled at me. Literally yelled at me. Not putting on new gloves caused me to fail the patdown so I had to have additional screening. Everyone else throughout this process was very nice, my complaint is about the original officer -- not following protocol, yelling, incompetent, very rude, his attitude made it worse than it had to be. Because my belongings were moved from the conveyor belt without me knowing or being present, my laptop went missing. I didn't notice right away, it was only during the additional screening that I noticed. They had to review security footage to see what happened to it. Apparently someone else in line stuck another tray on top of it and it got put back into the mix with the other trays. Luckily once this was discovered I got my laptop back. I passed the additional screening. But none of this would have happened if the original officer followed procedure.

ID	Date Added_Date Only	Contact Details
1097	5/11/2015	Caller stated that his laptop was in his checked luggage and when this arrived to his house, he noticed that the laptop that he had in a black bag was missing. His luggage was delayed and re routed by American so his bag got to him a few days later then what it was suppose to. Airport: Dulles Airline: American Airlines Flight #:128 9 May 2015 @ 430pm arrival - departed 9pm Bag #(b)(6) Description: Red Samsonite bag NOI: NO
1098	5/12/2015	Hello, I was travelling from Washington Dulles (IAD) to Dublin (DUB) last Wedensday evening, May 6th on Flight UA126. When I got home, I opened my suitcase and there was a TSA slip explaining that my suitcase had been physically searched. In my bag was a an A5 envelope in which there was an expensive phone cover (cost of $60) that I had purchased and it was not in my bag when I returned. I fear that it may have been misplaced by a member of your staff during the search of my bag as it easy to miss. I I would be grateful if you could let me know if you have recovered this item or if there is any redress I can seek for it being misplaced. Thank you for your assistance and I look forward to hearing from you. Kind Regards, (b)(6) E: HYPERLINK "mailto:(b)(6)
1099	5/12/2015	Caller has a KTN and he wants to know if he can present the letter to the TSO along with his ID to get Pre Check since he is flying with a non participating airline. He asked why it matters what airline he is flying with. He is flying out of Dulles with SAS.

ID	Date Added_Date Only	Contact Details
1100	5/12/2015	Dear TSA, I am rather frustrated that my suitcase is not getting locked when I am using TSA locks. I have had the small locks not put back on but my new expensive Samsonite suitcase has it built in. I liked when you had us take our bag to be scanned as I would wait to make sure. Even when they said I could leave it I would wait as that is important to me that it is locked. This flight they put it on the belt when I checked in and I asked about it and he said no it was good to go. My bags are always opened as I buy some American products to bring back to Ireland. I do not mind them in my bag but I want it locked after. I bought gifts to bring back to Ireland as well. I have even packed things in the bag where it came from and put the sales receipts and they still open them open and often not packed backed up. Never in person have I had an issue with any TSA agents. But this is very frustrating and not what they claim they doing – make sure it is locked if it came locked. I flew Dublin – Dulles in late January and just returned today from another flight there. Same thing – my bag was unpluck when I picked it up. Two flights out of Washington my bags were opened and not locked. This is never the case when I fly to SF or PDX or SeaTac. Only the Washington flights. Or when flying outside the US either. Any suggestions how to make sure my bags are LOCKED after inspection? I come early so it is not a time issue either. (b)(6)

ID	Date Added_Date Only	Contact Details
1101	5/13/2015	Her husband is John Allen and he traveled from IAD on Brussels Airline. One of his baggage had a TSA NOI inside and all the telephones were gone. When he got to the destination 9 cell phones were missing. Date Time: 05.11.2015 4pm Gate Terminal: Airport: IAD Airline: Brussels Flight #: Bag tag # (10digit: Bag Description: Missing Damaged item description: NOI: She did not have all the flight details and would have to speak with her husband and call us back.
1102	5/13/2015	To Whom It May Concern, On 10 May 15, my daughter traveled to Orlando, Fl from Dulles, VA on United Airlines. I secured her suitcase with a TSA approved lock purchased at the airport. When she arrived in FL, it was cut off of her luggage. This is the third time this has happened. Why aren't the screeners using the master keys to open the luggage? These locks are $10 and getting pretty expensive to keep replacing each flight. Why does this keep happening? If they aren't using the master keys, something needs to be done. Thank You, (b)(6)

ID	Date Added_Date Only	Contact Details
1103	5/13/2015	Caller flew in from Costa Rico and missed her flight from Dulles to LAX but her checked bag went on 5-7-15. She flew out the following day 5-8-15 to LAX. She had a NOI inside and was missing 2 checks (made out to her). from the purse she put inside her bag. She confirmed she had not signed the checks but she called the insurance company and cancelled so they can reissue but she wanted TSA to be aware. Caller said she is sure the checks were in the bag when she arrived in the US and checked it at Dulles. CSM RFI-----Mishandling RFI REASON for the call: Date Time: 5-7-15 Departing at 3 PM (The bag only made the flight) Gate Terminal: Does not have Airport: Dulles Airline: American Flight #: 1512 Bag tag # (10digit): Already discarded Bag Description: A black with rainbow colored zippers. Missing item description: 2 checks made out to her by an insurance company. NOI: Yes It was stamped: May 7, 2015
1104	5/14/2015	Caller traveled and is missing items from Checked luggage she traveled out of IAD and found the NOI. REASON for the call: Missing items Date Time: 05 01 15 at 17:50 Gate Terminal: Gate B45 Airport: IAD Airline: Lufthansa Flight #:0419 Bag tag # (10digit) (b)(6) Bag Description: Black hard sided with wheels and yellow tape Missing Damaged item description: 2 pair of 8 pack tracking poles NOI: YES

ID	Date Added_Date Only	Contact Details
1105	5/15/2015	CSM RFI-----Mishandling RFI REASON for the call: The caller flew from IAD, and, upon arrival, found that a NOI had been placed in his luggage. However, $60 dollars was missing from his luggage, and he wanted to recover the missing currency. Date Time: May 13, 2015; 12:00 PM Gate Terminal: Not Provided. Airport: IAD Airline: American Airlines Flight #: 1101 Bag tag # (10digit): Not Provided. Bag Description: A medium, khaki duffle bag with brown leather accents and lining with a white and purple baggage tag attached (Physics in Motion). Missing Damaged item description: Three $20 bills were missing from the luggage. NOI: No information was written or stamped on the form.
1106	5/15/2015	Caller flew from IAD to SFO yesterday, and he was rather unhappy that the Premier lane was running much more slowly than the normal lane. Caller was in the Premier lane, and they were using the AIT, while the normal lane was using the WTMD. Caller does not like that the other lane was moving fast than his.
1107	5/15/2015	He traveled into the US on 5 12. REASON for the call: He had the small type of small brooms make of oak tree leaves in each of his checked bags. 14 brooms are missing from one of his checked baggage. He asked why they were removed from bag. He would like to get them back. He and his bags were additionally screened when he went through Customs. Date Time: 5 12 7:15pm Gate Terminal: D27 Airport: IAD Airline:United Flight #:461 Bag tag # (10digit: He doesn t have with him. Bag Description: His suitcase is a black cloth suitcase with white square on top. NOI: NOI was present with nothing indicated.

ID	Date Added_Date Only	Contact Details
1108	5/15/2015	I am sending this email with respect to a Notice of Baggage Inspection which I found in my luggage upon arriving home today. I flew from Dulles National Airport to Kansas City. First, I understand the need to inspect all checked bags - I do not have any issue with that. Second, I understand a certain number of bags are opened and physically inspected. I do not have an issue with that. There has been more than one prior occasion when my checked bag was physically inspected. My concern / comment is when the bag is physically inspected the contents should be returned to the bag so that they are in a similar condition to the way they were packed in the bag before the inspection. Nothing in my bag was in the original location - my suit jacket was crumpled up instead of being laid neatly across the rest of the contents. The straps to secure the clothing so it would not shift within the luggage were not re-fastened. Most of the clothing was treated as if it were disposable, which it is not as it is all business clothing. Your Notice of Baggage Inspection has a line that states "For packing tips and suggestions on how to secure your baggage during your next trip please visit: www.tsa.gov" I suggest you provide a Notice to Baggage Inspector that reads "Remember, you are inspecting / searching for prohibited items. Please treat the contents of this bag with the same respect as the rightful owner." If TSA needs packing tips on how to do that just ask the thousands of travelers who do it every day - if you, TSA, want their respect, then treat them and there baggage with respect.

ID	Date Added_Date Only	Contact Details
1109	5/16/2015	Dear Sir / Madame, We travelled from IAD on 5/14/2015 and our suitcase was inspected by your officer. We had a souvenir well wrapped. Your officer unwrapped it and failed to re-wrap it back. During the transport this item got damaged. I was greatly dissappointed when I opened the suitcase and wanted to present this souvenir to my mother-in-law. And thanks to your officer a joyful event turned sour. Sincerely, (b)(6) -- Sent from (b)(6) Nokia N9

ID	Date Added_Date Only	Contact Details
1110	5/16/2015	I flew out of IAD on EY 0130 on Tues Apr 21 at 22.30. My suitcase was not locked. When it arrived in Delhi, India it was covered in TSA tape (to keep it closed). Your employees knew perfectly well that they had destroyed the case, hence the tape, it would not close otherwise. The suitcase had three zipper layers. I can only imagine that an ignorant inspector may have tried the first two before getting annoyed and pulling hard on the real one? I have photos of the case on arrival covered with TSA tape and of the destroyed zipper. I had to buy a suitcase in India - obviously I could not make over five hotel transfers re-attaching new tape to the suitcase you destroyed. I have the invoice. I expect to be compensated. Let me know who to send the photos/invoice to. I have a further question. I am am a frequent flyer, have given Delta my information, and on this, as most flights, I was permitted to go through security without taking my shoes off. Can you tell me the name of the bureaucrat who developed the algorithm to determine whose bags get destroyed? You guys have all the information about flyers - let's see - return flight known, many return flights a year, white male 68, member of frequent flyer program- please tell me how many terrorists fit this profile? Or are you simply imbeciles who don't care about statistics? Incidentally on my return from DCA to FWB (Delta 1939, May 2, 2015) - again with exemption from shoe b/s, my bag was opened yet again - maybe you guys think I'm a Republican? I look forward to a prompt reply. You can be assured my Congressman will get a copy of any negative response. (b)(6)
1111	5/17/2015	Caller stated that he flew yesterday from IAD. He stated that his TSA approved lock was missing and he received an NOI. He stated that he does not want a claim form.

ID	Date Added_Date Only	Contact Details
1112	5/17/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 5/17/2015 5:37:52 AM ---------- Name: (b)(6) Email: (b)(6) Complaints:Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Emirates Airlines flying out of IAD (DC) Flight number 232 at 10:55 from DC to Dubai. 6 May 2015 Comments:When I went trhought the screening machine I had all my pockets emplied as per instructions. The screener mentioned the computer showed that i had something along my back waist area and asked to pat me down... I agreed. And nothing was found. He Then asked if he could swab my hands...I agreed. He however did not change his gloves and i've watched him pat down numberous other people prior to swabing my hands. I asked him about this and he didn't answer my question. For some reason my hands sent a signal to your machine. The Screener refused to test me again with new golves or test me again for old gloves or tell me what the problem was. I asked for a manager and (b)(6) also refused my questions. I had to wait 15 minutes to be privately screened by two individuals whom also found nothing and then they screened me with again FRESH gloves.... they found nothing. Please find out why the manager and screener refused to put on fresh gloves when i asked. What is your proceedure for this? VR (b)(6)

ID	Date Added_Date Only	Contact Details
1113	5/17/2015	Dear Madam, Sir During our flight from Washington DC Dulles airport departing 11:30 am to Miami international airport (arrived at 4:55 pm) with an overlay in Atlanta on Thursday 14th of May our bag is inspected by the TSA. We have found a notice of baggage inspection in our bag. Before boarding in Washington DC, we have changed some travel guides from one bag to another because one bag was a little to heavy. So we know for sure we have put the travel guide 'Trotter Oostkust-USA' in the bag that has been inspected. Yesterday and today we have searched our bags for this guide, but we can't find it. We think this guide has fallen out of our luggage during the inspection. We think this because our seats were by coïncidence near the inloading system of the baggage and we've seen through the window that our bag was completely open (the zipper was fully open) when the bag was put on the plane (via the treadmill) during the overlay in Atlanta. When the bags were unloaded in Miami, our bag was still fully open! In our opinion this looked actually very unprofessional. We could see my wife's underwear from out the plane… But this is maybe the responsability of Delta Airlines, but we don't have a email address. If you find our travel guide or let Delta know, can you send this to (b)(6) Thanks in advance! Kind regards! (b)(6)

ID	Date Added_Date Only	Contact Details
1114	5/18/2015	Dear Sirs I am again writing to you with regard to the correspondence below. You did reply, very promptly, and passed the information to Washington Dulles Customer Services Manager. Since then I have heard nothing. No explanation as to why my belongings were dumped in a black trash bag and not properly secured so my belongings were open to theft and damage and also negating my insurance should anything have been stollen. Why the duty of care was completely ignored. Thank you for your assistance in this matter could you please ascertain as to why I'm being ignored by Washington. Yours faithfully (b)(6) _____ From: (b)(6) To: tsa-contactcenter@dhs.gov Subject: FW: Damaged Case Date: Wed, 6 May 2015 22:51:14 +0100 Dear Sirs Thank you yet again for your reply, which I reproduce below, I did say that the case was searched and damaged in Washington. I realise I should have been more specific I flew into Washington Dulles and it was there that the case was searched. This was not done in front of me as it had gone forward for my internal flight to State College PA. As I have said I can accept the destruction of the case as I had locked it. Sadly I got into this habit after I had items stollen whilst travelling in Europe so one is caught between a rock and a hard place lock it for safety or leave it open for searches. To reiterate what I find impossible to understand is why my belongings were dumped in a black trash bag for anyone to steal? Why were they not secured safely in compliance with international protocols? My regard for the staff of United Airlines has increased greatly. Hoping that this time I will get an answer and that you now have all the information you require. (b)(6) TSA seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering a secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. TSA monitors the number and nature of problems, concerns, and complaints we receive to track trends and identify areas that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we

determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Generally, we would forward a copy of the issue to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy because a specific airport was not mentioned. If you would like to provide additional details, they will be forwarded to the CSM and addressed accordingly.

_____

From: (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: FW: Damaged Case
Date: Wed, 6 May 2015 16:39:11 +0100

Dear Sirs

I reproduce below a reply that I have just received from you which I am extremely unhappy with. You appear to be trying to say that it did not happen in the USA this is completely untrue. When my case arrived in Washington it was in perfect order the damage occurred in Washington. As I said I understand the search I can even accept the case being destroyed but to not ensure that my property was secure but to dump it in a trash bag!! So please stop trying to avoid taking responsibility and answer my question as to why international protocol was not followed.

Yours faithfully
(b)(6)

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding mishandled or damaged property during international travel.

Travelers must go through several different clearance procedures when crossing international borders. As sovereign entities, countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States. United States citizens departing from an international airport are required to comply with that country's screening procedures.

Before boarding a connecting United States flight, passengers and baggage arriving on international flights are required to pass through United States security screening performed by TSA. The Aviation and Transportation Security Act established a strict requirement that a federalized TSA workforce must screen all passengers and baggage on flights originating in the United States and that checked baggage must be screened by explosives detection systems.

Unless there was a connecting flight within the United States, it appears the experience

encountered is outside of TSA's jurisdiction. We recommend that the relevant airline or authorities in your departing country are contacted about the damage that was described.

> From: TSA-ContactCenter@tsa.dhs.gov
> To: (b)(6)
> Subject: RE: Damaged Case
> Date: Wed, 6 May 2015 12:16:00 +0000
>
> Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.
> The Contact Center's frequently asked questions<http://www.tsa.gov/contact-transportation-security-administration> page has answers to the most common inquiries we receive from the public.
> If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the www.tsa.gov<http://www.tsa.gov> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.
> The Travelers<http://www.tsa.gov/traveler-information> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.
> You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing www.tsa.gov/mobile<http://www.tsa.gov/mobile> on the web browser. You can download the MyTSA iPhone app<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8> for free on iTunes.
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>
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ID	Date Added_Date Only	Contact Details
1115	5/18/2015	REASON for the call: Caller states his wife just went through one of the screening areas at Dulles and was putting a car seat on the conveyor and informed the officer that it will not fit. Caller states the supervisor informed the officer to put it through anyway and now it has a crack in it. Caller states he was calling on behalf of his wife and did not have any of her flight information. Airport: Dulles Airline: NA Flight #: NA Date Time: 05-18-2015 1:00 pm Bag tag # (10digit: NA Bag Description: NA Missing Damaged item description: Graco car seat NOI: NA Anything on NOI: NA Gate Terminal: NA Email Address and phone: (b)(6)
1116	5/18/2015	From: (b)(6) Sent: Monday, May 18, 2015 4:35 PM To: TSA-ContactCenter@dhs.gov Subject: Missing hooded jacket To whom it may concern, After arriving home on the 16th of May and unpacking I found that the hooded zip up jacket I purchased in Santorini, Greece is missing. It had remained packed in my luggage the entire trip. In the attachment is two of my boarding passes and the baggage inspection slip. My flight originated in Thessalonika, Greece but I do not have that boarding pass. Some one has taken it and I suspect it was the person who inspected it. (b)(6) Sent from my iPad (b)(6) ATTACHMENT PHOTO OF NOI, NO ADDITIONAL INFORMATION, AND UNITED BOARDING PASSES, IAD TO DAY, FLIGHT 3354, CANNOT MAKE OUT DATE OR DEPARTURE TIME, BUT FLIGHT BOARDED AT 4:59 PM

ID	Date Added_Date Only	Contact Details
1117	5/19/2015	REASON for the call:Caller flew yesterday from VA to FLL and her luggage arrived open and is missing two items. Her lock was broken and she would like to know the process for a claim? Date Time: 5 18 15 @ 11:05 Gate Terminal: Gate B67 Airport: Dulles Airline: US Air Flight #: 5656 Bag tag # (10digit): N A Bag Description: Soft sided bag with three zippers. Missing Damaged item description: Missing a sweater and TOMS shoes. A bottle of perfume was spilled on her clothing and they are now stained. NOI: Yes
1118	5/19/2015	Feedback Type : Compliment Categories : TSA Pre?™ Current Date/Time : 5/18/2015 11:33:22 PM Airport : LAX - Los Angeles International Date/Time of Travel : 05/18/2015 8:45 PM Airline & Flight Number : AA1694 Checkpoint/Area of Airport : terminal 4 pre-check TSA Employee: (If Known) : Comment : Friendly efficient agents applied the rules correctly. Unlike their counterparts in IAD 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
1119	5/19/2015	Dear Sir or Madam! Unfortunately I have to claim damaged luggage caused by TSA on my flight on April 1st from Washington DC to Frankfurt via London. I filled out the form about the damage, my flight data and attached it to this email. I also scanned my tickets and the bill of the cost of repair and also a attached a photo of my suitcase after arrival in Frankfurt with TSA duct tape. The cost of repair were 58,50€ no insuary payed for these cost. So please compensate my damage to my German Bank account: (b)(6) Yours sincerely, (b)(6)

ID	Date Added_Date Only	Contact Details
1120	5/19/2015	Hello Yesterday my husband and I flew with Virgin America IAD to LAX (18 May 2015, flight number VX89). On arrival at LAX our baggage arrived on the carousel open with a broken zipper. Your card was inside indicating that it had been inspected. While we certainly have no issues with the inspection - and even use TSA approved locks (which were broken off anyway)- we are very disappointed that the zip was broken and that because of this it arrived open and items had fallen out and are now lost. These items included an electric toothbrush and a number of personal items. We now have to replace both the suitcase and the toothbrush and other items to our cost. We are extremely disappointed. Can you please advise your procedures for compensation. I have attached a photo of my baggage tag and also of the broken baggage. Thank you. (b)(6) PS we did try calling the contact centre on arrival into Lax but there was a problem with your system with calls being transferred and cut off a number of times. Email is our best contact as we are travelling with an international Sim in our cell phone and this costs a lot of make and receive calls. Sent from my iPhone
1121	5/19/2015	REASON for the call: Caller flew to India from Dulles and his bag was not locked. When he got it, the bag was completely covered with TSA tape. The zipper had been torn apart. He sent an email to the TSA about this. Date Time: April 21st at 10:30PM Gate Terminal: He doesn t recall. Airport: IAD Airline: Etihad Airlines Flight #: 0130 Bag tag # (10digit: Not Available Bag Description: It was a black large cloth suitcase Missing Damaged item description: Entire suitcase was destroyed. NOI: There was a notice of inspection placed in the bag and TSA tape all over the bag.
1122	5/20/2015	Caller has problems with how checked baggage was handled, bag with golf clubs, everything was undone, Does not want to file a claim, relay info to proper authorities. The Golf Bag was not damaged, just mishandled, unwrapped. 1. Date and Time of Travel....5 17 15 at 9 pm 2. Gate and Terminal...A5 Domestic 3. Airport.....IAD 4. Airline.....United 5. Flight #....3427 6. Baggage Tag #..(b)(6) 7. Bag Description....Golf Bag, cloth sided, Gray. 8. Mishandled Item. Golf Bag 9. Was NOI Present....Yes 10. Was NOI Stamped....No 11. Phone #...(b)(6)

ID	Date Added_Date Only	Contact Details
1123	5/20/2015	Caller flew yesterday and when she arrived home she found that the lock on her bag was missing. She stated that the lock on her husbands bag was still on his bag. Caller stated that there was a sticker on her bag that said it had been searched. Caller just wanted to bring this to TSA s attention. Date Time of Travel- 5-19-15 Airport- Washington-Dulles Airline- Not Provided Flight # Not Provided Gate Terminal- Not Provided Baggage Tag # Not Provided Bag Description- Not Provided Missing Damaged Item Description- Missing TSA approved lock. Was an NOI Present? YES Was there a timestamp or written notice on the NOI? Not Provided Phone Number and Email Address: Not Provided
1124	5/21/2015	He said he flew from Dulles to Denver and that he is missing a $400.00 hedge trimmer and he asked do we keep it. He requested that we email the claim form to him. He asked for example if he had a knife at the checkpoint and it was taken from him what happens to it. He asked what happens if United does not have it and he said this has happened before that they have lost golf items and it is getting costly to replace the items. Mishandling RFI REASON for the call:Missing Hedge Trimmer Date Time: 05-17-15 at 8 pm Gate\Terminal:D 1 or D 4 Airport:Dulles Airline:United Flight #:unknown Bag tag # :unknown Bag Description:black hard sided golf bag with his name tag on it Missing\Damaged item description:missing Stihl brand hedge trimmer NOI:Yes

ID	Date Added_Date Only	Contact Details
1125	5/21/2015	REASON for the call: Caller s sister in law flew in from Europe and she had a cuckoo clock and the weights were taken. She flew from Turkey to Dulles to Charlotte and there was an NOI in the bag. Date Time: May 20 2015, 840 pm Gate Terminal: Gate A1 Airport: Dulles Airline: United Flight #: 9375 Bag tag # 10 digit: (b)(6) Bag Description: black suitcase, stand size, Jeep brand, roller bag, seran wrapped in plastic. Missing Damaged item description: Weights are missing for a cuckoo clock. NOI: Yes, blank. Special Notes: N A
1126	5/21/2015	REASON for the call:Caller is calling about an NOI that was left in a piece of luggage and there is a children s tablet missing from the luggage. What can be done? Date Time: 5 18 15 @ 1530 Gate Terminal: D15 Airport: Dulles Airline: Avianca Flight #: 47 Bag tag # (10digit): N A Bag Description: Large bag, black with 4 wheels. Missing Damaged item description: A tablet (Vtech) is missing from the luggage. NOI: Yes

ID	Date Added_Date Only	Contact Details
1127	5/22/2015	Dear TSA personnel: On May 20th I took a United flight from Dulles Washington D.C. to Madrid, Spain (flight UA163). My luggage (number (b)(6)) was opened by TSA agents. One of my "TSA approved" Brookstone XNA luggage locks is missing. I was wondering if it is a standard to open luggage and not return the lock. My lock was TSA approved (it has a TSA 007 engraving on it) and this surely means that you have the equipment (lock picks or whatever it is you use) to open these locks without destroying them. One of the locks was returned and the other was missing. I would like an explanation concerning this situation. Does this mean that Brookstone locks approved by TSA with (TSA stampings) are not really approved by the TSA, or is it that your agents are not familiar with these locks? Best regards, (b)(6)
1128	5/22/2015	She said she flew on Wed. from Dulles to SFO on United and that she got a noi. She said she is missing a strap that was inside the airline flight bag that held the wine case. She requested that we email the claim form to her. She asked if they will be able to find it for her. Mishandling RFI REASON for the call:Missing Strap Date Time: 05-20-15 at 12:39 pm Gate Terminal:C 14 Airport:Dulles Airline:United Flight #:1591 Bag tag # (b)(6) Bag Description:insulated wine airline flight bag with her name tag on it Missing Damaged item description:missing strap NOI:Yes

ID	Date Added_Date Only	Contact Details
1129	5/23/2015	The callers lock missing for the fourth time in a row. Date Time: 05 22 2015 @ 7:20PM Gate Terminal: Gate B Terminal 50 Airport: IAD Airline: Southwest Flight #: 1782 Bag tag # (10digit): (b)(6) Bag Description: Grey, hard shelled, Samsonite, with four wheels Missing Damaged item description: Missing lock, grey, Victorinox, 3 digit combination lock NOI: Yes, nothing stamped or written on NOI
1130	5/24/2015	To TSA I flew via Dulles airport to Denver on a United 1292 flight and checked a ski bag on May 23. Upon arriving at my destination I found notice of my bag being inspected and everything I had packed in complete disarray. My toiletry bag was left open, as was my undergarment bag. My sleeping bag was pulled out of its stuff sack and left shoved against the sharp edges of my skis. Other expensive ski equipment was packed in a way to cause damage to the materials such as an avalanche beacon out of its stuff sack where I had packed for padded protection against baggage handling and a pair of climbing skins also left outside of its protective pouch. In addition when I recieved my bag there was a huge clod of brown gunk (dirt, poop, chocolate-I have no idea) at the bottom of the bag. I have flown with this bag and had contents checked by TSA. This was the first time I found my bag repacked in a careless haphazard manner that would cause damage to my belongings. I'm curious to know why this change in the inspection? And I want to report this incident. I would hope on my return flight this type of 'inspection' does not happen again. Sincerely (b)(6)

ID	Date Added_Date Only	Contact Details
1131	5/24/2015	On Sunday May 17 I flew from IAD to LHR on BA 292 to London. When I collected my bags at London one case had been opened and inside was one of your “Notice of Baggage Inspection” forms. It says “... the contents were returned to your bag”. I can not now find my Tom Tom GPS which, being on a weighted base I had put into a case to be checked in. This was not in either case when I unpacked at home. Is a GPS receiver not permitted in checked in bags? I do have a CPAP machine which I understand should be in carry on baggage but can see nothing on your website covering GPS receivers. Presumably if you had removed the GPS as a Prohibited item I would have received a different notice. Can you clarify the situation regarding items like GPS receivers so that it does not happen again? Thanks (b)(6)
1132	5/25/2015	The caller s relative came in from London to Washington Dulles to Detroit. He had 4000 in bills in a plastic bag in his carry on bag. When he arrived in Detroit the money was missing. She said he was 80 years old, and may have left the money at the checkpoint. He declared the money to the officers. A officer had to hand inspect the bag. This is all of the information I recorded. Date Time: 05\24\15 Airport: IAD Flight #: 1211 Missing\Damaged item description: Plastic bag with $4,000 in cash.

ID	Date Added_Date Only	Contact Details
1133	5/25/2015	Call Reason: Caller flew yesterday with United and was carrying $4000 in his carry-on. He states that he had a piece of lemon in the carry-on and was told that he could not have fruit, so the fruit was removed from his bag. He says that when he arrived in DTW, the cash was gone. Date Time: 5 24 12:30 pm Gate Terminal: D30(?) Airport: (London to) IAD to DTW Airline: United Flight #: UA123 Missing Damaged item description: missing 39 $100 bills and 2 $50 bills in a plastic envelope from the London exchange
1134	5/26/2015	Call Reason: - Caller returned from Europe and a handmade ceramic gift was broken. The tail of the ceramic cat was broken. It was whitish, tan with darker brown highlights on the face. Date Time of Incident: 05 23 2015 10:30 pm Gate Terminal: Not Provided Airport:Dulles to Cleveland Airline: United Flight #: 3772 Bag tag #:Not Provided Bag description: Large, Soft Sided blue heavy nylon suitcase. The bottom had hard plastic. NOI: Yes and no note.

ID	Date Added_Date Only	Contact Details
1135	5/26/2015	To Whom it may concern, On Monday 25 May I arrived at Dulles International Airport from Germany. It took almost 1 ½ hours to clear security after claiming our luggage in customs. I feel the reason for this delay, which did cause people to miss their connections, was due to not enough personnel. There were 4 scanners operating during this time however there we others not in operation at the time. If my luggage had not come out quickly and allowed me to get in line quickly, I feel I would have missed my flight. I boarded my flight with only 20 minutes to spare. The personnel that were working were very professional and did what I thought was a great job considering the conditions they were working under. On another note I do not see the need to go through this screening as we had just gotten off an International flight and had no opportunity to exit and reenter the area. I realize I'm not privileged to know why this is a requirement but have had the same concern at other airports when returning to the US. Thank You for listening, (b)(6)
1136	5/26/2015	Hello, I am writing regarding a serious security lapse at the main security checkpoint at Washington Dulles Airport. On Thursday, May 21, I went through the security checkpoint at approximately 7pm. I was traveling with my girlfriend who went through the checkpoint separately. I approached the TSA officer, handed him my passport and boarding pass, he look at both of them, put the usual checkmarks on them, and then I proceeded through security. When I reunited with my girlfriend on the other side of security and we looked at our documents, we realized that we had accidentally traded boarding passes before going through security. Therefore, both of us separately (and unintentionally) went through the TSA's identification check with boarding passes that bore names that in no way matched (and are quite dissimilar from) the identification documents we provided. Nevertheless, there was a little checkmark placed by the name on the boarding pass. The bottom line is that the TSA agent on duty was obviously not even looking at the names he was checking. I could understand one mistake, but the fact that both my girlfriend and I went through separately with a boarding pass not matching our names is pretty troubling. As a frequent flier, I wished that I could say this surprises me, but regardless, it seems like a glaring security lapse that occurred at a time that multiple international flights were departing. Before I consider whom else to contact regarding this incident, I would like to know the TSA's response. Thank you, (b)(6)

ID	Date Added_Date Only	Contact Details
1137	5/27/2015	Caller states she travelled from Washington DC Dulles and they had removed a package from her checked bag. Date Time of Travel: 05 26 2015 10:25PM Gate Terminal: B32 Airport: Dulles Airline: British Airways Flight # 292 Baggage Tag # (Checked only – 10 digits) Bag Description: Grey with gold liners zebra print, large bag Missing Damaged Item Description: Struts and rotors for a 2007 Chevrolet Tahoe. Was an NOI Present? (Checked only) Yes. Was there a timestamp or written notice on the NOI? (Checked only) No. Phone Number and Email Address: pnamai@aac-3.com
1138	5/27/2015	Reason for the call - Her prescription medication and a clutch purse is missing. Airport - IAD Airline - United Airlines Flight Numbers - UA1760 Departure Times - Approximately 5 pm Arrival Times - She arrived at IAD at approximately 3:30 pm. Date And Time of Incident - 5 25 2015 Baggage Tag Numbers - She thinks the number is 3016789974. Description Of Luggage Color - Black Style - Rolling duffel bag Size - Large Brand - Swiss Army Was There An NOI - Yes Was Anything On The NOI - No Missing Damaged item description - She has a generic allergy medication, Alegra, Albuterol. and Montelukast missing. The clutch purse is tan and white with a NY cityscape printed on it. Location Of Incident Gate - Does not know Terminal - Does not know Phone Number - (b)(6) Email - (b)(6) Name Of Actual Person Involved - (b)(6) Special Notes - She flew from IAD to Portland, OR. She wanted a claim form emailed to her.

ID	Date Added_Date Only	Contact Details
1139	5/28/2015	The caller states that he traveled from IAD to MDW and states that her luggage was searched and she is missing a pair of Sandals. She states that the value of the shoes are 25.00 dollars. She also states that there was a NOI inside the luggage as well. She states that she wishes that who every inspected her luggage that they would of put the Sandals back because they had to much sentimental value. Reason for call: Missing Sandals Date and time 05-20-2105 at 400 PM Airport: IAD to MDW Airline: Southwest Flight #: 700 Bag tag # (10digit:) Does Not have Bag Description: back pack black blue lines Missing Damaged item description: Sandals NOI: YES
1140	5/28/2015	International Number- (b)(6) Caller flew from Dulles to Frankfurt, Germany and she had an NOI in her bag and she is missing a new Clinique foundation Cashew color, and her lock was cut off and it was inside the bag. Her bag is also damaged and no longer useable so she would like to file a claim for the item Mishandling RFI- Airport- IAD Airline- United Airlines Flight Numbers- UA989 Date and Time- 05 27 15 5:10PM delayed for about 2 hours Baggage Tag Numbers- (b)(6) Description of Baggage- Large black Saxoline bag with a UA nametag with a brown scarf tied to it, with a small brown lock that was cut off Was There an NOI?- Yes Was There Anything on the NOI?- No Contact Information- International Number- (b)(6) (b)(6)

ID	Date Added_Date Only	Contact Details
1141	5/28/2015	Caller recently flew from IAD to India and his bag had a box full of Gold Jewelry including his wedding ring and other sentimental pieces and he is very concerned about finding it. He contacted the airport and they told him to contact us. He would like the claim forms e-mailed to him. Mishandling RFI- Airport- IAD Airline- Emirates Airline Flight Numbers- EK0232 Date and Time- 05 24 15 at 10:55AM Baggage Tag Numbers- Had 10 bags and it could have been any of the numbers so he gave me the starting and ending numbers since they are consecutive (b)(6) (b)(6) Description of Baggage- Caller had his bags wrapped in rubber plastic covers. The box that is missing was a black watch box that said Express on the outside containing all of the jewelry. Was There an NOI?- Yes Was There Anything on the NOI?- Nothing On it Contact Information-(b)(6) Can leave voicemail but the best contact is his e-mail

ID	Date Added_Date Only	Contact Details
1142	5/28/2015	

From: [(b)(6)]
Sent: Thursday, May 28, 2015 6:02 PM
To: TSA-ContactCenter@dhs.gov
Subject: Theft during Baggage Inspection

To Whom It May Concern,

I recently flew from Washington Dulles (IAD) to London Heathrow (LHR) and upon unpacking my luggage discovered a "NOTICE OF BAGGAGE INSPECTION" and had also discovered that there were some items missing from my luggage. I had a small plastic box with about €15 - €20 Euros of coins in my bag and this is now missing. I am not asking for nor do I expect to be refunded this money as I realise that there is no way to prove this, the amount is small, and honestly I don't believe that you care or that anyone will even read this. The point of my email is simply to bring to your attention that you have thieves working for you and that the TSA has breached its duty of care. It is shameful that a US Citizen cannot trust the people charged with maintaining their physical security with the security of their property.

I have attached a photo of the form that I received with the barcode of my bag-tag stuck to it. I would hope that someone would at least look at CCTV coverage to confirm.

Kind Regards,

(b)(6)

(b)(6)

HYPERLINK "http://www.navico.com/commercial"www.navico.com/commercial

Confidentiality Notice | This message may contain confidential and/or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by reply e-mail and delete this message. Thank you for your cooperation.

Attachment

NOI with a barcode sticker (b)(6) LHR

ID	Date Added_Date Only	Contact Details
1143	5/29/2015	That you work till closing. Was turned away at 4:32pm with hours posted of 5 pm Really disappointed As it was one of the few times I was avail as I travel on call Sent from my HTC

ID	Date Added_Date Only	Contact Details
1144	5/29/2015	May 29, 2015

Dear Sir/Madam,

I am writing today about a missing item and other concerns following your inspection of my luggage. My travel took place Saturday, May 23, 2015, from Washington Dulles Airport to Toronto Pearson Airport (via Detroit). I flew Delta Airlines (DL6007) departing Washington, Dulles Airport at 5:14 pm to Detroit. I then took Delta Airlines (DL4167) from Detroit (boarded at 7:46 pm) to Toronto (arriving at 9:02 pm). Here are my concerns, questions and comments:

1. When I picked up my luggage from the luggage carousel in Toronto I noticed that an item inside my bag was caught in the zipper. I inspected this more closely and thankfully the item was not damaged. I would like to suggest more care be taken. In addition, the luggage zipper was stressed in several places. My luggage was not overstuffed. Possibly it had been re-zipped in haste by security?

2. I travel with a fabric cover on my luggage for protection. I also use a luggage strap to help keep the fabric cover in place. The luggage strap was not on my luggage when I picked it up in Toronto.

3. I reported the missing strap and item caught in zipper issue to Delta Airlines Customer Service in the luggage area. Got a lot of push back from the Delta Representative. Initially she stated the strap would be inside my luggage - it was not. Then she said it would have been cut off by the TSA in order to inspect the luggage. (Unnecessary as it had an easy snap on and off fastener.) Then she finally agreed to check with the Delta luggage handlers who told her they had no luggage strap in their area. So, Delta Airlines is taking no responsibility.
(The "Notice of Baggage Inspection" card placed inside my luggage mentions if locks are locked that an officer may be forced to break the locks. I do not lock my luggage so this would not apply. The Notice, however, does not state that TSA would cut off luggage straps or remove them and not return them - please see #4).

4. I have travelled with the fabric luggage cover and luggage strap to the U.S.and back to Canada on prior trips. My luggage has been inspected on some of those trips and luggage cover and strap returned. I would like to understand what happened this time (and to inform you of the explanation and information being given by a Delta Airline representative). I appreciate that you replaced my luggage cover, as I am sure you are quite busy in your jobs. To replace the luggage strap would have taken a few extra seconds so I am confused as to why it did not make the journey with my luggage.

ID	Date Added_Date Only	Contact Details
		5. .Last, but not least, if you have the luggage strap, I would appreciate it if you would return it to me or reimburse me for its value. It is torquoise blue in color and the snap buckle is clear/white-ish plastic. I thank you for your attention to this matter, and look forward to your reply. Sincerely, (b)(6) (b)(6)
1145	5/30/2015	Feedback Type : Request for Information Categories : Other Current Date/Time : 5/30/2015 10:48:42 AM Airport : Select One Date/Time of Travel : Airline & Flight Number : Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : I checked in a bag containing an electronic Kindle Reader on my return flight from Dulles to San Diego on 21 May. The reader was missing when I unpacked my bag. I wonder if it was removed during the security scan, and if it is possible to try to locate it. Thank you for your assistance. (b)(6) passenger on FlightUA1533 Would you like a response? : True Passenger's Name : (b)(6) (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
1146	5/31/2015	Hi I understand you have behavioral analysts to chat up passengers and look for suspicious behavior. What I dont understand is why that includes your zit faced teenaged employees telling me I look pale, sick, and unhealthy as part of this conversation. At dulles airport today at 6:30 am your male employee rodruiguez shared this information about my physical appearance with me and my whole travel party. Thanks for making me feel like shit tsa. By the way since we are critiquing appearances if you talk to him about this issue you can let him know he uses about a gallon too much hair grease and he smells like cheap cologne. Thanks (b)(6)
1147	6/2/2015	Mr. (b)(6) said that he traveled from Dulles on United Airlines and his bag was checked and he had some missing items. Caller wanted to know if I could mail him the claim form since he did not have an email address Airport IAD Airline United Flight number 249 Date and time 05 21 2015 at 5:00 pm Baggage tag number He did not have the baggage tag number. Description Swiss Army Knife and a black leather billfold. NOI - NOI was included but it did not have anything written on it. Gate or terminal C

ID	Date Added_Date Only	Contact Details
1148	6/2/2015	Dear TSA, Thank you for leaving the Notice of Baggage Inspection. I received it after traveling from Washington Dulles via Tokyo, Japan to Manila, Philippines where I found that my luggage was unlocked and open for anyone and everyone to also inspect my things as they pleased. It is curious that you -- TSA, DHS, other -- have battalions of humans, dogs and equipment to detect drugs, chemicals and other things without having to break open the [new] luggage of travelers... yet you still do break open luggage. It is also curious that when purchasing tickets, checking luggage at the counter or going through the numerous TSA/DHS checkpoints there is no mention from ticketing agents, airline staff, or you folks of any possibility of you inspecting my bags and rendering them useless thereafter. It must be nice to have a nicely worded and professionally printed disclaimer for your actions (inspection). Of course, you have your lovely DHS logo, as well. Who would, or even can, argue against that? The Patriot Act remains alive and well. So then, I now have a bag that cannot be closed and therefore is not immune to thieves or drug smugglers anxious to use me as a mule for their wares as I travel from one Asian country to the next and then back to the U.S. I am at risk for the duration of my travels OR until I have the time to spend more hard-earned monies to buy new luggage. What do you suggest I do? Clearly I cannot go straight to the top of the TSA with a complaint as he has just been removed after it was revealed that TSA agents/equipment failed 95% of airport breach tests. Perhaps it is precisely because of these failings that DHS now resort to simply violating the privacy of 95% of travelers. My fault, really. It is well known that travelers' privacy have been violated for the better part of the last decade. I suppose I should feel lucky that my important financial documents and iPad were still in my bag when i retrieved it in Manila. We know those things go missing all the time. Note for your files and discussion, I now feel less secure and less protected both at home in the U.S. and abroad. Warm and humble appreciation. Sincerely,

ID	Date Added_Date Only	Contact Details
		(b)(6) _____ _____ The DAI email disclaimer can be found at http://www.dai.com/disclaimer.
1149	6/2/2015	The caller had a flight scheduled from IAD on May 30, 2015, and she was told to go to the TSA Precheck lane near the Turkish Airlines terminal. Upon arrival to the area, she realized that the TSA Precheck looked closed, but she saw a TSO standing at the location. She walked over to him, and she told him that she was lost and looking for the TSA Precheck lane. The TSOs English proficiency was extremely low, and he did not understand her question. Therefore, she had to repeat herself several times. He then started saying what sounded like her as go to the flag , and she said, Excuse me, they told me to come this way . He immediately arched his back, and screamed I said go.....TSA Precheck closed! She wanted to file a complaint, as TSOs should never treat a passenger in that manner. Date Time: May 30, 2015; 10:23 PM Gate Terminal: Not Provided. Airport: IAD Airline: United Airlines Flight #: Not Provided. Time of Incident: Between 9:00 and 9:30 PM Description of TSO: A very tall, African American with a thick accent. He was wearing glasses as well.
1150	6/2/2015	Caller just go back from Malawi on Ethiopian Airlines and she had a connecting flight in DC from IAD to SFO on United Airlines. She said TSA went through her bag and her wallet with $150 is completely gone and she also had $90 of Malawi Kwacha in the wallet. Airport IAD Airline United Airlines Flight number 1083 Date and time 06 02 2015 at 11:30 am Baggage tag number was not readable due to the fact that it had a piece of tape on it. Description - Red African change purse which contained a $100 bill and a $50 bill, $34,000 which is equal to about $90 in Malawi Kwacha currency in the change purse. NOI - was included but it did not have anything written on it. She said it was just crumbled up in her checked bag. Gate or terminal - Gate C

ID	Date Added_Date Only	Contact Details
1151	6/3/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 6/3/2015 6:20:07 AM ---------- Name:bs Email:(b)(6) Complaints:My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):tsa - worthless - why isnt that a category?? i was on 0988 united from iad(wash dc) to led(seattle) tuesday 02 june 15 in iad(wash dc) before boarding flight. Comments:just absolutely worthless and nothing but harassment, we migrate through this disgusting long line, only to get to the 'breakdown' point and find that they change the ropes so that people that never had to do 'migrate' for 20 minutes are put ahead of people that did. we 'tray up' taking off belts/shoes, but tsa that is supposed to be there monitoring line, is over having 'rap' session with another, so nobody pushes their trays through, there are at least ten trays there stopped, this black tsa women comes over and shouts you have to push tray through, but of course where had she been and where was help, so go thru the pat down check point, they harass and then we wait another 18 minutes for junk to come through trays in another worthless line. who wasnt working the black person came over and didnt push anything, the black person sitting at the tray machine, the idiot that went off for rap session with another non-working idiot?? 4 people there doing nothing and it takes over 30 minutes just to get through this garbage??!! fire everyone, start over and hire people that speak english and made it thru highschool, maybe!!!! i believe we should cooperate with law enforcement for safety and crime prevention but this is pure disfunctional harassment!!!!
1152	6/3/2015	REASON for the call: Caller traveled from Mexico City to Buffalo. She had an NOI and had 3 sculptures. 2 of them are broken and she would like to know what she can do? Date Time: 5 27 15 @ 10:00 a.m. Gate Terminal: N A Airport: Dulles Airline: United Airlines Flight #: 4851 Bag tag # (10digit): N A Bag Description: 4 wheeled, gray colored that was large in size. Missing Damaged item description: 2 sculptures are broken. NOI: Yes, nothing was written or stamped on it.

ID	Date Added_Date Only	Contact Details
1153	6/3/2015	This was a relay call. The relay agent Id was 8634. Reason for the call - Some of the oils that he had in his bag were spilled and they damaged some gifts he had in the bag. Airport - IAD Airline - Qatar Airlines Flight Numbers - 4SJETB Departure Times - 9 pm Arrival Times - He checked his luggage at approximately 7 pm. Date And Time of Incident - 5 6 2015 Baggage Tag Numbers - Does not have Description Of Luggage Color - Brown Style - Soft-sided roller bag Size - It was less than 23 pounds. Brand - Alafa Was There An NOI - Yes Was Anything On The NOI - He said that it was damaged and he could not read it. Missing Damaged item description - He had oils in the bag. They were left open after the inspection and spilled on the gifts that he had in the bag. Location Of Incident Gate - Does not know Terminal - Does not know Phone Number - (b)(6) Email - (b)(6) Name Of Actual Person Involved - (b)(6) Special Notes - Caller wanted a claim form emailed to him. His lock was cut and put in the luggage with the NOI. He flew from IAD to India.
1154	6/3/2015	Hello: I received a notice of baggage inspection in my checked luggage on a return flight from Washington Dulles to Atlanta. My lock, which was an approved TSA lock with the symbol clearly marked was opened and my bag was damaged. While I have no problem with my bag being checked for whatever reason, I'm requesting that my damaged bag is replaced. The inspector pulled the zipper off the track and it's not repairable. Please advise what I need to do to have my bag replaced. Thank you (b)(6)

ID	Date Added_Date Only	Contact Details
1155	6/3/2015	Caller flew from IAD to SEA yesterday, United 1143. He checked a bag and when he arrived home he had a NOI in his bag. He had a small swiss army pocket knife that is missing. Caller would like to file a complaint, but no claim. Airline: United Airport: IAD Flight Number: 1143 Date and Time: June 2, departure 5:20 PM, checked in around 3 PM Baggage Tag Number: (b)(6) Description of Luggage: small sized, Samsonite brand, soft material, brown-ish tan color, removable yellow hand grip with his name on it, 4 wheels, extending handle, a red status-pending tag attached to the claim tag NOI: Yes Anything on NOI: Nothing Email: (b)(6)
1156	6/4/2015	Hi, sir this is kuber bahadur oli, I am sending my information, passenger name (b)(6) (b)(6) Travelling, from Washington dulles airport, to doha and goa india 05/29/2015, Gate Number B 39, flight Number Qr708, baggage claim Number, QR 787424 Dear. Sir I travel may time ,no problem last time and this time, my baggage was damage I can't use anymore so security check in the xara machine if you have any dout that time tell me can you open I am free to open, we know the system, what we have to carrying...Every time I travel I have to buy new baggage, so I hope you will understand my problems, thank you very much https://sigads.rediff.com/RealMedia/ads/click_nx.ads/www.rediffmail.com/signaturelin e.htm@Middle? Get your own FREE website, FREE domain & FREE mobile app with Company email. HYPERLINK "http://track.rediff.com/click?url=___http://businessemail.rediff.com?sc_cid=sign-1-10-13___&cmp=host&lnk=sign-1-10-13&nsrv1=host" \nKnow More >
1157	6/4/2015	Good day sirs. Yesterday June 3, took flight IAD-MCO with Frontier flight # F9-1173. When arrived last night, and open my baggage, I saw "Notice of Baggage Inspection" tag within my baggage. I need to report that one item was missing from my baggage: manual air-pump, the kind used for bicycle tires. Is of a cylindrical shape, and maybe got your attention during bag inspection. The point is, it was not returned to my baggage. Would like to know how to proceed to get it back. Thanks. Rgds., (b)(6)

ID	Date Added_Date Only	Contact Details
1158	6/4/2015	(b)(6) (English) REASON for the call: Articles of clothing are missing from her bag. She thinks that the items may have been misplaced during screening. Date Time:5 29 15 9:10am Gate Terminal: C19 Airport: IAD Airline: United Flight #: NA Bag tag # (10digit: NA Bag Description: Her suitcase is a dark brown, quilted, and Calvin Klein brand. NOI: NOI was present with nothing indicated.
1159	6/4/2015	I'm an employee at united airlines at Washington Dulles and undergo screening each day - several times in a day. I find your personnel in most cases- professional. However today at approximately 1340 I was screen at the door in the z gates. Two people were ahead of me- being screened. The two people were Caucasian. I'm Caucasian. The screeners who were of color--- waved three gentleman of color through. No screening When I brought this to the attention of a female manager (name badge covered- petite, long hair). I was told it's random screening. The appearance was given by the screeners was not random but of preference .... I was repeatedly told its random by your management individual ... Thank you (b)(6) Have a great day! (b)(6)

ID	Date Added_Date Only	Contact Details
1160	6/5/2015	Comment:

Time – 1:45PM

United 291 – 5:40 PM IAD/SMF

Area – TSA Pre IAD

Clearly I was in not a hurry however, TSA Pre was in my opinion, very slow with a long queue. Only two agents checking boarding passes and only one scanner in operation. TSA can do much better and passengers who are paying for this "service" deserve better. It is disappointing to see how poorly this and & TSA are run and how badly they perform.

This TSA Pre was at one time much faster and the convenience of not removing shoes, belts, etc. was and still is nice however, so many people are now signed up for this that it is as slow and cumbersome as the standard security areas.

The staff are not friendly nor in any way welcoming at any airport security check point and perhaps they are not supposed to be but, the process is burdensome, with little real value to the flying public other than to make the occasional traveler feel like they secure. I surely don't feel any more or less secure than when traveling on 9/11/2001 and I was in the air on that day.

I travel from Sacramento and I don't have any real positive comments about TSA at SMF either.

(b)(6)

(b)(6)

(b)(6)

ID	Date Added_Date Only	Contact Details
		(b)(6) California Certified Small Business (b)(6) Authorized Sales Agent HYPERLINK "mailto:(b)(6) HYPERLINK "http://www.natomasllc.com/"www.natomasllc.com
1161	6/5/2015	Caller is works for TSA and has for multiple years and he came back from Dubai and he had a very expensive lock cut off of his bag. He said he had a connecting flight in the US from IAD to DEN. He also said he had a Mac laptop and testing calibrated laser equipment. He said he would have to get the testing equipment recalibrated He said that the items were placed on the bottom of his bag and they were all destroyed. NOI included. Airport IAD to DEN Airline United Airlines Flight number 1254 Date and time 06 05 2015 at 7:33 am Baggage tag number (b)(6) Description - Swiss Gear black extra large suitcase with 4 wheels and a handle. The damaged items are a Mac laptop and a piece of calibrated laser testing equipment and his lock. NOI - was present but it did not have anything written on it. Gate or terminal - He was not sure but he thought it was C3

ID	Date Added_Date Only	Contact Details
1162	6/6/2015	(b)(6) Good afternoon, our suitcase was opened by security on the above mentioned flight. The locks of our Samsonite suitcase were damaged in the process and are beyond repair. We understand the US's concern for security. However, we do not understand why we have not been called by overhead speaker system to see a customs agent personally in this event, and hand over the keys for the suitcase. We had ample time in the airport before the flight and could have seen a customers agegent. This has happened to us in another country and we were able to solve their queries directly with them by opening the suitcase in their presence. This is a way of doing it while respecting the interest of the traveler. I would be interested to know if we can file a request of compensation for the damage, and where to send it. I would also like to know if for future travel there is a way to have our luggage inspected and sealed before handing it over to check-in. We appreciate your advice on this. As much as we love your country, we might not be very enticed to use the US as a travel destination in the future, if we cannot find a safe way of ensuring that our luggage does not get damaged while checked by your agents. We would greatly appreciate your feedback on this. Kind regards (b)(6)

ID	Date Added_Date Only	Contact Details
1163	6/7/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 6/6/2015 11:05:25 PM ---------- Name: (b)(6) Email: (b)(6) Complaints:Inconsistent Screening (Different Practices between Airports) Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Arrived on UA1133 at IAD, connecting through to BOS. The security checkpoint I used was opposite Departures curb doors 15 and 16. Comments:I had a flight, bought on miles, going from CUN to BOS via IAD. The flight out of Cancun was over an hour delayed, so I had to run through Dulles. I was expedient and made it to security on time to just make it, but the guard would not accept my boarding pass. It was printed in CUN as a CUN to BOS single ticket (which I had never seen anywhere, but no one said there would be any extra steps.) This is COMPLETELY unprofessional and unacceptable. I want to file a complaint against this guard, who was the sole reason I missed my flight - the last of the evening, so now I have to find a way into Washington, DC and a place to stay, and it's not covered by United, because it was a TSA gaff. I missed his name and ID (because I genuinely thought he knew what he was talking about until I got to the United kiosk and learned to the contrary,) however, he is a larger black man, cgecking peoples' IDs and boarding passes around 10:20pm on Saturday, June 6th. His attitude wasn't anything to be envied, either, although I understand that he was dealing with a wave of disgruntled passengers rushing to connect. Thank you for consideration and I woukd love to hear back about any follow-up to this incident

ID	Date Added_Date Only	Contact Details
1164	6/8/2015	

From: (b)(6) mailto (b)(6)
Sent: Monday, June 08, 2015 11:00 AM
To: tsa-contactcenter@dhs.gov
Subject: Bag Searched recetly

To Whom it may concern.

Let me start off my saying I do appreciate the TSA and everything they do for us. Me being former Military (Marines) and serving two deployments overseas in Iraq in 2004-2006 I know their job is just as important as mine while I was overseas. So thank you for what you guys do on the domestic side of fighting terrorism. But recently I made a trip with my girlfriend to Italy. We knew we would be bring some nice Italian wines back home with us so we thought we would purchase some wine skins (Amazon Link here: http://www.amazon.com/Wine-Skin-WineSkin-Bag-8-Pack/dp/B00GIX531O/ref=sr_1_1?ie=UTF8&qid=1433774408&sr=8-1&keywords=wine+skins) to protect our bottles of wine. I understand that I may be pulled over in line and searched, My hands may be wiped down, My checked & carry-on baggage may be searched and I have no problem with that. On the way back from Italy I had 3 bottles of wine wrapped in wine skins then wrapped in clothing to protect it more. I bought 1 more bottle of wine at the Duty Free in Rome and put that in my Carry on luggage which had several plastic covers over it to protect that wine.
When we got to IAD Washington We went through customs no problem I had to Re-check my bag where I put the bottle of wine I bought from the Duty Free in my check bag and I made sure none of the wine that we brought broke in the wine skins. Everything was great and no problems. When we got to our final destination Columbus, Ohio I opened my checked bags to make sure none of the wine broke. I noticed that one of my wine skins were cut open and half the bottle was hanging out (picture attached) and the bottle of wine that I bought at the duty free someone took all the plastic sleeves off the wine which protected it from breaking and the person also removed the clothing that was wrapped around the bottles. Lucky none of the bottles broke because we had expensive clothing and electronics in our bags. I have NO problem people going through my bag for security reasons if they want to look at my bottles of wine and dirty clothing I could care less. But if the TSA agents are going through my bag they should put the bag back the same way it was. I know 100% the wine skin wasn't ripped or cut because I checked all the wine in Washington. I know my bag got searched AFTER I re-checked it in Washington and the TSA agent ripped open the wine skin and also took the protective cover off the bottle I bought at the Duty Free in Rome. Is this common practice?
Attached was a broken bottle of wine and a NOI

ID	Date Added_Date Only	Contact Details
1165	6/8/2015	

I am writing in response to a sign I saw at Dulles airport asking for feedback on how TSA is doing. I have two comments.

1. I was in the TSA precheck line. There was no one available to help herd people into the different columns. Tons of people were backed up at the first station, but no one knew that there were other ones further back. It would have helped to have some direction. Two lines were packed; further up there was hardly anyone. I didn't discover this until I had reached the head of the line I had been standing in. This would also have relieved pressure on the TSA agents who were manning the longer lines.

2. I was traveling on Saturday, June 6, from IAD to Burlington, VT on United flight no. 4020. When I returned home and opened my checked luggage, I was furious. It had been gone through by TSA agent, which is fine, but the clothing had been removed and then balled up and thrown back in without any regard. The worst part is that when I opened my suitcase, my computer fell right out! I had wrapped it in clothing to protect it, and then cushioned the package in several layers of clothing. The TSA inspector had taken it out and then throw in back in the bag on top, with no protection.

Everyone knows that TSA has a job to do but it would be nice if agents showed some regard for people's personal effects.

Sincerely,

(b)(6)

(b)(6)

ID	Date Added_Date Only	Contact Details
1166	6/8/2015	I just returned from a vacation trip to Ireland. I returned on United from Dublin to LAX with a stop in Washington-Dulles. At the beginning of both flights, the room in the overhead bins was already full when I boarded the plane and I was told that I had to check my hand luggage to my final destination. In my hand luggage I carry my medications, jewelry, extra clothes, etc. The hand luggage had already been through security and on the return flight -customs. When I got home, the luggage had been searched by TSA. An envelope of keepsakes was open and piled in the suitcase and the jewelry box was open and pieces of jewelry were loose in the suitcase. In the mess, one of my diamond earrings was missing. My husband recently passed away and these earrings were very important to me. I am extremely upset with the handling of my luggage. First, the luggage was taken from me after I boarded the plane and checked to my final destination. I did not have time to remove things. On the flight to Shannon, things were moved but nothing was opened. On the return flight, everything in my bag had been searched. My zippered envelope of keepsakes—things like menus, maps, pictures (all paper) had been taken out. My jewelry was loose in the bag. My medications had been spilled. This was all completely unnecessary. This bag had already been through security. How do I replace a beautiful diamond earring that was safely tucked into a box in a carry-on bag? I am hopeful that you will be able to review your policies and make some changes.
1167	6/8/2015	Item: bright green luggage strap, approximately six feet long last seen: Washington Dulles Airport, transfer area Thursday, June 4, 2015 approximately 4:00 pm We arrived on a United flight from Paris, went through Customs & Immigration, and placed our bags on the conveyor belt for TSA Inspection and transfer to a 10:00 pm United flight to Charlottesville VA. The strap was around a 25" blue roller bag when we put it on the belt. When we picked up this bag in Charlottesville, the strap was missing. The TSA "Notice of Baggage Inspection" Form was inside the bag. Charlottesville Airport Lost and Found does not have the strap.

ID	Date Added_Date Only	Contact Details
1168	6/8/2015	Caller has tried to resolve TSA at IAD and they told her that she would need to contact us concerning reimbursement. On 05 19 2015 the caller was scheduled to fly out of Dulles but she had an event that happened at the screening checkpoint and she would like to file a complaint. When she got to the screening checkpoint, she said they were making everyone go through the Precheck lane. She said that after standing in line for quite some time she asked if she could just go through the regular line to keep from missing her flight but they told her that she was already in line and that she could not change. She said she stood in line for 45 minutes which caused her to miss her flight. She said she talked to United Airlines and they told her that there were not more flight leaving from IAD to Portland but that she could go to Reagan on the shuttle to catch a flight from there. She said due to a misunderstanding about where to meet with the shuttle she missed it to which caused her to have to take a taxi. She said that she finally got to Portland after a $73. can fair and 3 hours of her time. She said that she had already talked to the Supervisor at IAD about the occurrence and they told her that she would have to call the TCC to see about getting reimbursed for the cab fare. She said the who thing happened because TSA had a new toy they were trying out which included an ipad and a dog. She also said she had to go through the WTMD instead of the AIT. The caller would like to be contacted in regards to the $73 she was charged for the taxi. Airport Dulles to Portland Airline United Flight number 3987 Date and time 05 19 2015 at 12:40 pm Baggage tag number na Description na NOI na Gate or terminal C26
1169	6/9/2015	I flew yesterday from IAD to BOG via ATL, and had a note in my luggage that a routine inspection had been done on my bags, which is fine and understandable. However, as a government employee myself who spends most of his life posted abroad, I often have to travel with a lot of household effects. As always, I packed these in clear ziploc bags so that, in the event of any spillage or leakage they can be easily contained while still being completely visible for any inspection. Yesterday, however, your inspectors (I assume at IAD, the point of embarkation) removed them all from the bags during the inspection and did not put them back where they found them. They then randomly re-packed these items where they were most likely to burst, not where I had carefully packed them. The clear ziploc bags from which everything was removed were stuffed, empty, back next to the items. So of course, my luggage upon arrival is completely full of fine powdery laundry detergent and leaked lotion. The lack of care and huge mess are not appreciated, I spend too much of my life in the air for this. A little annoyedly, (b)(6)

ID	Date Added_Date Only	Contact Details
1170	6/9/2015	REASON for the call: She asked TSOs at the checkpoint if they had time to get through screening to make their flight. They advised that she had plenty of time, however she didn t make the flight. She indicated that pxs that had a later flight were being screened before them. She indicated that TSOs were not getting them through screening . The next day all of the lines were opened and there were not nearly the number of people as the day before. She indicated that their were ten other people in the same situation. She indicated that TSA at IAD would not direct her to whom she should complain to as to why the line was so slow and why they were not expedited. She wants to be reimbursed for her hotel. She missed the graduation that she was planning to attend. She indicated that another couple missed a military graduation. Date Time: 5 20 15 The flight was scheduled to depart at 11:55am. She checked in with the airline by 9:30am. She entered the line at the checkpoint between 10am-10:30am. Gate Terminal: Airport: IAD Airline:Frontier Flight #: NA Bag tag # (10digit: NA Bag Description: NA NOI: NA
1171	6/9/2015	Caller got her luggage and bag had been inspected. Shampoo had been spilled and her clothes were damaged. Date Time: 29 May 2015 10:00am Gate Terminal: Not provided. Airport: Dulles Airline: Delta Flight #: Not provided Bag tag # (10digit): Not provided Bag Description: Green bag made by Dockers. Wheeled with pull up handle. Missing Damaged item description: Clothes and 1 pair of shoes. NOI: Yes Nothing written or stamped

ID	Date Added_Date Only	Contact Details
1172	6/10/2015	He said he flew on Southwest and the straps are missing from a golf bag that he had in check bag. He requested that we email the claim form to him. Mishandling RFI REASON for the call:Missing Straps Date Time:06-09-15 at 8:50 am Gate Terminal:B 48 Airport:Dulles Airline:Southwest Flight #:unknown Bag tag # (b)(6) Bag Description:SBK golf bag with his wife s name tag on it which is (b)(6) Missing Damaged item description:missing straps from a golf bag NOI:Yes
1173	6/11/2015	REASON for the call: She just returned from an international flight. A stone statue was broken. It was wrapped in clothing for security, however it was on the top of her bag when she obtained it. Date Time: 6 10 15 8:30am Gate Terminal: C4 Airport: IAD Airline: United Flight #:1254 Bag tag # (10digit: (b)(6) Bag Description: Her suitcase is a gray and black OGO. There was a Lego Brick luggage tag. NOI: NOI was present with nothing indicated.
1174	6/11/2015	Caller just came back from England yesterday and had traveled to Venice and purchased a venetian mask and had it wrapped up and placed neatly in her checked bag. When she arrived in Denver she found her mask on top of her clothes, it was smashed and her bag was in disarray. There was not an NOI in her bag. Date Time: 06 10 2015 4:15 PM Gate Terminal: N A Airport: IAD Airline: United Airlines Flight #: UA1645 Bag tag # (10digit: (b)(6) Bag Description: Large black suitcase, United travel tag with her address and name. Missing Damaged item description: Damaged Venetian mask. NOI: No

ID	Date Added_Date Only	Contact Details
1175	6/12/2015	He said he traveled on June 5 from IAD to Dallas and we cut his lock and he is missing a $400 small bottle of perfume from Saudi Arabia. He requested that we email the claim form to him. Mishandling RFI REASON for the call:missing a $400 small bottle of perfume Date Time: 06-05-15 at 5:20 am Gate\Terminal:B 71 Airport:IAD Airline:American Flight #:2387 Bag tag # :unknown Bag Description:dark blue suitcase with his name tag on it Missing\Damaged item description::missing a $400 small bottle of perfume NOI:Yes
1176	6/12/2015	The caller traveled to Mexico in April and his surf bag was damaged. The zipper was broken. Date Time of Travel: 4 28 2015 12:55am Gate Terminal: Gate: 15 Terminal: Not Provided Airport: IAD Airline: Aeromexico Airline Flight #: AM623 Baggage Tag # (Checked only – 10 digits): (b)(6) Bag Description: 7ft 4in surf board bag. Built in wheels, dark grey with camo trim, Dakine brand Missing Damaged Item Description: 7ft 4in surf board bag. Built in wheels, dark grey with camo trim, Dakine brand Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only): No

ID	Date Added_Date Only	Contact Details
1177	6/13/2015	Hello, I would like to request reimbursement for my TSA-approved lock that was cut on a United flight from IAD to ZRH on 9 June. I intentionally buy TSA approved locks so that TSA may access my baggage if needed. Now I have no lock and it will be difficult to protect my baggage on my international flights where a lot of theft occurs. Please advise. Thanks, (b)(6) ---------- (b)(6) South Africa (b)(6) HYPERLINK "mailto:(b)(6) HYPERLINK "http://www.g-fras.org/"www.g-fras.org Like us on HYPERLINK "http://www.facebook.com/groups/114119455267152/"Facebook Follow us on HYPERLINK "https://twitter.com/infogfras"Twitter

ID	Date Added_Date Only	Contact Details
1178	6/13/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 6/13/2015 1:46:18 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):On 6/10/2015 Flight WN3500 (Southwest) from IAD to LAS (connecting to WN4030 to SAN) Comments:TSA REMOVED and LOST my TSA LOCK. The baggage tag has the numbe(b)(6) I cannot afford to buy a new lock for each flight.
1179	6/14/2015	Dear Sirs, I am writing to highlight the following issue due to the inspection of one of my bags. I flew from Washinton D.C. to London on May 30th on the BA0216. In my golf club bag, I found your inspection notice but I couldn't find its black top cover once at home. It was a black a detachable cover. As it is impossible to replace that part of the golf club bag and I have to replace the whole bag, I am here to ask for the reimbursement of the cost for the whole bag. Thanks in advance for your understanding, Looking forward to receiving your feedback Best regards (b)(6)
1180	6/14/2015	CSM RFI-----Mishandling RFI REASON for the call: The caller flew from IAD, and, upon arrival, found that his luggage lock was missing. He wanted to file a complaint, as well as a claim form. Date Time: June 13, 2015; 12:34 PM Gate Terminal: C23 Airport: IAD Airline: United Airlines Flight #: 1498 Bag tag # (10digit)(b)(6) Bag Description: A large, black Skyway suitcase with brown trim. Missing Damaged item description: A lock. NOI: No information was written or stamped on the form.

ID	Date Added_Date Only	Contact Details
1181	6/15/2015	REASON for the call: Caller flew from Dulles to Honduras and he is reporting they opened his bag and there was an NOI in the suitcase. He has a playstation 4 and they took it out and put another NOI in the box it was in. There was a free game that came with it and it is missing. Date Time: June 15 2015, 530 am Gate Terminal: Gate B73 Airport: Dulles Airline: American Flight #: 1173 Bag tag # 10 digit: (b)(6) Bag Description: reddish purple with a Swiss Army logo, fabric suitcase with wheels, medium. Missing Damaged item description: Missing the Last of US game for the PlayStation 4 NOI: Yes, blank. Special Notes: N A

ID	Date Added_Date Only	Contact Details
1182	6/16/2015	Submitted on Tuesday, June 16, 2015 - 20:58 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: District of Columbia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 06/15/2015 Time of Travel: 4:30 pm Airline & Flight Number: UA 1749 Checkpoint / Area of Airport: luggage transfer TSA Employee: ==Complaints== Complaint Feedback: Missing or Damaged Items Complaint: hello, i traveled from TLV to ZRH to IAD to LAX. arrived at LAX i found a TSA note that my bag was searched. i'm assuming the search occurred at IAD. nothing missing but several items were damaged. my bag was repacked in the worst possible manner. do you know what it feels like when you get home and your home was burglarized and all your stuff is thrown on the floor? that's how my bag looked like. all my fragile items unwrapped and damaged. whoever did this should be disciplined. it's a real shame. how can i be compensated for damaged items? can you identify which one of your agents searched my bag? i want to mention that nothing is missing, but several item were damaged. thank you. Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: (b)(6) Email Address: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/2289/submission/24501

ID	Date Added_Date Only	Contact Details
1183	6/16/2015	Caller flew from PHX to IAD and he had a TSA lock on his bag. The bag was inspected and the lock was not damaged. However on his return flight from IAD his lock was removed. He wanted to know if we are going to reimburse him for his lock. Date and Time: 6-11-15 3:24pm Gate or Terminal Number: B71 Airport: IAD Airline: American Flight Number: 1556 Baggage Claim Number: (b)(6) Bag Description: Black Bag with wheels Description of Missing or Damaged Item: 1 missing TSA approved lock NOI: Not Sure he is driving and cant look
1184	6/16/2015	The caller traveled back from Washington DC on Sunday. Her bag was open, items sticking out the sides, taped up with TSA tape and had an NOI. The caller is very upset and wanted to know why it was open and taped because the zipper wasn t broken. The bag was damaged with a dent. Date Time of Travel: 06 14 2015 1:25pm Gate Terminal: Gate: Z9 Terminal: only one Airport: Washington-Dulles Airline: Frontier Flight #: 223 Baggage Tag # (Checked only – 10 digits): (b)(6) Bag Description: Gold, lightweight metal, rollers Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only): No
1185	6/17/2015	Caller stated that his luggage was delayed to him and when he finally received his bag, there was a bottle of Aleve opened and spilt all over the luggage and he has a Black Hawk pocket Knife missing out of the bag. United placed only his luggage on the flight back to the US since they lost the bag on his departing flight out. Dubai - IAD - Knoxville United 3402 17 June 2015 @ 1238 Bag#: n.a Description: Large Duffel on wheels; Small Blue Duffel (gym bag) NOI: YES - no writing or stamp

ID	Date Added_Date Only	Contact Details
1186	6/17/2015	Submitted on Wednesday, June 17, 2015 - 13:34 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 06/17/2015 Time of Travel: 1:00 pm Airline & Flight Number: UA989 Checkpoint / Area of Airport: TSA Employee: ==Complaints== Complaint Feedback: - Professionalism/Customer Service - Screening Complaint: I am appalled by the terrible service at IAD. As one of the nation's most important airports it is embarrassing that TSA is unable to quickly or efficiently process the number of passengers which is clearly known in advance. I continue to stand in line after already having waited for 40 minutes. There are at least 10 screening stations I can see being unused and more TSA agents are just standing around doing nothing than the comparatively small number actually working. This is disgraceful and significantly worse than other developed countries. Would you like a response? No, a response isn't required. The results of this submission may be viewed at: http://www.tsa.gov/node/2289/submission/24584
1187	6/17/2015	The caller opened her checked baggage and a shirt she had was wet and ruined, a bag containing her jewelry was also wet but nothing was damaged. She said it was strange because there wasn t any liquids inside the bag and the bag itself wasn t wet. Date Time of Travel: 06 13 2015 6:20pm Gate Terminal: Not Provided Airport: IAD Airline: Southwest Airlines Flight #: 4244 Baggage Tag # (Checked only – 10 digits): Not Provided Bag Description: Teal with black trim, carry on size bag Missing Damaged Item Description: A white spaghetti strap camisole Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only): No

ID	Date Added_Date Only	Contact Details
1188	6/17/2015	The caller flew into the United States from France on 6 16 2015. She took a connecting flight on 6 17 2015 at 9:20AM on US Airways from the Washington Dulles International Airport to Charlotte. When she arrived home her suitcase had an NOI inside. There were various gifts in her suitcase that had been broken and had ripped boxes. She would like a claim form for the incident and to file a complaint. Date Time of Travel: 6 17 15 9:20 AM Gate Terminal: B67 Airport: Washington Dulles International Airport Airline: US Air Flight #: 5618 Baggage Tag # (Checked only – 10 digits) (b)(6) Bag Description: black duffle suitcase on wheels Missing Damaged Item Description: Gift Items: Wind chimes- broken in half Tea cans- boxes ripped and cans bent Other gift boxes ripped Glass jar of jam broken Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only): No
1189	6/18/2015	Caller s son flew from DFW on Tuesday and was permitted to board his flight with his paper TX driver s permit. Caller is extremely upset because her son was not permitted to board his flight home from IAD today with the same ID.
1190	6/18/2015	REASON for the call: Caller states when she flies from Europe into Dulles airport they open her suitcase they catch her clothes in her zipper. Caller states she has spoke to Leslie and has taken pictures of her clothes and feels they should reimburse her. Caller states she found a NOI inside her baggage. Caller did not have any of her flight information to file the claim. Caller provided 2 different call back numbers but neither produced a previous call. Airport: Dulles Airline: United airlines Flight #: 952 Date Time: Bag tag # (10digit: Bag Description: Missing Damaged item description: NOI: Anything on NOI: Gate Terminal: Email Address and phone:

ID	Date Added_Date Only	Contact Details
1191	6/18/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 6/18/2015 11:27:50 AM ---------- Name: (b)(6) Email: (b)(6) Complaints:Long Lines / Lengthy Wait at Checkpoint Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American 1003 IAD 12:05 pm gate B71 Comments:Because of Pre random selection, the line was a 100 deep. The normal line for security had about 20 people in it. The random selection process has negated the fact that I've properly applied, submitted to background check, and provided my fingerprints for nothing. It's easier to go through the normal line. This is ridiculous, please stop random selection of Pre or refund the fees charged for those of us that abide by the program.
1192	6/18/2015	To whom it may concern, I'd like to report that some of my goods were lost\stolen from my suitcase while it was inspected last Sunday June 14 at Dulles International Airport. I have not been able to report this before as my suitcase was delayed and I haven't received it until today, which has caused quite a lot of hassle. Now, I know the reason why my suitcase didn't arrive with me at Madrid, Spain. I am using the word 'stolen' as, funny enough, only brand new items are missing. I will file a claim following the instructions at www.tsa.gov but I would like to express my deep disappointment to whoever this may concern. Thank you, (b)(6)
1193	6/19/2015	Bag was inspected and the NOI says because it was locked, they may have had to break the locks on your bag. It s the third time it s happened. It s a TSA approved lock and it keeps getting broke off instead of unlocking it. He flew from IAD. He said he just wants to talk to someone at the airport because it s silly to go through so much trouble of a little lock. He just wants to talk to a CSM and find out what he can do in the future to keep this from happening again.

ID	Date Added_Date Only	Contact Details
1194	6/19/2015	Last night I flew from Dulles to San Diego on United #1144. Inside my checked baggage was a 3/4 full squeeze bottle of Welch's grape jelly. (See attached photo.). I took care to pack the jelly in a ziplock bag, because I knew that some jelly might be pushed out of the bottle when the air pressure in the cargo hold dropped during flight. After I checked my bag at United, a TSA screener ripped open the ziplock bag and took out the jelly, then tossed the bottle back into the suitcase, where it sat unprotected by a ziplock bag, resting on top if my suits. I discovered this when I opened my bag this morning. I also discovered that, as expected, grape jelly had been expelled from the bottle and was all over the other items in my suitcase. This is so disappointing, and it also will cost me a fair bit of time and money. I expect better from my DHS colleagues. (b)(6)

ID	Date Added_Date Only	Contact Details
1195	6/20/2015	

-----Original Message-----
From: (b)(6)
Sent: Saturday, June 20, 2015 11:23 AM
To: TSA-ContactCenter@dhs.gov
Cc: (b)(6) TSAClaimsOffice
Subject: TR: claim for broken property
Importance: High

-----Message d'origine-----
De : (b)(6) : samedi 20 juin 2015 17:07 À : 'TSAClaimsOffice@tsa.dhs.gov'
Cc : (b)(6)
Objet : claim for broken property
Importance : Haute

Dear Sirs

Please see attached a claim form as advised, along with proof of purchase and photos for a broken item by TSA staff on 10th may 2015 at Washington Dulles Airport.

I look forward to hearing from you soon about this claim

Yours sincerely

(b)(6)

(b)(6)

L'absence de virus dans ce courrier électronique a été vérifiée par le logiciel antivirus Avast.
https://www.avast.com/antivirus

ATTACHMENTS

NOI WITH NO ADDITIONAL INFORMATION

ID	Date Added_Date Only	Contact Details
		PHOTOS OF DAMAGED STATUE AIR FRANCE TICKET AND BOARDING PASS, 10MAY15 FROM IAD COMPLETED CLAIM FORM RECEIPT FOR STATUE, $375
1196	6/21/2015	Caller flew From Dubai to Washington and then on to Orlando and he has some missing items. Date Time: 06-21 8:20am Airport: IAD Airline: United Flight: 379 Bag Tag: (b)(6) Bag Description: Medium Maroon Rolling Suitcase Missing Damaged: Aviator Watch in the box, And a pair of rayban sunglasses. He advised that both were in the box, He still has the box but the items are gone. NOI: Yes.
1197	6/21/2015	Feedback Type : Complaint Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/21/2015 12:16:45 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 06/21/2015 Airline & Flight Number : Checkpoint/Area of Airport : Security TSA Employee: (If Known) : (b)(6) Comment : He yelled at me twice. A simple explanation and guidance was necessary but Mr. Dorsey raised his voice without need or provocation. I recommend TSA review his practices and discipline if necessary. 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
1198	6/22/2015	Reason for the call - All of his clothing has body wash on them. The body wash is blue. Airport - Washington Dulles Airline - United Airlines Flight Numbers - 0S93 Departure Times - The flight was scheduled to depart at 7:45 pm. The flight departed at 9:30 pm. Arrival Times - He arrived at IAD at approximately 3:30 pm. Date And Time of Incident - 6 20 2015 Baggage Tag Numbers - Does not have Description Of Luggage Color - Black Style - Soft-sided roller bag Size - Large Brand - American Tourister Was There An NOI - Yes Was Anything On The NOI - No Missing Damaged item description - His blue Suave body wash was spilled on his clothing. Location Of Incident Gate - D1 Terminal - Does not know Phone Number - (b)(6) Email - (b)(6) Name Of Actual Person Involved (b)(6) Special Notes - The body wash and a can of hairspray was in a plastic bag. The body wash and the plastic bag were left open. All of his clothing has to be dry cleaned. He flew from IAD to Tampa. He wanted a claim form mailed to him.
1199	6/22/2015	The caller flew from IAD to Toronto, Canada and when he received his luggage, his golf bag was ripped apart and there was an NOI inside. He wanted to know what could be done. Date-Time: 6-22-15 7:35pm Gate-Terminal: A26 Airport: IAD Airline: Porter Flight #: 728 Bag tag #: (b)(6) Bag Description: Black Cargo Pro Golf bag Missing-Damaged item description: Golf bag ripped open and torn NOI: Yes;

ID	Date Added_Date Only	Contact Details
1200	6/24/2015	Missing a hard drive in checked baggage. Two hard drives were in the bag and one is missing from the box Date Time: 06-17-2015 , 4:00pm-5:00pm (estimated) Gate Terminal: Not Available Airport: IAD Airline: US Airways Flight #: 2340 Bag tag # (10digit): (b)(6) Bag Description: A dark grey, swiss army suit case, soft edges, rolls 2 wheels. Missing Damaged item description: Lacie 2 terrabite hard drive. Silver and orange and color, around the bumper- NOI: No
1201	6/24/2015	Submitted on Tuesday, June 23, 2015 - 22:19 Submitted by anonymous user: 131.103.137.118 Submitted values are: Feedback Type: Complaint State: Illinois Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 06/20/2015 Time of Travel: 4:00 pm Airline & Flight Number: Ua511 Checkpoint / Area of Airport: TSA Employee: ==Complaints== Complaint Feedback: Missing or Damaged Items Complaint: Upon searching my suitcase for a particular item and discovering that it was missing, I realised that 2 items were stolen from my suitcase after it was forcibly unlocked, I understand that TSA needed to forcibly unlock my suitcase but I am terribly upset that some of the content of my luggage were removed. I urge this to be taken further not only to recover or compensate my stolen items, but so that such an incident is not repeated. Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: (b)(6) Email Address: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/2289/submission/25201

ID	Date Added_Date Only	Contact Details
1202	6/25/2015	You must have too much money to afford staff to cut my plastic ties (locks), search through my dirty clothes and insert my toilet bag's toothbrush back into its holder incorrectly. SAA flight 365 was parked so far away from everything on 19 June 2015 at Dulles International that you couldn't have been worried about any explosives. You could have just moved all SAA luggage to a remote place until loaded. You couldn't have been worried about any contraband / drugs / arms as we were leaving your soil (it being South Africa's problem). Instead you have just upset a tourist to your country to which I hope to never return due to this experience. I feel that it is an invasion of my privacy, besides which my unsecure luggage was then subject to theft by South African baggage handlers. The reason that I didn't purchase American access locks is that South African baggage handlers have been reported to have keys to these locks and have been caught stealing from passengers. Your luggage handlers may have indeed been wearing gloves, but that is to protect them from my germs. I have washed all of my toilet bag contents, clothes and inside of my luggage to now protect me from their germs. Most people that wear gloves still do everything they would otherwise do if they weren't wearing gloves. By the way, I don't think much of your security either. We walked straight into the area behind the body search area on the first floor without being challenged (entrance on the left said "All Gates"). As we still had all of our luggage, we exited, went up to SAA's luggage counter on the second floor, then through the body search security, which incorrectly identified something in my proximal collar bone area. Great to not be paranoid (b)(6)

ID	Date Added_Date Only	Contact Details
1203	6/25/2015	Submitted on Thursday, June 25, 2015 - 12:20 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 05/16/2015 Time of Travel: 1:25 pm Airline & Flight Number: Luftansa 416 Checkpoint / Area of Airport: after clearing TSA Kisok TSA Employee: ==Complaints== Complaint Feedback: - Other - Screening Complaint: (b)(6) May 25 SECOND REQUEST 6/25/15 to me This is the 2nd time I used my Global entry Pass (first of a piece of cake). When asked to step to lane C for a check I kindly inquired why am I being checked. Her response was angry, authoritative, telling me to step to the rail (I was 6" from it) & with unnecessary attitude angrily told me to step back against the rail. Looking over her shoulder to lane B I viewed that agent and traveler laughing & joking. This type of TSA agent gives everyone a bad reputation. I am a psychotherapist, in the field for 45 years, and a person like this needs EAP counseling for anger management. An angry woman with a loaded gun is frightening. 5/25/15 Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: (b)(6) SECOND REQUEST Email Address: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/2289/submission/25351

ID	Date Added_Date Only	Contact Details
1204	6/25/2015	Dear ladies and sirs, On my flight from Washington IAD to Amsterdam Schiphol (KLM 652) on May 4, 2015 the TSA ruined my suitcase and left in it a leaflet with excuses. The leaflet said that the contents were returned to my bag, but my WakaWaka solar flashlight is still missing. I herewith send you a link to a website, so you can see what a WakaWaka solar flashlight looks like: https://nl.waka-waka.com/store/catalogue/wakawaka-light_15/ I kindly ask you to return my WakaWaka solar flashlight to me, because it was a present from my mother for my fiftieth birthday last November. So I'm quiet attached to it. If you have any further questions, I will gladly answer them. I'm looking forward to your answer and to my WakaWaka solar flashlight. Thanking you in advance. Kind regards, (b)(6)

ID	Date Added_Date Only	Contact Details
1205	6/26/2015	She had honey containers in her checked luggage. The bag is destroyed. She had a lock. The clothing was exposed. Reason for the call: Callers luggage was damaged. Date and Time (departure time and arrival time): 6-26-15 @ 8:30 a.m. Gate Terminal: Gate D30 Airport: IAD Airline: United Flight Number: UA3744 Baggage tag number (10 digits): (b)(6) Description of Baggage: black, pink tags, it had a belt on the whole bag and was pink as well, 24 inches long Missing Damaged item description: The bag itself NOI: Yes Anything on the NOI: No Special Notes: She flew from Montreal to DFW. She had honey containers in the bag which she believes are the reason her bag was inspected. Her lock was broken and that may have been the reason it was damaged. It was a cheap lock that could be easily broken and did not need much force to open. Her clothing was exposed out of the luggage but nothing was missing. She hopes they would have secured it better.
1206	6/26/2015	Caller has an NOI in her luggage and is missing jewelry. What can she do? Airport: IAD Flight #: UA1144 Airline: United Airlines Gate Terminal: Gate D23 Date Time: 6 24 15 @ 1805 NOI: Yes, nothing is written stamped on it. Luggage Description: Black, soft, small in size with 2 wheels. Baggage Tag (b)(6) Missing Items: She has a small bag with earrings, necklace and other items missing.

ID	Date Added_Date Only	Contact Details
1207	6/26/2015	Dear Sir or Madam, Thank you for the opportunity to comment on my recent experiences with TSA. I have, over the last several years, had my bags inspected many times by TSA. This is normally a straight-forward experience and all of my packed luggage is left as it was when I packed it. Yesterday, however, I was quite surprised when I claimed one bag at the airport (flight from Washington, DC, to London -- UA918). Many items were moved in my bag, clothing was shoved in completely different compartments in the bag from where I had packed it, and one of my shirts was stuck in a mesh pocket on the outside of my bag, where nothing was securing it from falling out. I have not yet been able to take full inventory for all of my items to ensure nothing is missing, but this lack of respect for another person's belongings is surprising and disheartening. I would have thought there would be a TSA policy dictating that to the extent possible, luggage should be left as the owner packed it. The placement of one of my shirts into the unsecured mesh pouch on the outside of my bag especially troubled me as it easily could have come loose and been separated from my bag. If the TSA keeps track of such things, I would like to submit a formal complaint regarding the TSA handling of my luggage at Washington Dulles (IAD). Thank you for your time and consideration. Respectfully, (b)(6)

ID	Date Added_Date Only	Contact Details
1208	6/26/2015	Dear Sir or Madam, This response that I received (below) to my previous comments is quite unfortunate. It shows clearly that this is a prefabricated response that was simply picked from a list of possible responses and sent to me. It in no way addresses the content of my actual e-mail and only very tangentially speaks to the themes I mentioned in that e-mail. I actually spent time trying to provide the TSA with useful and constructive feedback in my previous e-mail. I am disappointed that it was clearly not read or responded to carefully. Respectfully, (b)(6) On Fri, Jun 26, 2015 at 9:36 PM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com> wrote: Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding missing or damaged items from your checked baggage. TSA regrets that you found items missing or damaged from your checked baggage. 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 that 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 their 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 may not have physically opened a passenger's baggage. TSA encourages passengers to pack valuables including jewelry, electronics, money,

ID	Date Added_Date Only	Contact Details
		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, may be found on the TSA Web site at HYPERLINK "http://www.tsa.gov" \nwww.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.
1209	6/27/2015	On June 15 of this year I travelled on United Airlines flight 918 from Dulles Airport to London. I checked in one piece of luggage (no. (b)(6) . I had locked it with a TSA approved lock. Upon collecting it in London I saw the lock missing and instead the zipper was “secured” with scotch tape. Inside my luggage I found your notice of inspection but no lock. Clearly whoever opened my luggage, either ruined the TSA-approved lock and did not bother to at least place it in the luggage or simply did not put it back on (or in) my luggage. I would like to be reimbursed for this loss to replace the lock (cost $8.99+tax). I still have in my possession the claim check, copy of boarding pass, the notice of inspection, and the key to my lock. Please let me know how to proceed. (b)(6)

ID	Date Added_Date Only	Contact Details
1210	6/29/2015	REASON for the call: Caller has guests from Germany and their baggage was inspected and there was an NOI. They are missing an electric facial brush and some sunglasses. They are also missing jewelry such as 3 pearl necklaces and one silver one, 3 rings and 3 pearl earrings. They flew from Washington Dulles to New Orleans. Some nail polish had been opened and spilled and also some shaving cream was all over the bag. Date Time: June 25 2015, 0700 am Gate Terminal: Unknown Airport: Dulles Airline: United Flight #: Unknown Bag tag # 10 digit: (b)(6) Bag Description: black suitcase, soft sided, no brand, pink with flowers ribbon on the handle. Missing Damaged item description: Missing an electric facial brush and some sunglasses. They are also missing jewelry such as 3 pearl necklaces and one silver one, 3 rings and 3 pearl earrings. NOI: Yes, blank. Special Notes: N A
1211	6/29/2015	Caller flew last week from Iran. She found 6 TSA papers in her bag. A picture frame is damaged. Some fueled lighters were also removed and a notice was left in the bag about this issue. Those may have been removed in Frankfurt. Caller flew from Iran to Frankfurt to DC to Columbia, SC, on flight number LH 601. Reason for the call: caller advised that she had a frame that was broken. There was a notice that three lighters were removed. On behalf of: herself Departure date and time: June 24th, 1700 hrs. Location - gate and terminal: C-18, Terminal C Airport: IAD Airline: United Airlines Flight number: UA 4006 Time of alleged incident: approx. somewhere around 1400 hrs. Bag claim number (10 digit): (b)(6) Bag description: black and gray, wheels and extendable handle, Skyline brand, she had a green floral yellow, blue, and pink. Her last name was on the bag. Missing or damaged item description: handmade dried flower in a frame. Both the flower and frame were damaged. The glass in the frame was broken. HAZMAT or prohibited?: NA Notations on the NOI: nothing stamped or written on it. Contact information: see above

ID	Date Added_Date Only	Contact Details
1212	6/30/2015	Submitted on Tuesday, June 30, 2015 - 09:48 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 06/24/2015 Time of Travel: 6:50 pm Airline & Flight Number: Delta Air Lines #8631 Checkpoint / Area of Airport: Baggage Inspection TSA Employee: ==Complaints== Complaint Feedback: Missing or Damaged Items Complaint: I travel for work and have never had a problem with TSA inspecting my luggage. My experience with TSA on this last trip, though, from IAD to Niamey, Niger was quite different. I was moving to my next post and had been living out of these suitcases for seven months. I checked the bottles before wrapping them in a plastic bag, and packing them in my check-in luggage. Upon unpacking in Niamey, Niger, I found my cough syrup/sleep aid was open (the lid not sealed), which, on the long flight from Virginia to Niger, allowed the sticky liquid to seap throughout a large corner of my suitcase. They also dumped things out of one or more plastic zip-lock bag; leaving an empty plastic bags scattered about. Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: (b)(6) Email Address: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/2289/submission/25922

ID	Date Added_Date Only	Contact Details
1213	6/30/2015	Submitted on Tuesday, June 30, 2015 - 15:01 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 06/29/2015 Time of Travel: 12:45 pm Airline & Flight Number: United Checkpoint / Area of Airport: Entrance of Security TSA Employee: Nigerian lady (wearing a bun) on back of tag said 12D ==Complaints== Complaint Feedback: Professionalism/Customer Service Complaint: Right at the entrance of security, I asked a TSA agent where I could go to finish my food before I entered. As she pointed to an area, the agent I am filing a complaint with came over, interrupted our conversation, and asked what kind of food I was eating. I told her it didn't matter because I was going over to the area to eat. She began yelling at me and demanded I tell her what kind of food I had. I travel every three months so I know the rules and especially know one can not bring in yogurt. I told her to stop yelling at me and I began to walk away. She then began complaining with the TSA agent who first helped me. When I returned 15 minutes later, she was to the right of security laughing and talking with two other agents. I find it very disturbing that a TSA agent would even conduct themselves in this manner and feel that it was appropriate! Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: Email Address: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/2289/submission/25964
1214	7/1/2015	Caller is at IAD. There are 10 gates and only 2 checkpoints open. There should be more lanes open.

ID	Date Added_Date Only	Contact Details
1215	7/2/2015	I am writing, once again, with both a complaint and a suggestion. I arrived at the Washington Dulles Airport and got through Immigrations and Customs, okay, but when I got to the TSA area, I had about 40 minutes for my connecting flight and there was a huge crowd in front of me. Two TSA agents walked by, and I showed them my boarding pass for my connecting flight. It was now about 4:50pm, and boarding time was 5:05, and was supposed to depart at 5:30pm. He assured me that I had plenty of time. When I got up to the TSA area, I noticed that TSA agents hardly helped anyone. I also missed my connecting flight. When I went to the customer service desk for my airline, there was a long waiting line, due to people who had missed their flights, due to TSA. Considering my anger, I kept as calm with the airline people, as I knew they had absolutely nothing to do with my delay. Now, I have written to you previously, and it seems as though these TSA agents do not care about the passengers. I have never seen any TSA agents show any concern for the passengers. At any retail business establishment, if the cashier feels that there was a delay in services, they always apologize to the customer, "I apologize for any delay I have caused you." TSA never does this. I do have a suggestion. As I have complained before, this time, as I have heard the saying, "If you do not have a solution, you must be part of the problem, so therefore, this time, I have a suggestion, actually two. First, announce that, if there are any passengers who have a connecting flight within the next hour, to please show you ticket to an agent and they will allow you to go to the front of the line. Second, be like most good customer service representatives and at least apologize for any delays you have caused the passenger. One other thing, when travelling international, I do not know if you knew it, but, for each international connecting flight, the first thing all passengers must do, upon arrival at the airport, is go through security again. If one goes through three international flights, at each airport, as soon as one deplanes, one must go through security again. I feel this is not only repetitious, but also unnecessary. In fact, at some airports, even if it is a stopover, one is taking the same airplane, just stopping at an airport to take on additional passengers, one has to get off the airplane, go through security again, and get back on, and take a different seat. In conclusion, if the TSA could adapt my two suggestions, have passengers with connecting flights that are within something like an hour, have those passengers go to the front of the line, and apologize for any delays. One other thing, I am retired from the United States military, and, at only one airport, have the TSA agents thanked me for my service. When TSA agents treat me as discourteously as they do, it only adds to my negative feelings towards them. Thank you. (b)(6)

ID	Date Added_Date Only	Contact Details
1216	7/2/2015	Caller s luggage was inspected (NOI), and her TSA-recognized locks were broken. Caller wanted to know if there was a person she could speak to face-to-face about this issue. Date and Time: 07-01-2015 6:55 PM Gate Terminal: A32 Airport: IAD Airline: Virgin Atlantic Flight #: 22 Bag #: (b)(6) Bag Description: The caller s bag was a black roller bag with two padlocks on them. Damaged Item: The locks were grey. NOI: Yes
1217	7/2/2015	Caller said on July 1st his wife flew from IAD to India and noticed that some of her items were missing she said she found a NOI. He wants to know what he can do about this. Date Time: 07 01 15 10:55am Gate Terminal: Unknown Airport:IAD Airline: Emirates Flight #:0232 Bag tag # (10digit): Unknown Bag Description: Standard new bag, Red Wheels, No outside pockets Missing Damaged item description: eye brown pencil, nail polish, designer polish, sketch pen set. NOI: Yes

ID	Date Added_Date Only	Contact Details
1218	7/3/2015	My name is (b)(6), I came back to the USA from trip to Moldova on 06/08/2015, through Dulles, Washington. Flight #0093, VIE-IAD My checked- in bag was checked by TSA, who cause me problems. Safety of my flight is very important for me and I understand that TSA has to do their job. I have been traveling international for 14 years, so I know the rule and I never lock my bag. More, up on arrival to Washington Airport, I had to get my medication from my bag and my bag was OK. When I took it to a transfer place the worker from there asked me if I locked my bag, I double checked it and it was unlocked. When I arrived to Houston my bag for some reason was locked and the lock was broken, I couldn't open it. I went to United bag claim place, they told me that they can't help me, because my bag was checked by TSA, and I have to go to TSA place, I went to TSA place in Houston and I talked with their representative Mathiew Ignasiuk, but he told me he can't help me. So after a 22 hours trip back to the US at 8PM I spent more than 1 hour, in Houston airport, asking for help to unlock my bag, cause inconvenience for people who were picking me up. Houston wasn't my final destination, I spend 1 night there and I had 1 more day-8hours to spend in a bus going to Edinburg TX. I am a student at UTPA. So not having access to my bag I had to buy some cloth, personal things, I couldn't travel 1 more day in the dirty cloth, without taking a shower. This created a lot of problems, because I didn't have a car in Houston, I had to go to a store and to spend extra money, which I didn't plan and I don't have. I am a student and I spent a lot of money to buy the ticket to go see my old father, who had a stroke. So on top of all my expenses for my trip, TSA cause me a big problem, which cost me additional money, which I don't have. I understand the TSA rule and respect them, I never lock my bag, I made sure that my bag wasn't locked in Washington. I don't understand what happen, why the lock was broken (the bag is damaged, my bag is an expensive bag-Atlantic, hard side) My bag has a tag with my cellphone on, they could contact me, they shouldn't ruin my bag and cause me so many problems. I am asking for a compensation, reimbursement of my extra expenses which I didn't plan and I should not have them and for the damaged bag. (b)(6)

ID	Date Added_Date Only	Contact Details
1219	7/4/2015	Sir/Madam, On a recent trip on South African Airlines we attempted to secure our luggage with wire ties (Zip Ties) but only had half enough. The reason for this was to keep the luggage handlers from ram sacking our luggage and stealing. While they are fairly easily cut the handlers apparently do not have time. Our flight began in Dulles where we checked in a couple of hours early. Next we went through Johannesburg S.A. and last ended in Cape Town S.A.. When we arrived in our hotel we quickly discovered that the un secured bags had all been ram sacked and all of the neatly packed items were shifted as if by a tornado. The wire tied cases were fine. While no clothing items were removed everything lose was taken from two cameras to a set of wrist exercisers. Now I assume TSA hates these and sometimes cuts them off such as the return trip which leaves us again at the mercy of the "luggage monkeys." Nothing lost on return however but we had close calls on check ins and customs in Dulles so I think they had no time and everything was tied shut. Flight SA 208 11 June 2015 Thanks for listening (b)(6) HYPERLINK "mailto (b)(6)

ID	Date Added_Date Only	Contact Details
1220	7/5/2015	Hi there, I travelled from IAD last saturday and my bag got checked. I know this since you leave a little message in the bag. I also know the reason why you do it. I'd bought some beers and kitchen spary and schampoo and so on. The reason I write to you today is that when I got home my whole bag was filled with schampoo and the kitchen spray was emptied. Now, I know how to pack a bag and how to keep it safe from bagagehandlers so that this doesn't happen. I discovered that the top part of the kitchen spry had been unscrewed and then not screwed on properly again, resulting in 1 empty kitchen spary. I also noticed that the schampoo bottle top part (the lid) is very secured onto the bottle normally, but also here the lid was off the bottle resulting in schampoo in my whole bag. Where am I going with this you wonder? Well I'm 100% sure that the only reason that this happened was because some of your staff simply couldn't give a **** about how they handle things. Resulting in all of my clothes drenched in a mixture of schampoo and kitchen spray and as a result some other things in my bag got wet and discoloured my clothes. Also the fact that what I payed for the schampoo and kitchen spray is now down the drain litterally. Not happy at all about this as I'm sure you can understand. Best regards (b)(6)
1221	7/5/2015	The caller wanted to file a claim her bag was searched and now she is missing an item. Date Time: 07 02 2015 @8:20AM Gate Terminal: B21 Airport: IAD Airline: United Airlines Flight #: 728 Bag tag # (10digit): (b)(6) Bag Description: The bag is green and black Sam s lite on the tag. Missing Damaged item description: laptop battery NOI: Yes

ID	Date Added_Date Only	Contact Details
1222	7/6/2015	Feedback Type : Complaint Categories : Missing or Damaged Items Current Date/Time : 7/6/2015 4:59:24 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/05/2015 8:30 PM Airline & Flight Number : QR 708 Checkpoint/Area of Airport : baggage screening TSA Employee: (If Known) : not known Comment : I had UAE money (AED 6,000/- about USD 1,633/-) in my checked in baggage in a travel pouch which I forgot to take out before checking in my bags. After reaching my destination (Dubai, U.A.E) I noticed that there was a slip inside the baggage to indicate that it had been manually screened at the airport by TSA, the travel pouch clasp was damaged and the money was missing. I strongly urge the TSA to return my money. 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
1223	7/6/2015	The caller had a car part in her checked baggage. When she arrived at her destination there was a NOI and HAZMAT notice in the bag. She would like to know how to get the part back? She departed from IAD on British Airways. (b)(6) took the call: She stated the TSO took her bag and she watched it go through the x-ray, but no one told her an item was prohibited. She did not see anyone actually open her bag, but when the bag arrived, it was missing a $2,500 car part with the invoice in the bag. The bag belonged to her brother-in-law, but the caller made the purchase and was with him when the bag was checked it. Date and time: 7-5-15 around 8:00 p.m. Airport: Washington Dulles Airline: British Airways Flight number: 292 Baggage claim: Does not have Description of bag: Green, Eddie Bauer carry-on sized bag NOI: Yes, and a Hazmat notice

ID	Date Added_Date Only	Contact Details
1224	7/6/2015	Dear Sir\Madam, My name is (b)(6) my phone number is HYPERLINK tel:(b)(6) (b)(6) nd email address is HYPERLINK mailto:(b)(6) \(b)(6) I just saw my last email didn t get filled, so sorry I write it again. I m writing this email to file a compliant that happened on July 5th, 2015(IAD - Washington International Airport) based on my race or national origin and unreasonable search for my body. Although I don t know if you handle alien s request. So below is what happened to me: When I arrived at the airport at around 2 pm? After I showed them my id and ticket, I was let go and another guy swabbed my palm for some explosive material inspection I guess, everything is fine, and he let me go. Although only me was selected to swab palm. Then I went to the body scanner, it showed ok. But a TSA female rudely searched my body and swabbed my palm again. I m an Asian from China, just lost my pet which is the only family to me in USA, and went to DC trying to relieve some pain. And TSA people made my days worse, I do not believe I was chosen to be swabbed palm twice on same day within 20 mins randomly, and I don t know why there is a need to rudely touch and search my body, she treated me like I was a terrorist, because I don t smile?(how can I smile after losing my beloved family member!)Half a month ago, when I went to Hartford airport, a female TSA also swabbed my palm while others are not, I can t help but think were all that because I m an Asian? Are TSA targeting at Asian? Again, I don t believe it s random. Thank you despite I don t know if anyone would care to respond. Please let me know if more information needed. Sincerely, (b)(6)

ID	Date Added_Date Only	Contact Details
1225	7/6/2015	Caller traveled from IAD to Houston last Saturday. She received a NOI and her lotions are missing from her suitcase. Date Time: 07.04.15 12:40 to 1 p.m. Gate Terminal: possibly B78 Airport: IAD Airline: Delta Flight #: She doesn t have this. Bag tag # (10digit): She doesn t have it. Bag Description: This is a silver medium sized suitcase with no other identifying tags or anything. Missing Damaged item description: Various bottles of lotion. NOI: Yes, but there is nothing stamped or handwritten on it.
1226	7/6/2015	Caller states that his lock has been taken the past four times he has flew. Caller wants to know why they never put it back on. He is very upset and wants to know what he can do about it. Date Time: July 6th 6:20 AM Gate Terminal: Gate: C8 Terminal: United Terminal Airport: IAD Airline: United Airlines Flight #: UA216 Bag tag # (10digit): (b)(6) Bag Description: Green Duffle bag made by the 5-1-1. Medium size. Missing Damaged item description: 4 TSA Locks 56$ NOI:Yes
1227	7/6/2015	Reason for Call: Broken TSA Lock 1. Date and Time of Travel.....June 27, 2015 at 4:00 pm 2. Gate Terminal....Unknown 3. Airport.....IAD 4. Airline.....Lufthansa 5. Flight #.....Unknown 6. Baggage Tag.....Unknown (Has flown since) 7. Bag description....Large Black Suitcase 8. Missing Damaged Item....Broken TSA Lock 9. Was NOI Present....Yes 10. Was Time Stamp note....No 11. Phone #...(b)(6) 12. Email address.....(b)(6)

ID	Date Added_Date Only	Contact Details
1228	7/7/2015	To Whom it may Concern: I wish to bring to your attention an item of concern for me. On Friday, July 3rd, 2015, I flew from Dubai, United Arab Emirates to Washington DC, Dulles International, via UA977. From Dulles I flew to Ottawa, Canada on UA3982. Due to TSA restrictions, some duty free liquor, that I had purchased in Dubai, had to be placed in my checked baggage as the volume exceeded the amount of liquid that could be brought on board a flight as "carry-on". Immediately before submitting my checked baggage onto the conveyor belt, after having passed United States Border Inspection, an official advised me to do this. I complied with her advice. When I opened my suitcase everything appeared normal to me. Upon my return home, and in getting the liquor from my suitcase, I noticed that the bag containing it had been opened and resealed with official TSA tape, and that your inspection card was there as well. As a retired police officer with the Ottawa Police Service, I have no problem whatsoever with this type of secondary inspection. However, what I also noticed was that a souvenir baseball cap that I had purchased while I had been in the UAE was missing. I distinctly remember packing the baseball cap, and where I had placed it, due to how it would survive the packing and the flights home. It was no longer there. I have contacted the hotel that I stayed in, in the UAE, and they confirm that I did not leave the item there. I have no reason to not believe them because, on a previous trip, I did leave an item there, and was able to retrieve it on a subsequent trip. The cap in question is off white in colour, and has, written in red, "Saadiyat Beach Golf and Country Club" across the front. As a retired law enforcement officer, I have grave concerns when officers with powers vested in them by law or constitution do not take the utmost of care to make sure that, whatever they were legally allowed and required to do, was done so that nothing was disrupted unless it was required to have been. When an item from a suitcase goes missing, by whatever means, that utmost of care has not been undertaken. While I have no expectation of my hat being located, I would appreciate someone looking into what could have happened to it, and would expect some correspondence confirming that in response to this inquiry. Respectfully yours (b)(6)

ID	Date Added_Date Only	Contact Details
1229	7/7/2015	REASON for the call: The caller stated that some really important papers were taken out of his baggage, he said that he is a top secret agent. He would not provide me with any names. He refused to provide any RFI information, stating that he would call back with it. He would not provide an email because he is traveling and his location is top secret. He also stated that the TSO almost hit him and he is extremely mad because he is a federal agent as well. Date Time: N A Gate Terminal: N A Airport: IAD Airline: N A Flight #: N A Bag tag # (10digit): N A Bag Description: N A Missing Damaged item description: N A NOI: N A ANYTHING ON NOI: N A

ID	Date Added_Date Only	Contact Details
1230	7/8/2015	Dear TSA, I tried to use the web based Talk To TSA form, but was constantly showed "Access Denied" after I submitted my complaint. So I am writing in via email. My Microsoft Surface Pro3, 128gb version tablet valued at $899, dropped and was damaged (could not turn on at all) at security check X-RAY area when a lady security officer opened and was checking my carry-on. The incident was witnessed by LTSO (b)(6) who gave me a TSA Comment Card which I have photograhed and attached on this email. He advised me to contact TSA to file a claim to compensate me for my damaged device. Please tell me how to proceed next? The incident happened on: 8th July 2015 Location at : Dulles International Airport Washington (IAD), Virginia Time of incident: 09.15am Flight number: Emirates EK232 Terminal: 2 Destination: Washington-Dubai-Jakarta (b)(6) Thank you. Regards, (b)(6)
1231	7/8/2015	Caller said there was a NOI in her luggage and there was a missing blue folder with her work papers missing. Her luggage got put on a different plane than what she was on and it was delivered to her later. She has already filed a claim over her suitcase and said that LAX already had the information. She wants someone to contact her back with information about her items. Date Time: 6-11-15 Gate Terminal: Airport: Dulles Airline: American Flight #: Bag tag # (10digit): Bag Description: Missing Damaged item description: 9 by 15 bright blue Folder with work papers inside NOI: Yes

ID	Date Added_Date Only	Contact Details
1232	7/8/2015	To whom it may concern. I traveled out from IAD on 7/7/15. Upon arrival of my destination, I noticed that my lock, which is TSA approved type, was broken. There was no evidence of the proper open method. I only see a broken point on one side from metal object. May I ask the policy to inspect bag with TSA lock? Is this actually used by TSA field employee? It seems unnecessary and improper use of force causing property damage without cause. BR, Wattanapong Wattanarungsikajorn U.S. Citizen and traveler Sent from my iPhone
1233	7/8/2015	Caller s checked luggage was inspected (NOI), and the notice stated that his luggage had to be broken into, even through he did not have any locks on it. Caller s computer was broken. Date Time: 07-08-15 at 9:01 AM Gate Terminal: D15 Airport: IAD Airline: United Airlines Flight #: 217 Bag tag # (10digit): (b)(6) Bag Description: Caller s suitcase was a blue bag. Caller has a green, white, and red ribbon tied to the handle and he has a tag that says Globus on it. Missing Damaged item description: Caller s laptop was damaged and it will not turn on. NOI: Yes. Special Notes: Caller would like to be contacted to know if anything has been removed from his bag
1234	7/8/2015	The caller stated TSA went thru her luggage, and her luggage was damaged. She had thought it was United until she was told that the NOI means TSA had her baggage. Date Time: 06 17 2015, time unknown Gate Terminal: Unknown Airport: IAD Airline: United Airlines Flight #: 3330 Bag tag # (10digit): (b)(6) Bag Description: Its grey, and is duffle bag style. It is a Nylon cloth bag. Missing Damaged item description: Zippers on the baggage was broken. NOI: Yes

ID	Date Added_Date Only	Contact Details
1235	7/9/2015	Hello, wednesday 8 juli why flew from Washington DC (Dulles)to Phoenix, when we arrived at our hotel we saw that our yellow suitcase had been opened and that the lock and the arena arround the lock is heavilly damaged. In the suitcase was a flyer from your company. We are verry unpleassed with this. The suitcase is now almost not-ussable anymore. We've made pictures of the damaged areas and we Will try to send them. Flightnumber UA1597 Kind regards (b)(6) Verstuurd vanaf mijn iPad
1236	7/9/2015	My suitcase arrived half open after my flight from Washington to Geneva last Tuesday June 30th. I immediately opened a claim with the appropriate authorities at the airport, because part of my belongings were missing. But they did not find anything. What procedure should I follow to see if these items are maybe still at the Dulles Airport, where I assume my luggage was checked ? Thank you, (b)(6)
1237	7/10/2015	The caller flew from IAD and when she unpacked, her luggage bag was a mess, her interior strap was not reattached, and there was an NOI inside. She wanted to file a complaint. Date-Time: 7-9-15 2:22pm Gate-Terminal: C11 Airport: IAD Airline: United Flight #: 349 Bag tag #: (b)(6) Bag Description: Large Burgundy Samsonite with blue tape Missing-Damaged item description: All of her belongings were messed NOI: Yes;

ID	Date Added_Date Only	Contact Details
1238	7/11/2015	Caller just got back from a trip from London and his bag was searched. There are a couple of personalized books and they used card board cutters and they cut his book and his bag. Mishandling RFI CSM RFI-----Mishandling RFI REASON for the call: Date Time: July 10th departed at 5:05pm Airport: Dulles Airline: United Flight #: UA5028 Bag tag # (10digit): (b)(6) Bag Description: White leather bag Had in green letters Missing Damaged item description: Book and bag NOI: Yes, nothing written or stamped
1239	7/12/2015	-----Original Message----- From: (b)(6) Sent: Saturday, July 11, 2015 7:43 PM To: TSA-contactcenter@dhs.gov Subject: Baggage Inspection Damage I traveled today from Washington Dulles airport to Cancun. At my arrival to the hotel, when I opened my luggage I saw everything was out of place an I had the Notice of Baggage Inspection in there. I understand the need to go thru my things for the safety, but what is not right is for the TSA officer to break my property. I traveled with some bottles in special zip log bags, and they are completely torn, I am attaching he pictures so you can see the damage. Who should I talk to in order to get a refund for what they cost? Thank you Attachment: NOI is shown with nothing additional on it.

ID	Date Added_Date Only	Contact Details
1240	7/12/2015	Mishandling RFI REASON for the call: The caller flew from IAD to Kallispell, MT, and, upon arrival, found that a NOI had been placed in the luggage. However, several bottles of shampoo and lotion were left open, resulting in damage to hundreds of dollars of clothing and the suitcase. Date Time: July 11, 2015; 3:56 PM Airport: IAD Airline: United Airlines Flight #: UA1645 Bag tag # (10digit): (b)(6) Bag Description: A large, olive green Pathfinder suitcase. Missing Damaged item description: Hundreds of dollars worth of clothing were stained and damaged, and the suitcase was also damaged. NOI present (writing on it): No information was written or stamped on the form.
1241	7/12/2015	Caller said he just purchased 2 new bags in Europe. He flew from London to DC a few days ago. He then flew from DC to LAS and the lock on his bag has been broken. He said they were 2 brand new suitcases. Date Time: 7.12.15 8:15 AM Gate Terminal: Gate C-9 Airport: IAD Airline: United Flight #: 1537 Bag Tag # (10digits): (b)(6) Bag Description: Gray, small, soft-sided, rolling bag NOI Present?: Yes Anything Written on NOI?: No Missing Damaged Item Description: Lock is damaged
1242	7/13/2015	Caller states he transferred flights in Dulles airport flying United airlines. Caller states when his bag got to Houston he received a NOI and his TSA lock is missing. Caller asked what can he do. Caller states he wants someone to review the surveillance footage to determine who lost his lock. Caller was in too much of a hurry to provide flight details.
1243	7/14/2015	Caller: His son Laptop was stolen when he went through the checkpoint at the Dulles airport. Wanted to place a complaint.

ID	Date Added_Date Only	Contact Details
1244	7/14/2015	The caller states that she returned on a flight from DEN on July 3rd and states that she is missing a little pouch that had her Ear rings inside and it is missing and would like to file a claim. She also states that there was NOI inside her luggage. REASON for the call: Missing Ear Rings Date Time: 07-3-2015 1230 PM Gate\Terminal: B Concourse Airport: IAD to DEN Airline: United Flight #: Cant Remember Bag tag # (10digit:) Does not have. Bag Description: Briggs Riley Missing\Damaged item description: Missing a small bag of Earrings NOI:YES

ID	Date Added_Date Only	Contact Details
1245	7/14/2015	Feedback Type : Complaint Categories : Professionalism/Customer Service Current Date/Time : 7/14/2015 8:11:33 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/13/2015 3:30 PM Airline & Flight Number : Copa 304y Checkpoint/Area of Airport : Secondary security screening TSA Employee: (If Known) : Comment : My intent of this is not to get any employee of yours in trouble, but I would appreciate if you could make sure to try and treat passengers a little better and have more respect for their privacy. I was directed to the secondary security screening area, upon arrival there was a very long wait, I witnessed a passenger in front of me ordered out of line and into another line, this happened multiple times back in forth to my line and another, and when he finally inquired why he was basically talked to like shit. They said "do you want to get out of here or not, don't question me". I understand respecting your instuctions, but when you guys are not sure yourself where someone is to be directed and ordering them back and forth, a little humility in your mistake would go a long way. Finally after a long wait it was my turn to be screened. Let me say this, if I do not have anything illegal on me, I do not need to be judged or advised on any medications or supplements I am perscribed. I do not understand why a personal letter to my aunt has to be read by an officer. I know your job is to try and catch somebody in a lie, but answering the same questions more than 3 times and treated like it is such a strange thing to be visiting family is ridiculous. Taking apart all my items and having to answer questions about almost every different item, items that are clearly not illegal or a threat to anyone's safety is a waste of everyone's time and insulting. I had a old worn down suitcase and it probably wasn't the officers complete fault he broke the zipper or tore some of the lining, but an apology would probably be a good suggestion if you want to treat people with a certain level of decency. After having all my belongings dumped every where and no answers as to why, I was permitted to leave. Then I hit the horrible DC traffic because of this unnecessarily long delay and did not make my god daughters 5th birthday. I'm sure some of this is necessary, but some of it seemed overboard and unnecessary, not to mention having little regard for anyone's privacy or rights especially for a tax paying citizen. This letter probably will change nothing, but at least I tried. PS. Probably a superviser of the officer inspecting me agreed with some of my thoughts as he said " lets move this along faster and not to make a science project of every inspection " probably the officer screening me meant to do his job well, but my guess is he was new and taking things overboard. 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
1246	7/14/2015	The caller would like to complain about someone that works for TSA. The caller stated that a woman named (b)(6) came to his museum in Virginia and stated that she worked for TSA. She did not have a badge on her and she said she was a retired flight attendant. She stated that she now works at Dulles International. She had her boyfriend and her two sons with her. She used her AARP senior discount card and after she went through the museum, she gave the caller $10 and praised him. The caller stated she then went to the Virginia Attorney Generals Office and filed a complain against him. She stated that his museum should be shut down. This happened on the 22nd of June.

ID	Date Added_Date Only	Contact Details
1247	7/15/2015	On 7/15/2015, I flew on United Flight 1962 from Washington Dulles to Denver, CO. Upon my arrival, I discovered my bag had been checked by TSA security, based on the slip in the bag, and further discovered that one of two FBI Christmas ornaments I was bringing my parents was missing. While it is impossible to determine when the item went missing and who may have taken it, it is disappointing knowing that a fellow federal employee may have been involved. I submit this not in the interest of seeking compensation, but to identify the problem so your agency can address it if it is an internal problem. Respectfully, (b)(6)
1248	7/15/2015	Hi. I flew back from Dulles International Airport on Monday the 13th of July, and on arriving at Manchester Airport discovered that the padlock and tag pull on my suitcase had been damaged, having been inspected by the Transport Security Administration. I reported this matter to staff at Manchester, and they have advised me to fill out a form supplied by yourselves for compensation for the damage to the tag pull, as this has rendered the suitcase useless and will have to be replaced. I appreciate from the form left in my suitcase that I cannot be compensated for the damaged padlock. Could you please therefore supply the necessary claim form or advise me as to where I can locate it? Manchester advised I could find the form at HYPERLINK "http://www.TSA.GOV.UK/PUBLIC"WWW.TSA.GOV.UK/PUBLIC, but I was unable to locate it there. Many thanks for any assistance you can provide, (b)(6)
1249	7/16/2015	REASON for the call: The caller returned from Germany and her bag got lost. She said her bag ended up in Washington and finally got sent to her today. When she packed the bag she wrapped her fragile antiques in bubble wrap. When her bag made it to her it was unzipped and taped shut. She said her antique was taped heavily and they just threw the bubble wrap inside the bag. She is upset that her antique was not wrapped back together and now it is damaged. Date-Time: UNKNOWN Gate-Terminal: UNKOWN Airport: IAD Airline: Lufthansa Flight #:UNKNOWN Bag tag # (10 digit): (b)(6) Bag Description: The bag is a name brand (Eddie Bower). The front is a olive green with 2 big zipper departments. The back of the bag is black and has wheels, a handle, and built in straps. Missing Damaged item description: An antique wooden barometer that was made in Germany. NOI: Yes; no writing or lettering on the NOI.

ID	Date Added_Date Only	Contact Details
1250	7/17/2015	Dear Sir, on July 16, 2015 I took the flight LH 0417 Dulles International - Frankfurt International. My suitcase was inspected. I had an organge - coloured 3 - number security lock from Bric´s on that suitcase. This security lock was gone upon my arrival. How do we go on from here? Regards (b)(6) -- (b)(6)
1251	7/18/2015	REASON for the call: The TSA approved lock the his golf bag was damaged and he wants to know what can be done about this. He said that his key no longer works the lock and the lock was left unlocked following the inspection. Date Time:07 17 2015 12:00 pm Gate Terminal: Airport: IAD Airline: United Flight #: 231 Bag tag # (10digit)(b)(6) Bag Description: It is black SKB hardsided golf bag. Missing Damaged item description: The lock on the bag is damaged and unusable. NOI: Yes- nothing written on stamped on the NOI Special Notes:

ID	Date Added_Date Only	Contact Details
1252	7/19/2015	The caller stated that she flew out of Washington Dulles on Thursday. She stated that she is now missing jewelry from her luggage. She did have a NOI and is asking what she can do in regards to getting the items back. The caller did want a claim form sent and she asked what happens once she gets the claim form. Date Time: 7\16\15 @ 10:19PM Gate Terminal: C14 Airport: Washington- Dulles International Airline: United Airlines Flight #: 1962 Bag tag # (10digit): (b)(6) Bag Description: A caramel brown, suede suitcase with silver lining, it had a tag on it with her business card Missing Damaged item description: A Tiffany necklace and ring, a Michael Kors necklace and ring and some diamond hoop earrings NOI: Yes
1253	7/19/2015	REASON for the call: The callers wife and son left India and in their checked baggage they received an NOI and they had taken his cell phone. Date Time: 07 15 2015 @ around 7:30 PM Gate Terminal: NA Airport: IAD Airline: Qatar Airways Flight #: 0708 Bag tag # (10digit): NA Bag Description: a black check in that had a yellow rope tied on them. Missing Damaged item description: a Nokia Samsung phone NOI: Yes Anything on NOI: NO
1254	7/19/2015	REASON for the call: The caller flew in from Washington to Honolulu and he received an NOI in his luggage and a bottle of Chanel No. 5 perfume was taken out of his baggage. Date Time: 07 18 2015 @ around 8AM Gate Terminal: United Airlines Terminal in Washington Airport: IAD Airline: United Airlines Flight #: UA 145 Bag tag # (10digit): (b)(6) Bag Description: A fawn speckled brown case, with a blue and red strap around of it. Missing Damaged item description: a very expensive bottle of Chanel No. 5 perfume NOI: Yes Anything on NOI: No

ID	Date Added_Date Only	Contact Details
1255	7/20/2015	Dear Sir, I would like to file a complaint on the luggage security check. On July 15th we took UA 807 flew from Washington Dulles International IAD to Beijing. Our family checked in 4 bags and all of them were reviewed by TSA. When we opened our belongs at the destination, we found out all the contents were shifted, protection packaging was unwrapped and contents looked like as they were randomly threw back to the suitcases. One of our Lysol Cleaner was spilled due to damaged packaging and it caused 3 pieces of our clothes damaged, including one new dress!! (Please refer to the attachments) For more than a decade on this route, with TSA searches all the time we've never met such situation. We are very unhappy about this and I would like to hear your comments or please direct us to someone who can help on this issue. We Look forward to hearing from you. Best regards, (b)(6)

ID	Date Added_Date Only	Contact Details
1256	7/20/2015	The caller had a glass bottle of syrup that was securely wrapped in her checked bag. When her bag was hand inspected the glass bottle was not re-wrapped in the same manner that the passenger had it wrapped. There was a NOI in the bag. Date Time of Travel: 7 9 2015 8:00 PM Gate Terminal: Does not have. Airport: IAD Airline: United Airlines Flight #: 1774 Baggage Tag # (Checked only – 10 digits): (b)(6) . Bag Description: Geometrical printed red, black, and grey bag. Missing Damaged Item Description: a glass bottle of syrup was not wrapped back in the same man Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only): No
1257	7/21/2015	TSA, I just finished with the worst screening experience in my life. Your employees were slow, surly, and lackadaisical. I entered the waiting line at Dulles Int'l (Gates D, H, Z...the 20-series TSA aisles) at 11:16am and did not grab my bag until 11:55am - just under 40 minutes. In that time I watched as TSA agents stood around, argued with customers, and appeared to take breaks (two employees at a time!). At no time did anyone appear to be in-charge or show any leadership qualities. In fact, all employees exhibited the appearance of low morale. As I waited in line, I listened to multiple foreign tourists denigrate the US in frustration. It should be obvious, but TSA employees working in the America's National airport, Dulles visitors should experience nothing short of exemplary customer service. I appreciate what TSA does for the country. However, as a fellow federal civil servant (and a tax payer), I cannot stand back as sub-par performance is displayed. I suggest Dulles TSA senior management have a discussion with the shift supervisor to address issues and minimize similar future occurrences. I look forward to a prompt reply (no auto-generated messages, please) from TSA leadership (GS-14/equivalent or higher) detailing how this situation will be addressed and prevented in the future. Very Respectfully, (b)(6) Sent from my iPhone

ID	Date Added_Date Only	Contact Details
1258	7/21/2015	To whom it may concern: I traveled from Washington Dulles Airport to Indianapolis International on United 3726. I checked one bag. When I arrived home and opened my bag it was obvious it was searched and I found several "Notice of Baggage Inspection" documents thrown inside. I do not have an issue with the search. I do have an issue with the condition of the contents of my baggage and how my items were treated. I took great care to back the contents in an order and to insure minimal wrinkling of my suit and dress clothes. When I opened my suit case at home it was obvious that my contents were dumped out and then thrown back in my suit case with NO care what-so-ever. I find the way my suit case was searched was extremely unprofessional and disrespectful of my personal property. Again, I fully support the search of my luggage, all I ask is that it is done with more concern for the owner. There is really no need to treat people's property in such a fashion. I hope this email will create a dialog and training opportunity with those at the Dulles airport on how to properly do their job in a respectful fashion. (b)(6) Office (b)(6) | Cell (b)(6) (b)(6) HYPERLINK "http://www.triangleef.org/"www.triangleef.org
1259	7/21/2015	Caller came from Washington DC where her TSA Lock became missing and when her son flew out of Grand Forks North Dakota his TSA approved lock went missing. She is wondering how this happened? And should she continue to lock her bags?

ID	Date Added_Date Only	Contact Details
1260	7/21/2015	Caller would like to file a complaint about what happened to her suitcase. She flew from Dulles to Detroit and when she got to Detroit she found her suitcase was damaged and the locks were broken off. There was also blood pressure medications missing from her bag. Date Time: 07 20 2015 10:25 AM Airport: Dulles Airline: Frontier Flight #: 1077 Bag tag # (10digit: N A Bag Description: Medium sized suitcase, navy blue in color. Missing Damaged item description: Suitcase was damaged and her locks were broken. She is also missing her blood pressure medicine. NOI present (writing on it): Yes, nothing written or stamped on the NOI.
1261	7/22/2015	The caller is filing a complaint on TSA at the screening process in Washington-Dulles International Airport. He said they closed half of the screening and made everyone go through one AIT machine. He arrived at the airport an hour early and because of the screening closing, he missed his flight by 2 minutes. They booked him another flight, which won t go out for another 9 hours. He is highly upset, and just wanted to make a point.
1262	7/22/2015	Feedback Type : Complaint Categories : Screening Current Date/Time : 7/22/2015 10:11:47 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/22/2015 10:15 AM Airline & Flight Number : VX69 Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) : Comment : The electronic signs estimated 25 minutes through security. We were in line 45 minutes. There were only 2 checkines operating, though 10 were unused. We had to full-on sprint to our gate- with two small children- and beg to get on the plane. This is total crap. Scheduling your labor should be nearly automatic in that you have complete lists of how many travelers there will be at any time at every gate EVERY DAY weeks in advance. Get your act together. 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
1263	7/22/2015	Dear TSA, Since your feedback form is broken I am sending you this email. If this is not the right email address to send my complaint, please let me know how to reach out to. For your information, your feedback form currently displays an out of service message on submission. This is a bad user experience because this happens after users filled out the feedback form. Below is my original feedback as attempted to submit. ---------- Date of flight: 7/21/2015 State: Virginia Airport: IAD Checkpoint: Connecting flights transfer checkpoint for international arrivals Would you like a reply? Yes - please reply to this email. Feedback: Dear Sir or Madam, I'd like to bring to your attention the abysmal organizational state of the transfer security checkpoint for connecting flights in IAD for what I assume are international arrivals. I had to go through this checkpoint several times already and there have always been severe delays caused by this checkpoint. In my case yesterday I arrived on an already delayed flight and after making it through customs - without any noticeable delays - I spent roughly 45 minutes waiting in line for the TSA. Many of the people around me did miss their connecting flights due to this unnecessary long delay. I feel this checkpoint could be severely improved by implementing a few easy measures: - Add a TSA Pre lane - this will increase throughput as TSA Pre holders could be processed faster. - Have TSA personnel regularly monitor for people joining the queue who are in need of speedier processing (e.g. for delayed flights) and allow them to move to the front of the queue. - Have a single lane for all processing stations to feed into - currently there are 3 lanes: for those in the know there is a speedy lane feeding into two processing stations and two very slow lanes (due to feeding into a single station each and having longer queue space). - Add more processing stations - this security checkpoint is simply not large enough. In conjunction with this you could scale personnel and open processing stations according to incoming traffic. Passenger numbers and flight delays are well known to the airport - the TSA could do a better job to scale their operations, e.g. by opening/closing processing stations if needed.

ID	Date Added_Date Only	Contact Details
		- Do a better job of informing the waiting public. Many people did not understand why they had to undergo another security check after arriving on a plane. I am only a layman in these matters but to my knowledge the DHS sends out guidance letters to all participating airports on how to perform security checks. Maybe there is a potential to filter arriving passengers by departure airport in order to perform lighter checks. Regardless of this the TSA is doing a terrible job of informing customers on the need for this check. You could do a lot for your reputation by being more transparent on why this check is mandated. Sincerely yours (b)(6)
1264	7/22/2015	Her bag was checked, a lot of her items were damaged, 2 of her school books were bent and her box of school supplies were damaged. She wants to know what she could do to notify that airport that she her items were damaged. Date and time of travel: July 21st Gate or Terminal: Terminal M Airport: Washington Dulles Airline: United Flight #: 1623 Baggage Tag # (checked only)(b)(6) Bag description: It s big purple bag, it says Strong in orange, extending handle Missing Damaged Item Description: 2 school books, box of school supplies Was an Notice of Inspection (NOI) Present? Yes Was there a timestamp or written notice on Notice of Inspection (NOI)? Yes

ID	Date Added_Date Only	Contact Details
1265	7/23/2015	On 07/20/2015 09:54 PM, (b)(6) wrote: > I have been trying to send this via your on-line complaint system, but > is obvious that you would rather not attend to complaints since you > have the website configured to respond to complaints with a message > claiming "The DHS web content platform is currently unavailable. Our > systems should be back up shortly. Please come back and check again > soon." If I do not get a suitable response, I will be forced to take > this complaint higher. > > On 06/20/2015, I travelled to Panama on Copa flight 357. Upon arrival > at Tocumen International in Panama, I discovered that an irresponsible > TSA employee had cut and discarded the TSA-friendly lock that I had > used to secure my suitcase. In addition to the lock being cut, I > discovered that the TSA employee had failed to zip the bag closed and > the contents my luggage spilled out on the baggage carousel. I > recovered all the contents that I could find but was unable to find > the Nikon Coolpix digital camera that I had packed in the luggage. TSA > is directly responsible for the loss of this camera. My bag was > secure when I turned it over at the airport and TSA left it unsecure > upon arrival at my destination. This abusive and irresponsible act by > TSA is by no means "transportation security". In fact it is exactly > the opposite. Airline passengers should not have to tolerate this > irresponsibility and deliberate theft of valuables on the part of TSA. Name of the passenger(s): (b)(6) •Specific name of the airport where the incident occurred: Dulles International Airport •Date and time of incident 06/20/2015 •Airline: Copa •Gate Number A19 •Contact number (b)(6) If your e-mail is related to mishandling of your baggage, in addition to the information above, please also include: •Baggage Claim Number (b)(6) •Description of your bag:Black suitcase (Atlantic brand

ID	Date Added_Date Only	Contact Details
1266	7/23/2015	Mishandling RFI REASON for the call: Caller filed a complaint with Alaska Airlines about a missing item on 7-4-15. She was given claim number (b)(6) and has not gotten a response. Caller checked a package in for her Alaskan Airlines flight and the package was open and is now missing a pocket knife. There was a NOI inside the box. Date Time: July 4th @ 6:40 pm Gate Terminal: Airport: Dulles Airline: Alaska Airlines Flight #: 729 Bag tag # (10digit: ? Bag Description: 3x3 cardboard box taped with blue tape Missing Damaged item description: pocket knife NOI: NOI (Nothing was written or stamped on the NOI)
1267	7/24/2015	REASON for the call:Caller is missing items from his checked bag and wants to know what can be done about this. He wanted to know if the survey would get his items back faster. Date Time: 07 23 2015 07:30 am Gate Terminal: Doesn t remember Airport: IAD Airline: United airlines Flight #: 1190 Bag tag # (10digit): (b)(6) Bag Description: It is a large black rolling duffle bag. It is military looking. Missing Damaged item description: He is missing a power cable for a radar 15m in length and a radar faceplate about 11 inches in diameter. NOI: Yes- Nothing written or stamped. Special Notes:

ID	Date Added_Date Only	Contact Details
1268	7/24/2015	Hello, On 1 July, my family and I flew from Dulles International Airport (IAD) to Atlanta Hartsfield-Jackson Airport (ATL). After we arrived at our destination, my daughter opened her checked bag and found a TSA Notice of Baggage Inspection. She was very upset to discover that her Victorinox Classic pocket knife missing from her checked bag. The knife was packed in an outside pocket of her suitcase and was definitely not in her bag when we arrived in Atlanta. http://ecx.images-amazon.com/images/I/31VERWGEKFL.jpg The Victorinox Classic pocket knife, pictured above, has a small 2 inch blade, a pair of scissors, and nail file in it. According to your website, items such as pocket knives are allowed to packed in your checked bag. Why, then was her knife removed by the TSA inspector? What do I tell my daughter, who entrusted her belongings to TSA for safe handling, that her knife was taken when it should not have been? The travelling public places a measure of trust in TSA personnel when we travel by air. We trust them to do their jobs well and enforce the rules properly so that we are safe. That our bags may be searched is a given, but that our belongings may be “lost” during an inspection is not acceptable. Thank you for your attention to this matter. Sincerely, (b)(6)
1269	7/24/2015	TSA, Upon a return once in a lifetime trip to Botswana in Africa, your personnel searched my checked bag at Dulles Airport and left the standard notice. My flight was United 3420 departing Dulles for St Louis at 0825. I had packed a rosewood handled folding Buck knife with the blade engraved with (b)(6) . Botswana. 2015" on the blade. Upon unpacking at my home I was unable to locate the knife. I am sure you understand the implications. It is so very disappointing that I can travel the globe and upon my return encounter thievery not encountered elsewhere. I anticipate you will do nothing about this circumstance except send a standard "we will investigate" reply email, but wanted to report it none the less. (b)(6) Collinsville, IL

ID	Date Added_Date Only	Contact Details
1270	7/25/2015	On Weds 22nd July I traveled from Washington DC to London Heathrow. As one of my bags appeared on the carousel I noticed the strap was missing. Once removed from the carousel I could see the that bag had been opened as the zips were no longer pushed into the lock part of the case. A quick check inside the case and I could see the strap that had been removed. I fully appreciate and cooperate with TSA on the need to inspect bags and protect, as much as possible, our freedom to travel. However, I do not appreciate my bag not being returned to the same state it was in when I left it at Dulles. My bag was locked securely and had the strap around the case, not only for a bit more security but mostly to make it easily identifiable on its arrival to London. I'm not happy that the strap had been removed and placed inside the bag. Was it too much to put it back on as it had been found? I'm also not happy that the zips were slightly open, away from the locking mechanism. As much as I don't expect the case to be 'locked' again, I do expect it to be secured as much as possible. Pushing the zip tabs into the lock. This is not respectful of people belongings or encouraging cooperation with TSA. It's a two way responsibility, the security of flying, so maybe showing more consideration for the travelers personal items would help in some way. Regards, (b)(6) Sent from my iPad
1271	7/25/2015	The caller is missing a military coin from his checked baggage. Also his bag was in complete disarray. Date Time of Travel: 07 24 2015 3:30pm but arrived at noon Gate Terminal: Gate: B71 Airport: Dulles IAD Airline: American Airlines Flight #: 1556 Baggage Tag # (Checked only – 10 digits): (b)(6) Bag Description: 24inx16inx10in Samsonite, dark green in color, with large wheels. Missing Damaged Item Description: It has a yellow and pink octopus on one side that is encompassing the Earth. It is a brass coin, it says National Reconnaissance Office United States of America Nothing is beyond our reach Was an NOI Present? (Checked only): Yes two of them Was there a timestamp or written notice on the NOI? (Checked only): No

ID	Date Added_Date Only	Contact Details
1272	7/26/2015	Feedback Type : Complaint Categories : Missing or Damaged Items Current Date/Time : 7/26/2015 5:22:23 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/22/2015 5:15 PM Airline & Flight Number : United 989 Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : My bankers box containing three binders of important business documents was opened by TSA during screening and was not closed properly if at all. When I arrived at my final destination in Prague, the box was not taped shut at all and one of the binders was missing. I understand why TSA needs to screen luggage, but it is totally unacceptable to fail to properly close luggage. I now have no idea where the third binder is and was unable to use the materials for my business trip. 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
1273	7/26/2015	Caller stated that his daughters luggage was damaged. He stated that her zipper was broken. He notified me that she had an NOI in her luggage. Date and time of travel: July 24, he didn t know what time Gate or Terminal: Gate D30 Airport: Washington-Dulles Airline: United Airlines Flight #:UA 3803 Baggage Tag # (checked only) (b)(6) Bag description: Red color, 4 wheels Missing Damaged Item Description: Zipper on the luggage Was an Notice of Inspection (NOI) Present? Yes Was there a timestamp or written notice on Notice of Inspection (NOI)? Yes
1274	7/26/2015	Mishandling RFI REASON for the call: When his son and nephew landed there was a NOI in the bag and their herbal perscription medications were missing from the bag. Date Time: 07 25 2015 8:10 AM Gate Terminal: C8 Airport: IAD Airline: United Airline Flight #: ua374 Bag tag # (10digit): (b)(6) Bag Description: Fabric, Delsey brand, black bag Missing Damaged item description: herbal medication NOI: Yes

ID	Date Added_Date Only	Contact Details
1275	7/27/2015	> > Dear TSA, > I came through customs at Dulles International Airport on Friday morning, July 24, on a South African Airways flight originating from Johannesburg. I arrived approximately 6:30 am. I was instructed to place the two bottles of liquor I had purchased on the airplane, duty free, into my luggage, to be forwarded on to my final destination in Honolulu. The liquor was still sealed in the plastic bag from the flight attendant and contained my Visa receipt. > > Also in my luggage, were 7 cans of beer from South Africa. They were carefully wrapped in the plastic covering that originally came with the beer, and wrapped again in a plastic bag. I have carried beer before and expected it to be inspected. > > What I did not expect was that your agent(s) did not bother to place the beer back in the bag and left the cans strewn loose in my bag. When I arrived home, my luggage was dripping due to a small hole that was created by a loose can. Fortunately my clothes could be washed immediately and no damage was done. The TSA notice also was wet and stained. > > I also noticed that the plastic bag with the liquor was ripped open, and not resealed. > > I request that you please inform your agents to take better care of traveller's luggage. I packed carefully for my 23 hours of flying and did not expect such unprofessional and uncaring treatment of my luggage. I understand the necessity of checking liquids and appreciate the diligence for my safety. > > Sincerely, > (b)(6)
1276	7/27/2015	Caller states he traveled from Washington D.C. and they took a pulley from him and asking how to get it back. Caller states the people at the checkpoint informed him to contact TSA. Caller did not provide a call back number. Caller states they informed him he can go back to the airline but he did not have time.
1277	7/27/2015	Caller flew from overseas to IAD then to CLT. She checked in her backpack and paid $35 for it. She had 2 sealed bags of honey in her bag with a receipt from a duty free shop. TSA checked it and did not put the lids back on the honey. The honey, her backpack and other souvenirs she brought back from Africa was ruined. She is missing the receipt from the purchase. ADD: She asked what is the time frame to complete the claim form. Date Time of Incident: 07.27.15 Checked in Bag around 09:55 a.m. Flight Time: 11:05 a.m. Gate Terminal: N A Airport: IAD Airline: US Air Flight #: 4995 Bag tag #: (b)(6) Bag description: Small Size, nylon without wheels, but was a shoulder carry. NOI: YES There was nothing handwritten or stamped on the NOI EMAIL:

ID	Date Added_Date Only	Contact Details
1278	7/28/2015	The callers mother came from Londrina to San Paulo, Brazil to IAD to PIT. Her mother has a NOI and the locking mechanism on her suitcase is broken and she cannot use the luggage because it will not lock. Date and Time: 7-23-15 departing at 8:36am. Gate Terminal: NA Airport: IAD Airline: United Flight #: UA860 Bag tag # Does not have Bag Description: 2 large hardsided suitcases, one luggage is grey and the other luggage is navy in color and both suitcases have 4 wheels. Missing Damaged item Lock description The caller did not have TSA locks and the combination locks on her luggage are broken. NOI: Yes
1279	7/28/2015	On July 15 I flew from Dulles International Airport to London Heathrow. Before leaving home I put a GripAzip security device with a TSA compliant lock on my luggage. When I arrived in London the GripAzip had been removed and there was a notice in my luggage that TSA had searched my bag. The GripAzip was missing; it had not been re-attached to the bag nor placed in the bag so that I could use it on future flights. This was a $40 security device which was taken by TSA personnel at Dulles. To add insult to injury, I had a bottle of bubble solution in the bag that was part of a gift for my nephew's baby. The secure top on the solution had been removed and the bubble solution had leaked into the plastic bag that I had used to protect my clothes in case of a leak. The leak, however, was caused by TSA personnel removing the leak-proof cover. Do my tax dollars really pay people to steal from me and act like children with bubble solution meant for a baby? The favor of a response is requested, and it would be good if it were from someone who actually gives a damn. (b)(6)

ID	Date Added_Date Only	Contact Details
1280	7/28/2015	TSA, As a frequent traveller, I am used to and even somewhat sanguine about the inefficiency and security theater provided by TSA, but the experience today at the international transfer area at Washington Dulles took it to a whole new level that was downright barbaric. The international transfer area at Dulles has always been bad and inefficiently run by grumpy staff. It amazes me that after all these years there is still only three scanners at one of the busiest international arrival points in the US. And why is there no pre-check available? That makes life better for all passengers and the TSA staff not just those who have qualified for pre-check. So today it took an hour and a half to go through security (even though everyone had already gone through security at departure) after rechecking my bag and the staff were generally slow, rude, and condescending, but that was just routine TSA incompetence. What really galled me and even brought my wife to tears was the treatment TSA gave to an injured, elderly gentleman. The man was brought to the check point in a wheel chair, but then he was required to remove his shoes with no help when he could barely bend his leg and reach his feet. Then he was forced to stand without his cane in line for 5-10 minutes, which was clearly taxing him as his bad leg grew visibly more swollen. Then he was forced to go through the millimeter wave scanner and raise his hands over his head when he could barely stand. But that wasn't enough. He was still frisked and even required to remove his knee brace. It was humiliating and barbaric. I was embarrassed to be an American when that's how we treat people coming in to the country. My hope is that some day, TSA staff will be trained, professional, and actually engaged in ensuring secure transport rather than blatant harassment and idle fear mongering. The agency embarrass not only itself with such behavior but the entire country. It is an absolute joke. You owe an apology to all air travelers and the entire country as well as a top to bottom overhaul of your processes. Regards, (b)(6) p.s. I have also forwarded this to my Congressman

ID	Date Added_Date Only	Contact Details
1281	7/28/2015	Submitted on Tuesday, July 28, 2015 - 20:58 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Fri, 07/03/2015 Time of Travel: 4:40 pm Airline & Flight Number: UA511 Checkpoint / Area of Airport: After going through the x-ray machine in the checkpoint line. TSA Employee: ==Complaints== Complaint Feedback: - Professionalism/Customer Service - Screening Complaint: I am well-traveled, familiar with TSA screening procedures, and have used Dulles Airport a lot, probably more than any other airport, over the past 30 years. On July 3rd, after going through the security x-ray machine with no problem, I simply did not understand the next instruction, which had something to do with a second agent (who was behind me, although I was unaware of it) needing to physically inspect my back. The second agent was extremely rude, simply because I had absolutely no understanding that the first agent was saying something to me about my "back" needing to be physically inspected. I actually thought she was saying something about my "bag," which of course was going along the conveyor belt as I was proceeding through the x-ray machine. I continued on my trip, to the country next door, and I can assure you that no one there treated me with such utter disrespect as your TSA agent did at Dulles airport. The next time I go through TSA's security checkpoint, I will be sure to ask your employees: "If you hate your job so much, please don't take out your frustrations on me, your paying customer." There is no way I deserved the rudeness of the second TSA employee, especially since the first TSA employee was not at all clear in giving instructions. Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: (b)(6) Email Address: (b)(6) The results of this submission may be viewed at:

ID	Date Added_Date Only	Contact Details
		https://www.tsa.gov/node/2289/submission/26128
1282	7/28/2015	REASON for the call: The caller said he is very upset with our agency. He recently traveled, and got his bag inspected by TSA. He had honey spilled all throughout his bag, ruining everything. Date-Time: 7.26.15 at 4:45 P.M Gate-Terminal: Gate B6, but with complications with the airport it changed to D32 Airport: Washington-Dulles International Airline: United Flight #: UA3738 Bag tag # (10 digit): (b)(6) Bag Description: The bag is a large suitcase with wheels and black. Missing Damaged item description: The bag was damaged. Honey container and was sealed and opened and wasn t closed and the cap wasn t put on correctly, so all the honey came out of the container. NOI: Yes; nothing printed
1283	7/28/2015	The caller and her son traveled from IAD on Frontier Airline, and her son s super soaker pool toys are missing from checked luggage. Date Time: July 28, 2015 10:25 am Gate Terminal: Z9 Airport: IAD Airline: Frontier Airline Flight #:1047 Bag tag # (10digit: (b)(6) Bag Description: Blue floral Missing Damaged item description: 2 Super soaker water toy, 1 orange and 1 blue. NOI: Yes

ID	Date Added_Date Only	Contact Details
1284	7/29/2015	To Whom It May Concern, I traveled from Dulles VA to LV today. One of my suitcases was gone thru by YOUR Staff. I am traveling to a convention and one suitcase was dedicated to products dedicated to competition. One gift was actually cut open (the wrap was clear…it was a gift basket) With the products being ruined/crushed/sliced/bent, I can no longer enter this. These items can NOT be replaced during my stay. There were glass items & I guess I should consider myself lucky that nothing was broken & ruined everything! My whole suitcase with carefully placed wrapped items was totally ram sacked. I understand safety issues but YOUR people have gone too far! They need to show some respect to people's property! You can definitely tell they don't! My other suitcase which had my clothes in was completely soaked, what is with YOU people? Needless to say I'm upset and I know I'm going to get nothing but a form letter saying sorry. Some how that doesn't make me feel any better. http://www.carriedawaygifts.com/ http://www.carriedawaygifts.com/http://www.carriedawaygifts.com/http://www.carriedawaygifts.com/ ^(b)(6)

ID	Date Added_Date Only	Contact Details
1285	7/29/2015	Reason for the call: Caller flew to Lima, Peru via Panama. She had items missing from her luggage and the bag was dirty and damaged. Her lock was broken due to inspection. She stated that her luggage arrived fine to Panama but then said she did not see it. The wheel was missing off the bag and the zipper was damaged. Date and Time (departure time and arrival time): 7-27-15 @ 10:30 a.m. Gate Terminal: Gate 4 Airport: IAD Airline: Copa Air Flight Number: 357 Baggage tag number (10 digits) (b)(6) Description of Baggage: Blue borders, Pink and fuchsia color, Tommy brand, medium sized. Missing Damaged item description: Burlington girls coat, boys blue coat, polo shirts for 2 boys and 3 girls, boys pants, 2 boys shoes (one was light up shoes), and other clothing. About $200 in value. NOI: Yes Anything on the NOI: No Special Notes: NA
1286	7/29/2015	The caller wanted to file a claim for missing items in their checked luggage. A NOI was included. Date Time of Travel: 7 28 2015 5:15 PM Gate Terminal: B24 Airport: IAD Airline: UA Flight #: 1525 Baggage Tag # (Checked only – 10 digits) (b)(6) Bag Description: Large Hartman tweed bag. Missing Damaged Item Description: Necklace was missing. The necklace had a silver chain with a round pendant with shell on it. Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only): No
1287	7/29/2015	Caller found a NOI in her bag. She went through her things and found that her razor was missing from her bag. Date Time: 7-28-15 3:00pm Airport: IAD Airline: Frontier Airline Flight #: 1101 Bag tag # (10digit: (b)(6) Bag Description: Black with gray design, Medium size bag. Missing Damaged item description: Plain razor NOI present (writing on it): Yes Nothing written

ID	Date Added_Date Only	Contact Details
1288	7/30/2015	Submitted on Thursday, July 30, 2015 - 00:17 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: District of Columbia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Tue, 07/28/2015 Time of Travel: 1:30 pm Airline & Flight Number: UA1401 Checkpoint / Area of Airport: TSA screening TSA Employee: ==Complaints== Complaint Feedback: - Professionalism/Customer Service - Screening Complaint: Insufficient personnel & open screening stations in light of the HUGE number of passengers waiting to be screened. There were hundreds of us waiting almost an hour while multiple TSA agents were seen milling around. After about a half hour of waiting more screening stations were opened, but that should have happened much sooner! When new stations are open, then those who have been in line the longest need to be given priority. Management needs to pay closer attention to the volume of passengers and open more screening in a timely manner. Would you like a response? No, a response isn't required. The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26236

ID	Date Added_Date Only	Contact Details
1289	7/30/2015	Submitted on Thursday, July 30, 2015 - 06:15 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: District of Columbia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Tue, 07/28/2015 Time of Travel: 2:00 pm Airline & Flight Number: BA217 Checkpoint / Area of Airport: Crew channel TSA Employee: Supervisor Allen ==Complaints== Complaint Feedback: Professionalism/Customer Service Complaint: I was the Captain of the BA crew who operated as we do daily into IAD with an A380 and 24 crew members. On most occasions when we arrive there is only one agent available to process not only my crew but usually a similar number of personnel from other arriving airlines such as Lufthansa, Virgin etc who arrive at the same time. With only one agent we are forced to wait an unacceptable length of time to be processed. The agent also handles global entry passengers through this channel and this adds further to the delay as this takes precedence over the crew clearance. It is unacceptable that when the airlines contribute substantial amounts to the airport and government in charges and taxes etc that the crew who transport the passengers and are very tired after long flights on their feet, are subjected to be treated as second class citizens. In the case of BA crew we are all subject to your visa process and have already been screened by your embassy for the issue of our B1/2 crew visas. There must be a better more humane way to handle us. On this occasion (28th July at 1430) the situation was worsened as the lone agent chose to handle a complex passenger in the crew channel, (not a crew member) which took over 15 minutes to clear and required a supervisor to intervene. At this point I went and found the TSA supervising officer (b)(6) and complained that this was unacceptable. I was calm but assertive but all he could say to me was calm down. At no time did he respond to my concerns or offer solutions or attempt to explain how he would resolve the matter. After we spoke he did however go over to two officers and ask them to open new desks which expedited our clearance. However, he did not come back to me in the queue to explain what he had done and there was no closure. This was the worst example of customer service mishandling that I have experienced. I expect better from Federal Government employees. This is our first opportunity when we arrive at IAD of contact with the USA which is a great nation, but this experience really lets you down and ranks you with some of the worst experiences that I have had in the third world. You should be ashamed of yourselves. Would you like a response? Yes, I would like a response. ==Passenger Info==

ID	Date Added_Date Only	Contact Details
		Passenger Name: (b)(6) Phone Number: (b)(6) Email Address: (b)(6) The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26245
1290	7/30/2015	The caller is wanting to file a compliant about a patdown. Her mother, Linda Kelly, went through the checkpoint today at Washington Dulles Airport and she went through the WTMD. She set off an alarm so they did a patdown. When they did the patdown, they asked her to lift her skirt to her thighs and they touch her everywhere inappropriately. They also didn t offer her a private screening and she felt humiliated in front of everyone. This was her first time flying. Date\Time: 7.30.15 12:14 pm Gate\Terminal: Not Provided Airport: Washington Dulles Airline: United Airlines Flight #: UA1107

ID	Date Added_Date Only	Contact Details
1291	7/30/2015	Submitted on Thursday, July 30, 2015 - 15:57 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Thu, 07/30/2015 Time of Travel: 3:00 pm Airline & Flight Number: Austrian Checkpoint / Area of Airport: International Arrivals TSA Employee: ==Complaints== Complaint Feedback: - Professionalism/Customer Service - Screening Complaint: I missed my ground transfer and had my travel plans badly thrown off because of a random screening. I understand that random screenings are important, but in the screening area there was ONE agent doing the screening while about 5 more stood around doing nothing (other than drinking coffee). The process was further slowed as the one agent actually doing screenings stopped to chat with the agents doing nothing. Would you like a response? No, a response isn't required. The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26298

ID	Date Added_Date Only	Contact Details
1292	7/30/2015	Submitted on Thursday, July 30, 2015 - 20:01 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Wed, 07/29/2015 Time of Travel: 3:00 pm Airline & Flight Number: UA 1975 Checkpoint / Area of Airport: TSA Pre IAD TSA Employee: ==Complaints== Complaint Feedback: - Other - Professionalism/Customer Service - TSA Pre?™ Complaint: I was highly inconvenienced, embarrassed and delayed by a TSA Pre employee when processing throug security at IAD. His manner was curt, impatient and upon being informed that I could not lift my pants leg to expose a knee brace needing to be examined and tested, he proceeded to order me into a private room, while seeming to be annoyed that he could not get another'ss attention to come to a check on me. After the other more amiable gentlemen was present, the annoyed agent became even more annoyed when I informed him that 1-I needed to drop my trouser leg to present the knee brace and 2- I happened to not be wearing under shorts (a personal choice of many, I might add). He nervertheless asked repeatedly if I was wearing them, to which I reiterated my original answer. He at one point took an admonishing tone and asked angrily, after groaning with an aghast incredulity. "WHY aren't you wearing shorts??". I apologised for having offended anyone, but stated that there was no other way to fulfil the security request, and that I was very eager to proceed to my gate. He again grunted his disapproval while swabbing the brace and exiting in a huff, while his colleague remained and rolled his eyes. He may have uttered something, but I said to him, as I say to you: "Well, THERE'S someone certainly in the wrong line of work! Would you like a response? No, a response isn't required. The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26326

ID	Date Added_Date Only	Contact Details
1293	7/30/2015	Submitted on Thursday, July 30, 2015 - 21:33 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: District of Columbia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Wed, 07/29/2015 Time of Travel: 7:00 am Airline & Flight Number: Checkpoint / Area of Airport: The checkpoint near the Pre-Check lanes TSA Employee: (b)(6) and her male direct report ==Complaints== Complaint Feedback: - Professionalism/Customer Service - Screening Complaint: My brother and I were recently traveling on a flight from IAD to CMH. We are both Pre-Check, frequent fliers. For the first time, my brother was flagged as SSSS far in advance of arriving at the airport as he wasn't able to check in online. I understand that is a procedure, though I find it highly suspicious that designation was "random" or logical. We had booked our flight weeks ago and it was a round-trip ticket. I was allowed to go through Pre-Check and waited for my brother to go through the regular lane. He cleared the "hands-up" machine and his carry-on was also cleared. However, he was held for additional screening as is the result of the designation. What followed should be an embarrassment to you. He was subjected to an extreme and invasive patdown - short of groping him, the TSA employee ran his hands over every inch of my brother's body, sometimes twice. He put his hands inside the waist of his shorts and up the legs of the shorts. My brother withstood this humiliation with patience and calmness; I, on the other hand, was crying, watching the scene unfold. He was treated with the presumption of guilt, every section of him checked in excruciating detail for one chance of something wrong. Which, of course, would never happen because he has never done anything to warrant such treatment. After enduring that humiliating body search for 15 MINUTES, he then had to wait an additional 15 minutes while every item of his bag was examined. His tablet and phone, their chargers, headphones, etc - even his toiletries bag were turned inside out for signs of something. Again, nothing of which would ever be the case. I could not bear to watch this anymore and asked how I could receive that employee's badge number. I was directed to Ms. (b)(6) nstead. I asked Ms (b)(6) why he was being treated in this extreme manner. She said this was "random" and that it was their SOP. I asked for her badge number - she refused saying her name was sufficient. When I said that I was going to complain, she acted as if I would not know how to do so, and when I told her I was capable of doing so, she was about to respond rudely,

ID	Date Added_Date Only	Contact Details
		before I cut her off saying I wasn't interested in speaking any more with her. I have seen other people who have had to withstand this SSSS screening and what my brother went through was undeniably beyond a reasonable secondary search. Undoubtedly because my brother is a South Asian male minority who is tall and strong, in your prejudiced and profiling eyes, your actions were justified. Shame on you for allowing this sort of behavior to occur and for hiding behind a stereotyped perception of appearance. I was so saddened to be a citizen of a country that treats its people this way. My brother has never done anything to deserve being searched in this disrespectful and disgusting way. He has a right to being treated as innocent, which is his reality. Your own employees are the witnesses of that since they found nothing even remotely suspicious. Shame on you for violating people this way. Would you like a response? No, a response isn't required. The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26332
1294	7/30/2015	Caller checked a golf bag at the IAD Airport and when receiving that bag everything inside was in disarray and hair mousse was missing. Parts of the equipment in the bag that can be taken apart were not put back together. There was a NOI and the caller would like a claims form. Date Time: 07 17 2015 @ 8:09AM Gate Terminal: D1 Airport: IAD Airline: United Airlines Flight #: 1617 Bag tag # (10digit) (b)(6) Bag Description: Gray and black travelers golf bag. The brand is bag boy. Missing Damaged item description: Missing hair mousse, items in bag in total disarray and there were parts of equipment that were taken apart and not put back together. NOI: Yes

ID	Date Added_Date Only	Contact Details
1295	7/30/2015	Caller flew yesterday from Ethiopia into Washington Dulles and boarded a plane on to Knoxville TN. She had a NOI from TSA and some items broken inside and her lotion spilled and her medication was broken and spilled. The lids on other medication in pill form was left off so the lotion leaked into those and ruined the medication. CSM RFI-----Mishandling RFI REASON for the call: Date Time: 7-29-15 Departing at 12:35 PM Gate Terminal: C-28 Airport: IAD Airline: United Flight #: 3402 Bag tag # (10digit): Does not have it Bag Description: A 36 inch black duffel bag. Damaged item description: Lotion and liquid medication were spilled out and her pills were ruined because the tops were left off several bottles and the lotion seeped in. NOI: Yes Nothing written or stamped on it.
1296	7/30/2015	Callers luggage was opened and there was a mess in her bag. She wants to report the disarrayed luggage. She would like to file a complaint. She did not find a NOI in her suitcase. There was TSA on one of the items in her bag. She flew from IAD. Her ticket and bag was in her Russian name, (b)(6) Airline: Lufthansa Airport: IAD Flight Number: LH0417 Date and Time: July 26, boarding time was 2:45 PM, checked in around 12 PM Baggage Tag Number: 0220173422 Description of Luggage: big size, black color, has 4 wheels, extending handle, bright pink ID tag on the handle, the suitcase is also brand new. NOI: No Anything on NOI: na Email: (b)(6)
1297	7/30/2015	REASON for the call; Caller had a TSA approved padlock on his bag that is missing and he wanted to report it. Date and Time:July 29th at about 11 am Gate and Terminal:NA Airport:Dulles Airline:United NOI present (writing on it):Yes with nothing written or stamped on it.

ID	Date Added_Date Only	Contact Details
1298	7/30/2015	The caller traveled through Dulles she went through security screening precheck lane number 52. She and her luggage went through the precheck lane but she was randomly chosen for full screening. She moved but her luggage did not. Her luggage was stolen and they were able to identify the woman through camera but had no way to contact her. She wants to go ahead and file a claim for this. She has already checked with lost and found and she filed a police report. The name of the police officer is (b)(6) The name of the STSO is (b)(6) The police report number is (b)(6) Date Time of Travel: 07 08 2015 3:35pm Airport: Dulles Airline: United Airlines Flight #: UA1975 Bag Description: Carry on size 21in, black in color on wheels, Samsonite brand Missing Damaged Item Description: The whole suitcase is missing as well as everything inside. Inside there was an Ipad, black business suit, business button up shirt, spanx body suit that was expensive, high heels, costume jewelry, short satin robe and pajama set, make up bag full of bare minerals cosmetics, Sephora cosmetic brushes, bottle of Obaji sea serum which is also expensive, as well as other toiletries.
1299	7/30/2015	Caller said that he flew from Dulles or Sacramento and when he got his checked bag back it was a mess. He said his bag was rifled through and his zippers on the inside of the bag were left open. He did not have a NOI in his bag this time but he said he flies out of these airports often and had always been satisfied that his items were put back the way he had them in the past. He said he had a TSA lock on his bag either TSA forgot to put a notice in or someone has a TSA lock key that is not authorized.. He did not have a connecting flight. He said he had his heart medicine in his checked bag in a daily dose container but none of them were taken. Airport Dulles Airline IAD Flight number 1694 Date and time 07 29 2015 at 5:30 pm Baggage tag number (b)(6) Description of bag - Medium sized Samsonite soft shelled roller with green tape wrapped around 3 of the handles for identification purposes when picking it up from the carousel. He also said that the bag has straps inside of it to hold his items down and one of them was left undone. He said that he always pulls them very tight so he knows someone was inside his bag. Description of missing item NA NOI - Was not included but he wanted to let us know for the fact that he had a TSA lock on his bag. Gate or terminal - D

ID	Date Added_Date Only	Contact Details
1300	7/31/2015	Reason for Call: Items put back in disarray and broke several items in bag and broken glass was scattered through everything in suitcase. 1. Date and Time of Travel.....July 30, 2015 at 7:00 am 2. Gate Terminal....Unknown 3. Airport....IAD 4. Airline.....United 5. Flight #.....3749 6. Baggage Tag #.....(b)(6) 7. Bag Description.....Black American Tourister 8. Missing damaged items....Items Broken and glass scattered through everything in suitcase. 9. Was NOI Present....Yes 10. Was Time stamp note.....No 11. Phone.....336-818-0564 12. Email Address.....(b)(6)
1301	7/31/2015	Submitted on Friday, July 31, 2015 - 13:59 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Fri, 07/31/2015 Time of Travel: 1:50 pm Airline & Flight Number: Checkpoint / Area of Airport: TSA precheck TSA Employee: (b)(6) Name was obscured. ==Complaints== Complaint Feedback: Professionalism/Customer Service Complaint: This is not the first time I have transited Dulles and not the first time this has happened and I have made a complaint. It is NOT okay to address women as "sweetie" when they are going through security. Since I have made this complaint before, I am requesting a response this time. Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: Email Address: (b)(6) The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26380

ID	Date Added_Date Only	Contact Details
1302	7/31/2015	Caller recently traveled and a checked bag was inspected and items are missing. Bag was lost and delivered to caller s home the day after travel was completed. Date Time: 07-30-2015 11:30am Airport: Washington-Dulles International Terminal Gate: D-2 Airline: United Airlines Flight: UA3736 Bag Tag Number: (b)(6) Description of bag: Black hard Pelican case Description of Damaged Missing Item: Wooden knife and a bottle of Kenya-Cane liquor NOI: Yes no writing
1303	8/1/2015	REASON for the call: The caller recently flew into the U.S, and had a connecting flight in Washington. While in Washington her bag was inspected, and her lock was broken off. Date-Time: 7.31.15 at 10:00 P.M Gate-Terminal: Gate A2E Terminal UNKNOWN Airport: Washington-Dulles International Airline: United Flight #: 3401 Bag tag # (10 digit): (b)(6) Bag Description: The bag was name brand (Brooks and Miley), that was forest green with wheels and a handle. Missing-Damaged item description: It was a TSA recognized Lock was gray with a 3 digit lock code, and the key lock area. NOI: Yes; nothing printed on the NOI.

ID	Date Added_Date Only	Contact Details
1304	8/1/2015	Submitted on Saturday, August 1, 2015 - 08:57 Submitted by anonymous user: 204.156.15.153 Submitted values are: Feedback Type: Complaint State: District of Columbia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Sat, 08/01/2015 Time of Travel: 9:00 am Airline & Flight Number: Virgin vx89 Checkpoint / Area of Airport: Security TSA Employee: ==Complaints== Complaint Feedback: Professionalism/Customer Service Complaint: Due to a 35 minute wait time in security yesterday I missed my flight. I had to pay for an extra night in a hotel. I missed going home to my family after two weeks on the road. The next day, today, I arrived well ahead of my flight and again stood in a vast line with only two security terminals open. I had to walk up and push the bags of others through into the scanning mechanism so we could proceed through the system because the official was more concerned about chatting and telling people to empty their pockets than efficiency. Thankfully I was here well ahead of time because again I waited in a 40 plus minute line. It's pretty clear to me that you have failed to adequately plan with enough personnel and to train them properly. i saw no increased scrutiny. It was the same or worse with fewer personnel. Now not only are your procedures ineffective (see recent 90% failure rate reported in media), you are costing us all unnecessary time and money. I'm going to be sending this to my congressman and senator. I travel all over the country for work and iad has to be the worst managed security team in the US. I have flown into and out of nyc, lax, chicago and dallas much larger cities numerous times and never experienced such long wait times. I am going to propose a procedural rule to my representatives that your avg, best and worst wait times be published and current just as the dmv does. Your management should be held directly accountable and docked pay for low performance. So it is in the private sector and so it should be with you. Would you like a response? No, a response isn't required. The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26408

ID	Date Added_Date Only	Contact Details
1305	8/1/2015	Caller flew from South Africa and had a NOI in her bags. One bag had Medication in it which was a Medical Cream in a zip lock seal dark brown bag because the cream had to stay out of the light. That bag was ripped from the end and it was tape back up. Wonders why they could not open the zip top bag?? Also missing was a Kershaw band Hot Pink pocket knife that was in her IPAD case . REASON for the call: Mishandling of item and a Missing Item. Date Time: Aug 1 9:20 Am Gate Terminal: B 67 Airport: Dulles Airline: US airways Flight #: 5373 Bag tag # (10digit): ?? Bag Description: Color was black brand 5 11. had a belt around it that was white with red green blue yellow poka dots. Missing Damaged item description: One bag had Medication in it which was a Medical Cream in a zip lock seal dark brown bag because the cream had to stay out of the light. That bag was ripped from the end and it was tape back up. Wonders why they could not open the zip top bag?? Also missing was a Kershaw band Hot Pink pocket knife that was in her IPAD case .

ID	Date Added_Date Only	Contact Details
1306	8/2/2015	Submitted on Sunday, August 2, 2015 - 17:33 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? - Religion - Unreasonable Search Seizure Are you filling this form out for yourself? No, I m filling this form out for someone else ==Representative Information== First Name: (b)(6) Last Name: (b)(6) Primary Phone: Cell Phone Phone Number: (b)(6) PO Box or Street Address: (b)(6) City: (b)(6) State: (b)(6) Zip Code (Post Code): (b)(6) Other: Email: (b)(6) Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual. ==Complaintant Information== Relationship with Complaintant: father Full Name of Complaintant: (b)(6) (b)(6) ne City: (b)(6) State (b)(6) Zip Code (Post Code): (b)(6) Other: Phone No: (b)(6) Email (b)(6) ==Incident Information== When did this happen? Sun, 08\02\2015 Where did this happen? VIRGINIA - IAD - Washington-Dulles International What happened? On the 2 of august, our whole family were in the airport for departure to india. We all passed by the security at 3:30 pm, the security people did not make an issue for the other 5 family members except for my son Puneet who is only 10 years old and he wears the Sikh religious Headwear on his head called a patka. A really this piece of cloths. They separated him and his suite case from the rest of the people. First with the metal detector they scanned him all around. After that they check him with their hand all around. There was nothing wrong. Then they bring a small strip (explosive detecting device) they checked his

bag with that. They check his head with that. And then they asked him to touch his guti (his hair) after that they said show your hands and they check them with a metal detector. Still after that they said they need to take him into a private are and they need him to take his patka off. He did that and said everything was fine. In this process they said we need to separate him and when they tested the hands the test came positive. Then how come nothing came out when they privately checked. This means that the devices are wrong or the people are wrong and untrained. Next they check his bag. OK so I believe there can be something in the hair. But the suite case went through the security check machine (where we take off our shoes and put our bags on the conveyor belt.) So why do they need to check the suite case. It has nothing to do with the Headwear. How come these dumb people do not know that since he has a passport issued with head wear. The dmv issues id s with headwear. The dmv know this is a religious wear. How come your people do not know that. I think there needs to be more training given to your employees. My phone number is (b)(6).

Who treated you unfairly?

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

(b)(6)

Is there any other information you want us to know about or consider? please train these people properly. teach them about the Sikh religion

How would you like for your concern(s) to be addressed? I would like a response from TSA

My desired remedy is: email and phone

Please read the following and check the corresponding box to 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:
https:\\www.tsa.gov\node\2285\submission\26487

ID	Date Added_Date Only	Contact Details
1307	8/3/2015	Submitted on Monday, August 3, 2015 - 06:01 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: District of Columbia Airport: Other Date of Travel: Sun, 08/02/2015 Time of Travel: 5:25 pm Airline & Flight Number: UA3981 Checkpoint / Area of Airport: TSA Employee: ==Complaints== Complaint Feedback: Missing or Damaged Items Complaint: I don't mind that my baggage was inspected, but my TSA lock was not returned & a bottle of prescription medicine was uncapped with pills strewn everywhere in the suitcase. This really isn't necessary & as best I can tell it was at Dulles. Would you like a response? No, a response isn't required. The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26502

ID	Date Added_Date Only	Contact Details
1308	8/3/2015	Please send a copy of this complaint to: IAD-Dulles Your response said this: "Generally, we would forward a copy of the issue to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy because a specific airport was not mentioned. If you would like to provide additional details, they will be forwarded to the CSM and addressed accordingly." I did not know there was more than one airport in Washington DC, and therefore did not properly discribe it below. On Sun, Aug 2, 2015 at 9:47 AM, Linda Lehmann <HYPERLINK "mailto:(b)(6) wrote: This is the 2nd time this year that I have had a complaint about inspection of checked luggage. I said nothing the first time, and it was a while ago, so I have no details of the first event (#2 below). Thought I would tell you about both incidences, so that perhaps you can repeat directives concerning these things. COMPLAINT ABOUT TSA AT IAD-DULLES 1- 10:00pm July 4th WashingtonDC à 12:12am Sunday, July 5th Houston United Flt UA309S When I picked up my checked luggage in Houston, it contained your TSA Notice of Baggage Inspection. My luggage zips to close, and also has two straps, attached to the luggage that buckle...all was secure when I went through Customs in Washington DC, and rechecked my luggage. When I picked up my luggage in Houston both of those straps were dangling....the inspector had not refastened them, after inspecting my luggage. There was no damage to the luggage, but the straps could have easily been broken or ripped off during transit. I'm sure that this is against your procedures, but would like for the Washington DC TSA office to know that someone there isn't paying close enough attention. 2- During a checked luggage inspection in the past year, whoever inspected my checked luggage, inspected 3 Ziploc bags of costume jewelry inside. I know this because I found costume jewelry sprinkled through out my suitcase. Nothing was missing, but obviously, the jewelry was poured out into the suitcase and not put back as found. I find this unnecessary. My luggage contained a TSA Baggage Inspection Notice.

ID	Date Added_Date Only	Contact Details
1309	8/3/2015	REASON for the call: A small 7x7 gray square box with silver dots is missing from her checked bag. The box contained jewelry (a silver ring, a white gold ring with diamonds, silver earrings, pink earrings, a turquois pendant necklace, and stone bracelets and necklaces). She was traveling from Russia to Frankfurt to IAD to DEN. She asked if she should immediately file the claim for reimbursement or wait. Date Time:7 29 15 22:23 Gate Terminal:NA Airport: IAD Airline: United Flight #: NA Bag tag # (10digit:NA Bag Description: Her suitcase is a beet red cloth suitcase. NOI: Present with nothing indicated.
1310	8/4/2015	Hello, I was travelling from USA Washington Dulles Airport to Tallinn Estonia trough Germany Frankfurt-Main. I had two check-in luggage which one of was inspected. I can totally understand that this is typical inspection and for me it is okay, but I am sure that how two books which were meant to be for presents were handled is not okay. I packed them that they would be hurt during the trip but during the inspection they had took them out from the bottom of the bag and left them on other things and during the trip the books were loosely in the bag and they were damaged really bad - cover pages are bent and some of the pages are broken. Probably nothing can be done, but I think it is important for me to write about that. All the best, (b)(6)
1311	8/4/2015	Callers son traveled from IAD with an air soft gun and when he left STL he had no problem going through to board his flight but when he was departing IAD he informed the Airline Ticket Counter Agent whom checked his bags that it was in the bag and she placed the declaration in the bag and he went on through screening. While waiting at his gate he was paged and they informed him he would have to have locks on his bag so he went to buy lock and they would not fit so now he is supposed to depart in 30 minutes and he does not have enough time to get through screening and get new locks. His mother called to find out what the procedure should be and why he did not have any trouble at STL or last April when he traveled. She also asked if there was any way he could be reimbursed for the flight he is going to miss due to the incident.

ID	Date Added_Date Only	Contact Details
1312	8/4/2015	REASON for the call: Caller flew in form Korea and she got a notice of inspection in her bag. Date Time: 4:00 or 4:30 PM on 7-31-2015 Gate Terminal: ? Airport: Dulles to LGA (She arrived in NY at 6:45 PM) Airline: United Flight #: ? Bag tag # : ? Bag Description: t was a black duffel bag with cable vision on the side. Missing Damaged item description: Her suit case was ripped. She had a bottle of wine in her bag and it was cracked and a missing golden earring. NOI: Yes with nothing on it.

ID	Date Added_Date Only	Contact Details
1313	8/4/2015	By email HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov I noticed the TSA customer comment cards in DC a couple of weeks ago and it has prompted me to write to you to tell you my experience at Dulles airport. In the past 12 months I have taken 100 flights, 35 of which have begun or ended in Dulles. My experience of the airport is generally very poor. I waste large amounts of time at the airport which is very frustrating given how often I have to use the services. Whilst occasionally I have a smooth passage through the airport I more often than not encounter the following issues: Passport control/security – this is generally very slow and can take up to an hour to pass through the queues. I almost always travel business class but this does not help as unfortunately, Dulles appears to be the only airport in the world that does not give business class passengers a priority service. There is a separate roped off entrance to the queuing system but almost immediately you join the queue with everyone else so at the most you get in front of 1 or 2 people. Here is a typical experience. On 21st July I took a 1.35pm flight to Seoul. Although the airport was very quiet it still took 40 minutes to get through security check because only 1 scanner was in operation (with 2 conveyer belts). 4 people were working in the security area. 8 people were standing around in the roped areas talking to each other or directing people in the queues. Given there appears to be sufficient staff it would be more useful to have them manning additional scanners rather than standing around directing queues that don't need to be so long. Immigration – I hold a G4 visa. I have to queue with the US passengers but then as I can't use the machines when I get to the front of the line I get waved through to another queue to show my passport. At certain times of the day the wait can be an hour and half. Most airports in the world have a separate queue for those with Diplomatic visas and it is a pity that you do not provide such a facility. I am however grateful that I don't have to queue up in the non US line which looks even more time consuming. Baggage – Unlike other airports Dulles does not appear to take any notice of priority tags on luggage. Mine come out at random times regardless of the tag. A worse practice, which again is rarely seen anywhere else in the world, is the removal of luggage from the conveyor belt and the piling of it into a heap on the ground. This makes bags very difficult to find and you are left wondering whether to watch the belt or riffle through piles of bags TSA/Global entry – as a very frequent traveler I would be keen to sign up for these services although I have been told that they are not available to me as a UK passport holder, even though I live in Washington. I am not entirely clear about the rules but given the non-refundable high fee for an application I am reluctant to try to apply when I am told by everyone that I will not be accepted. Perhaps you could confirm whether or not I would qualify.

ID	Date Added_Date Only	Contact Details
		Washington Flyers – these live up to their name. It is a very unpleasant journey going back into DC as most of the taxi drivers drive far too fast and are frequently talking on their cells. I find it very surprising that there is not a train serving the airport. I do know that there is a line now being built and really look forward to this being in operation. What is odd is the taxis' that drive out from DC to the airport generally travel at a much more sedate and legal speed. I can only assume that the Washington Flyers are remunerated in such a way that they feel they need to go everywhere at top speed. If you are not the authority that deals with all the matters above are you able to provide me with the contact details for someone who can help me? Many thanks for your interest in this matter. Yours sincerely, (b)(6)
1314	8/5/2015	My wife and I recently traveled to the USA, for the trip I bought two new suitcases with integrated TSA approved locks. We left the States on flight BA 216 out of Washington Dulles International (IAD) bound for London Heathrow (LHR) on the 7th July 2015. When we arrived home we found one of the cases had been opened and inspected. We have now found that the TSA lock on the case that was inspected can no longer be locked as the inspector has left the lock in the open position (see photo). Please advise how I file a claim as the case is now unusable due to the lock being left in the open position by the TSA. Kind regards, (b)(6)

ID	Date Added_Date Only	Contact Details
1315	8/5/2015	Dear Sirs: I just arrived in Paris today & found your note that you inspected my baggage. I've always have appreciated TSA & THANK you & your representatives. However, after receiving my bag from AIR FRANCE flight #0055 today, THE RED BAND encircling my bag (tied & knotted around my suitcase) was missing. Though I'm sure you handle hundreds of luggage each day, I guess that you would know how to place folk's bags back in order too. Therefore, I'm sure you have my RED BAND somewhere in your Washington Dullas facility. PLEASE RETURN IT to the following address: (b)(6) Cell #: (b)(6) As a frequent traveler I am forever grateful to you for keeping us all safe. Just please don't lose my bands & such on or in my luggage. They are quite expensive & not easy to replace. THANK YOU TRULY & contact me anytime with any questions. Sincerely, (b)(6) webkit-fake-url://16b65b70-4c2c-491b-8c44-af691c8fc586/imagejpeg

ID	Date Added_Date Only	Contact Details
1316	8/5/2015	REASON for the call: The caller and his wife returned from Ireland. One of the suitcases went through physical inspection, and some of his souvenirs were broken in the process. Date Time: 08 04 2015 @ around 3 PM Gate Terminal: NA Airport: IAD Airline: United Airlines Flight #: 3981 Bag tag # (10digit): NA Bag Description: He has a London Fog brown full size suitcase or a different similar brown full size suitcase Missing Damaged item description: souvenir beer glasses NOI: Yes Anything on NOI: No
1317	8/6/2015	REASON for the call: Her sister traveled from IAD to Africa. Shock absorbers wee removed from her checked and she asked why. Date Time: 8 4 15 4:05pm Gate Terminal: NA Airport: IAD Airline: United Flight #: NA Bag tag # (10digit: NA Bag Description: NA NOI: The caller doesn t know as her sister only provided our number to call.

ID	Date Added_Date Only	Contact Details
1318	8/6/2015	Reason for the call - Caller has about 130 golf balls missing. Airport - IAD Airline - American Airlines Flight Numbers - 2387 Departure Times - 5:28 am Arrival Times - He arrived at IAD at approximately 4 am. Date And Time of Incident - 8 05 2015 Baggage Tag Numbers - (b)(6) Description Of Luggage Color - Black and silver Style - Travel golf bag Size - Large Brand - Bag Boy Was There An NOI - Yes Was Anything On The NOI - No Missing Damaged item description - He has about 130 golf balls missing. Location Of Incident Gate - B31 Terminal - Does not know Phone Number - (b)(6) Email - (b)(6) Name Of Actual Person Involved - (b)(6) Special Notes - He wanted a claim form emailed to him. He asked if golf balls are a security threat.
1319	8/6/2015	The caller advised her husband and her traveled to Europe and returned Tuesday night and when she opened her checked bag she found her bag in disarray, items damaged and items missing. The caller advised they flew from Amsterdam to Washington D.C., and from Washington Dulles to Dayton. The caller advised that while they were unloading the bags from the airplane they were just throwing them onto the conveyer belt. The caller advised she had a bra and 5 pair of underwear missing. The caller advised that she had a souvenir book and a gift she received during a tour damaged inside of her checked bag. The caller states all her other items inside of the bag were in disarray. Date Time: 08 04 15 at 4;45 pm Gate Terminal: D4 or D30 the caller was unsure Airport: Washington Dulles Airline: United Airlines Flight #: 4009 Bag tag # (10digit): Unable to provide by the caller Bag Description: Carry on size light pink suitcase with two wheels and a pull up handle. Missing Damaged item description: Re-Printed program of tour they had on vacation, Harry Potter Souvenir book, Victoria Secret bra, 5 pair of Victoria Secret female Underwear, two American Eagle Tank Tops. NOI: Yes. No time stamp The caller wish to have the SF-95 emailed

ID	Date Added_Date Only	Contact Details
1320	8/8/2015	Submitted on Saturday, August 8, 2015 - 13:47 Submitted by anonymous user: 66.171.227.35 Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Sat, 08/08/2015 Time of Travel: 7:00 am Airline & Flight Number: Delta 1697 Checkpoint / Area of Airport: Bagggage screening TSA Employee: ==Complaints== Complaint Feedback: Screening Complaint: My TSA approved lock was either cut, or removed and not replaced. My bag was searched and a form was left and it was evident that this occurred as the bag was not re-secured, the lock was missing and the carry handles (duffle bag style) were not re-secured when I picked it up in baggage claim. My bag had a laptop inside and I have no appreciation for an organization that has no respect for my belongings. This is the second consecutive trip where my approved locks have been cut or lost. Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: Email Address: (b)(6) The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26913

ID	Date Added_Date Only	Contact Details
1321	8/8/2015	From: (b)(6) o [mailto:(b)(6)] Sent: Saturday, August 08, 2015 4:24 PM To: tsa-contactcenter@dhs.gov Subject: Lost lock On Friday, August 7,2015, we returned to Honolulu from Washington via Dulles Airport on United flight 145. Our checked bag was opened by TSA for inspection. However, when we returned home, the lock was not on the bag. The lock is TSA approved and is identical to the attached picture. We used this lock on many trips and each time TSA secured it to the bag with no problems. How do we file a claim for the missing lock? Thanks, (b)(6) Sent from my iPad ATTACHMENT PHOTO OF A LOCK
1322	8/8/2015	The caller has a complaint about their checked baggage. Every time they flies they package game consoles and wrap them up so they do not get damaged and we never put them back correctly. They are always set on top of the baggage where they could be damaged. This time they flew with an Xbox One and it did receive scratches during transit. They believe this is because we did not put them back correctly. Date Time of Travel: 08 07 2015 12:30pm Gate Terminal: Gate: C19 Terminal: C Airport: Washington Dulles Airline: United Airlines Flight #: UA1677 Baggage Tag # (Checked only – 10 digits): Not Provided Bag Description: Big, soft material, black in color, on wheels Missing Damaged Item Description: There was an Xbox One and it has scratches Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only): No
1323	8/9/2015	Caller was calling for his son that was flying from the Dulles airport to Columbus, Ohio. His son received secondary screening which made him miss his flight and ruined his plans. Caller was very upset that his son missed his flight because of the secondary screening.

ID	Date Added_Date Only	Contact Details
1324	8/9/2015	Submitted on Sunday, August 9, 2015 - 11:18 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Fri, 08/07/2015 Time of Travel: 2:55 pm Airline & Flight Number: united 1247 Checkpoint / Area of Airport: Baggage TSA Employee: ==Complaints== Complaint Feedback: - Other - Screening Complaint: The last two times I have traveled from IAD my luggage was rifeled through but no notice of inspection was left from TSA. Is there a problem with the baggage handlers in this Airport. Are they not being vetted so there are criminal employees at IAD handling baggage? Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name (b)(6) Phone Number: Email Address: (b)(6) The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26946

ID	Date Added_Date Only	Contact Details
1325	8/9/2015	TSA, I emailed to TSA indicating that I was traveling on United flight 3887 from IAD to IND on 7 August 2015 and my luggage did not make it to Indianapolis. My United baggage claim number is (b)(6) I inquired with United as to what was the cause of my luggage not making the flight as I checked the bag over an hour before flight time. United indicated the my luggage was taken by TSA and did not make the flight and did not arrive in Indianapolis. I sent the email below requesting that TSA explain why my bag was taken, why the bag was delayed. Your response below does not answer that question and only directs me to check with the airline, which I had already done. I have received my bag from United. United Airlines answered my questions, however the TSA has not. I request an answer from TSA to the below questions. 1.) Did my bag receive extra screening? 2.) If it did receive extra screening, why was my bag taken and why was the bag delayed? V/R (b)(6) _____ From: tsatcc_do_not_reply <tsatcc_do_not_reply@senture.com> To: (b)(6) Sent: Sat, Aug 8, 2015 10:48 am Subject: In Response to your inquiry. Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding lost or rerouted checked baggage. 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. 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 (TTY [202] 366-0511). You also may send an e-mail to HYPERLINK "mailto:airconsumer@ost.dot.gov"airconsumer@ost.dot.gov or write to:

Aviation Consumer
Protection Division
U.S. Department of Transportation
1200 New Jersey Avenue,
SE
Washington, DC 20590

We hope this information is helpful.

TSA
Contact Center

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-----Original Message-----
From: (b)(6)
To: TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov>
Sent: Fri, Aug 7, 2015 8:43 pm
Subject: Why Did You Take My Luggage

TSA,

I was traveling on United flight 3887 from IAD to IND on 7 August 2015 and my luggage did not make it to Indianapolis. I was informed by United the my luggage was taken by TSA and did not make the flight and did not arrive in Indianapolis. My United baggage claim number is (b)(6) and I would like to know why my baggage was taken by TSA and why you felt it necessary to delay my bag that it did not make the flight.

V/R
(b)(6)

ID	Date Added_Date Only	Contact Details
1326	8/9/2015	Estimados señores:

(b)(6)

Se trataba de una maleta asegurada con un candado que cumple la normativa que ustedes solicitan en Estados Unidos, un candado que ustedes pueden abrir sin necesidad de forzar. Mi desagradable sorpresa fue encontrar, al aterrizar en España, que sus agentes me han cortado la cerradura de la maleta en lugar de abrir el candado sin más, y que, además, me he quedado sin candado (valorado en 10 euros), porque se lo han quedado al realizar la inspección.

Entiendo la necesidad de las inspecciones y respeto que las realicen. No tengo ningún problema en que mi maleta se someta a ellas tantas veces como sea necesario, pero no puedo comprender por qué, si mi maleta iba asegurada con el candado que ustedes exigen y que puede abrirse sin ser forzado, me lo han forzado, han roto el cierre de la maleta y me han dejado sin candado. Yo he cumplido las normas. ¿Por qué no las ha cumplido el agente que me inspeccionó la maleta?

Adjunto fotografías del tipo de candado que llevaba la maleta y del estado en que ha quedado el cierre de la misma, cortado por la acción del inspector.

Me gustaría que alguien me dé una explicación y me diga si tengo derecho a algún tipo de indemnización, tanto por la maleta, como por el candado.

Muchas gracias.

(b)(6)

ID	Date Added_Date Only	Contact Details
1327	8/10/2015	To Whom It May Concern: I am extremely disappointed and, frankly, disgusted with the lack of care and respect that was shown for my belongings on my recent flight (July 31, 2015) from Dulles to Knoxville. When I arrived in Knoxville and retrieved my checked luggage, I noticed that both of my bags had been unzipped and left that way - one more than halfway - and the buckles on my suitcase were also left open. Upon further inspection, I found TSA cards in each bag, indicating that they had been searched. In my suitcase, glass items that I had carefully wrapped in (clear) bubble wrap and strategically tucked amongst my clothes were completely unwrapped and left at the top of my suitcase, with absolutely no protection whatsoever. One of these items was a bottle of oil that, had it broken, would have ruined everything in my bag. Because of this, I had sealed it in a clear plastic bag, but this had also been removed and not replaced. While I'm thankful that nothing broke, I don't think it is unreasonable to expect that my belongings be returned with a modicum of care. Minimal effort could be taken to replace the bag and bubble wrap and replace things where they had been found. Certainly, leaving fragile items at the top of my suitcase with zero cushioning or protection was inconsiderate. Leaving the bag unzipped is inexcusable. In my second bag, which contained sports equipment, not only was the outer zipper left 2/3 undone, the zipper on the inner pocket was also left open, meaning that the contents spilled out all over my bag. At least one item appears to have fallen out of the bag entirely. As a result, I find myself having to purchase replacement parts, and I am currently unable to use my equipment. It boggles my mind that, at the very least, my luggage would not be rezipped after inspection. Additionally, after having paid $100 in fees for my extra bag, I'm extremely frustrated that I am having to pay money to replace my belongings due to TSA's negligence and lack of basic courtesy. I would appreciate any response, and - at the very least - please show the basic courtesy of rezipping bags once you search them. Sincerely, (b)(6) -- (b)(6) HYPERLINK "mailto:(b)(6)

ID	Date Added_Date Only	Contact Details
1328	8/10/2015	Submitted on Monday, August 10, 2015 - 05:27 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Mon, 08/10/2015 Time of Travel: 6:00 am Airline & Flight Number: UA1135 Checkpoint / Area of Airport: Photo ID/boarding pass screening TSA Employee: Sang H Yoo ==Complaints== Complaint Feedback: Professionalism/Customer Service Complaint: This employs checked passengers in his line extremely slowly, holding people up to chat and reviewing each board in pass for a lengthy 30 seconds. While I appreciate the efforts to be friendly when not in a rush, to the contrary everyone is in a rush at an airport. Additionally the lines at Dulles were already extraordinarily long this particular morning. Anyone who had the misfortune of landing in his line watched as dozens of others (who entered the line after them) queue ahead of theme to get through person/baggage screening. All together it took me a full 30 min to get through security and I had to run to catch my flight. Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number (b)(6) Email Address: (b)(6) The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26990

ID	Date Added_Date Only	Contact Details
1329	8/10/2015	Submitted on Sunday, August 9, 2015 - 21:06 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Mon, 08/03/2015 Time of Travel: 4:15 am Airline & Flight Number: UA 1956 Checkpoint / Area of Airport: prior to check point where all bags with weapons are cleared TSA Employee: one supervisor plus 3 agents/officers ==Complaints== Complaint Feedback: - Other - Professionalism/Customer Service - Screening Complaint: i travel frequently, lately ever other week, I travel with my service weapon in my luggage always. my airline opened at 0405am I was there when they opened, I appeared at the weapons checkpoint at 0415am I waited over 20 minutes, a supervisor shows up first and does not turn on the equipment 5 minutes later 3 others show up and take almost 30 minutes to start the computers. the man in front of me missed his flight my bags missed mine, I had less than 10 minutes to get to my flight and still had to clear the other TSA. your officers were slow, rude and looked atrocious, apparently there are no grooming standards at dulles. every other airport across the nation that I have been to does not use this procedure and I have never had an issue anywhere but dulles. not sure if they think because they are close to HQ its ok but you should be ashamed for the group I encountered last monday. none my experiences at dulles have been pleasant but this one is inexcusable. I have been with the federal government for 27 years and have seen bad attitudes but this is out of control. Would you like a response? No, a response isn't required. The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/26982

ID	Date Added_Date Only	Contact Details
1330	8/10/2015	Call Reason: - Callers suitcase is damaged. It was cut on the outside of the suitcase and has black scrapes on the outside of the checked bag. . Date Time of Incident: 08 09 2015 05:10 pm Gate Terminal: Terminal 6 Gate 573 Airport: Dulles Airline: US Air Flight #: 1777 Bag tag #: (b)(6) Bag description: Large Light pink suitcase. It is Brand new. NOI: Yes and no note.
1331	8/10/2015	The caller flew from IAD and when she received her luggage, her reinforced cardboard suitcase from UPS had been cut open with a box cutter and haphazardly taped back with one small piece of tape and everything inside was messed with, including a lot of papers. She wanted to know what could be done. She does not know if anything is missing yet . Date: 8-10-15 Time: 7:50AM Airport: IAD Gate: Not Provided Airline: US Airways Flight: 1736 NOI: Yes Bag Tag: (b)(6) Bag Description: Medium reinforced cardboard box with handle from UPS Damaged
1332	8/10/2015	Hello, I found my luggage to be damaged after a TSA inspection and would like to receive compensation for it. This happened during my flight TK 0008 on August 9, 2015, from IAD Washinton DC to IST Istanbul airport. Please see below TSA's Notice of Baggage Inspection I found in my luggage below followed by an image showing the damage to my luggage;
1333	8/10/2015	Caller travelled from Dulles airport on Sunday, and received luggage in Germany on Monday. He is missing $15 in change from his bag. There was no NOI in his bag. The airline has initiated a claim for the missing change. He is calling from Germany.

ID	Date Added_Date Only	Contact Details
1334	8/11/2015	When did a pat down become a rub down? I was randomly picked which is fine, I understand it needs to be done but the way it was performed was upsetting. Agent (b)(6) proceeded to rub down my sides, on top and around below my breasts, down my stomach and front of pants and then asked to me to open my legs wider and touched the top between each leg. It was assulting in front of others as they came through to go to work. No patting or using back of hands. I ve never had this when traveling. When I questioned supervisor (b)(6) she stated this was correct, how can touching private areas be standard procedures?? Sent from my iPhone

ID	Date Added_Date Only	Contact Details
1335	8/11/2015	Submitted on Tuesday, August 11, 2015 - 18:22 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: Tue, 08/11/2015 Time of Travel: 5:45 pm Airline & Flight Number: United flight 1139 Checkpoint / Area of Airport: Security Checkpoint downstairs TSA Employee: Ann Sucpanion (hard to read the name that she wrote) ==Complaints== Complaint Feedback: - Disability or Medical Condition - Civil Rights / Civil Liberties - Screening Complaint: My 90 year old mother-in-law was asked to get out of her wheelchair and go through a medal detector that did not sound an alarm. She was then made to undergo a wand search that did not give off any auditable alert. She was then padded down from head to toe. Then all of her items were removed from her carry on bag. All the time, she was made to stand, and was not allowed to sit in her wheelchair. When my wife asked why this was happening the TSA agent said "Her hand ringed." My mother-in-law neither wears jewelry nor does she wear a watch. She has no implants in her hands. The only reason I can imagine that this occurred is that she fit a profile (she was wearing a head scarf). As a retired GSA employee, I was taught that even profiling is not a reason for abuse of the handicapped. The agent did not show her identification and instead wrote a name on a piece of paper and did not call her supervisor for assistance. It appears that several protocols and standard operating procedures were violated by this TSA agent. I would be very interested in seeing the results of this investigation and I would like to know the disciplinary actions taken against this TSA agent to ensure that this does not happen again. (b)(6) Would you like a response? Yes, I would like a response. ==Passenger Info== Passenger Name: (b)(6) Phone Number: (b)(6) Email Address: (b)(6) The results of this submission may be viewed at: https://www.tsa.gov/node/2289/submission/27151

ID	Date Added_Date Only	Contact Details
1336	8/11/2015	REASON for the call: Caller states the zipper was broken on her bag and she found a NOI inside the bag and asking what can she do. Caller states she is also missing her TSA locks from the bag. Caller states she flew from Rome to Dulles then to Canada and back to the U.S. Airport: Washington Dulles Airline: United Flight #: NA Date Time: 08-09-2015 7:45 pm Bag tag # (10digit:(b)(6) Bag Description: Navy blue Samsonite 29 inch with wheels Missing Damaged item description: Passengers baggage NOI: Yes Anything on NOI: No Gate Terminal: Gate D 4 Email Address and phone: (b)(6) 7
1337	8/11/2015	Call Reason: - Caller flew in from Beirut to Frankfort to Dulles and onto San Francisco. Two homemade jellies made by his mother have been broken by TSA. How will he be compensated? . Date Time of Incident:08/02/2015 05:00 pm Gate Terminal: Not Provided Airport: Dulles Airline: Lufthansa maybe operated by United Flight #: UA1975 Bag tag #:(b)(6) Bag description: Large Red Suitcase NOI: Yes and no note.
1338	8/11/2015	Caller: Her father lost a watch at the security checkpoint at Dulles international airport back on January 4th, 2015. When she returned to The U.S. after six months they told her that they couldn t keep the item for more than two months. They send it to the Virginia state for auction. Wanted to know how she could get that watch back.

ID	Date Added_Date Only	Contact Details
1339	8/12/2015	Call Reason: Caller got a NOI in a checked bag that is now missing a zip bag of jewelry. She flew from IAD. Date Time: 8 11 5:20 pm Gate Terminal: B36(?) Airport: IAD to LAX Airline: Virgin America Flight #: VX97 Bag tag # (10 digit: (b)(6) Bag Description: brown wheeled Dockers bag with black trim Missing Damaged item description: missing 3 pairs of silver earring s and one gold and one Tiffany's silver heart necklace and a rock NOI: yes - nothing extra on it
1340	8/12/2015	Reason for the call - Her son has an Apple iPad 2 missing. Airport - IAD Airline - Frontier Air Flight Numbers - 223 Departure Times - 12:45 pm Arrival Times - He arrived at IAD at approximately 6 am. Date And Time of Incident - 8 02 2015 Baggage Tag Numbers - Does not have Description Of Luggage Color - Black on the bottom and gray on the top Style - It is a rolling duffel bag Size - Large Brand - Samsonite Was There An NOI - Yes Was Anything On The NOI - She does not know. She threw it away. Missing Damaged item description - Her son has an Apple iPad 2 missing. It was in a black and blue case. Location Of Incident Gate - Does not have Terminal - Does not have Phone Number - (b)(6) Email - (b)(6) Name Of Actual Person Involved - Her son s name was on the luggage. His name is (b)(6) Special Notes - He flew from Kuwait to IAD and then to Denver, CO. She wanted a claim form emailed to her.

ID	Date Added_Date Only	Contact Details
1341	8/13/2015	The caller and her husband just returned from Africa. There was a NOI in their luggage. There were several soapstone sculptures in their luggage. . The sculptures were unwrapped and a result they were broken. The caller flew from South Africa and had a connecting flight in IAD REASON for the call: Broken sculptures Date Time: 8 13 5:45 Gate Terminal: Gate D12. Airport: IAD Airline: United Flight #: 5121 Bag tag # (10digit: (b)(6) Bag Description: Basic black bag. It has wheels. It is a canvas bag. Missing Damaged item description: Basic sculptures NOI: The NOI was blank.
1342	8/13/2015	CSM RFI-----Mishandling RFI REASON for the call: Caller said he thinks he lost some money going through the TSA today. He put it in his carry on bag (not direct in the bin) and it is missing now. He confirmed nobody opened it that he knows of but there was a lot of bags coming off the belt at the same time and he thought he was watching his bag well but it was hectic at the time he came through. The Cash amount missing is $4,400.00. He had gone to the Bank and had foreign currency exchanged for US and it was still banded in stacks. Date Time: 8-13-15 Departing at 8:15 AM (He was at security at about 7 AM) Gate Terminal: ?? Airport: Dulles (Bound for Newark, NJ) Airline: United Flight #:6176 Missing Item description: $4,400.00 Cash It was $100.00 bills with a rubber band. He had gone to the Bank and had foreign currency exchanged for US and it was still banded in stacks. He had placed it in his carry on bag, a black Samsonite soft sided bag.

ID	Date Added_Date Only	Contact Details
1343	8/13/2015	Gentlemen: I completed a Comment Card at Dulles after clearing the TSA screen once I was at my gate. I could not find a depository for the card. Therefore, I am emailing the info from the card to you. On 7/20/2015 at about 7:30 am I was standing in the TSA PreCheck line. I was going to the gate for the United flight 3774 leaving at 8:45 am. The lines to the X-ray machines, after the podium where agents check documents, were backed up so much that the TSA agents looked as frustrated as the travelers. We had to wait about 5 minutes before we were able to place our carry-on items on the conveyor belt and exit through the X-ray machine. Please add a few X-ray machines and lines if possible due to the increasing number of travelers getting TSA PreCheck status. The number of people able to travel through TSA PreCheck has increased rapidly due to the program enabling people to pay for a Known Traveler Number. I do not mind waiting in line if it is necessary to keep all travelers safe due to checking bags or people, however this wait seemed to be due to unexpected volume. I travel one to two times a month and appreciate the work of the TSA agents. Please help them do their job well. Thank you, (b)(6) Sent from my iPad
1344	8/14/2015	The caller wanted to file a claim for damaged items in their checked luggage. A NOI was included. Date Time of Travel: 8 4 2015 12:10 AM Gate Terminal: Terminal 1 Airport: IAD Airline: United Airlines Flight #: 977 Baggage Tag # (Checked only – 10 digits): Does not have. Bag Description: Military bag, Army digital camouflage. Missing Damaged Item Description: Laptop screen was broken. Was an NOI Present? (Checked only): Yes Was there a timestamp or written notice on the NOI? (Checked only): No

ID	Date Added_Date Only	Contact Details
1345	8/14/2015	Reason for Call: Caller stated that she was treated bad today at the IAD. She was at screening and all of her items came through but laptop, then she touched the security officer on the back to ask where was her laptop and he turned around and slapped her arm and said, Don t touch me. His name was TSO (b)(6) and she asked for the Supervisor and his name was (b)(6) She stated that the Supervisor acted worse toward her than the TSO. She stated that she was very humiliated at the whole incident. Date and Time of Travel....August 14, 2015 at 5:15 pm Airport.....IAD Airline.....United Flight #.....UA 1435 Phone...(b)(6) Email address: (b)(6)
1346	8/15/2015	Additional info you required Date: August the 9th 2015 Passenger: (b)(6) Flight: UA1745 (IAD-MCO) Departure gate: D21 Luggage Id: label Id of the luggage: (b)(6) Damage description: sansonite hard shell model, grey color; the lock has been damaged and cannot be closed anymore _____ Il 13/08/2015 18:06, (b)(6) I was on the flight from Washington to Orlando UA 1745 on august the 9th. My luggage, that had been regularly checked in, was inspected by you and since it was locked the officer damaged it to open. I must say that it is a shame!!! I can understand the security reasons but nobody told me to not lock the luggage when I checked in...who will pay for the damage??? Regards (b)(6) Sent from Virgilio Mobile Sent from Virgilio Mobile

ID	Date Added_Date Only	Contact Details
1347	8/15/2015	Submitted on Saturday, August 15, 2015 - 11:35 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint Complaint Categories: - Professionalism/Customer Service - Screening Please provide a description of your inquiry, comment, complaint.: Had an unacceptable experience going through security today. My family is traveling with 3 cats. Prior to the flight, I called TSA to learn more about the screening procedures for pets. They explained that we could request alternate screening procedures at the check point, such as going through the metal detector, and if they needed to screen the cat carriers we could go to a private screening room. When we got to the checkpoint they not only closed the metal detector with zero explanation, but they would not allow us to go to a private room with our cats, forcing us to hold them while their carriers were screened. Please note that cats are NOT dogs. They are not leash trained and many do not like being held. They are a flight risk in such a chaotic environment, which would pose a risk to themselves and others! We barely managed to keep them in control and ended up with many scratches. If they had actually gotten loose, it would have been a disaster for all. Do not offer alternate screening to your passengers if you are not willing to provide it! This is completely ridiculous and unacceptable. Thanks to the poorly managed security, we did not even make our flight, adding about 8 hours (with cats) in the airport until the next flight. We met other travelers with similar stories today. ==Travel Info== State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 2015-08-15 Time of Travel: 8:25 am Airline & Flight Number: United 314 Checkpoint/Area of Airport: Security area TSA Employee: I really wish I knew! Things were too chaotic and the one who shut the metal detector left quickly. Would you like a response? Yes, I would like a response. ==Passenger Information== Name: (b)(6) Phone: Email: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/880/submission/816

ID	Date Added_Date Only	Contact Details
1348	8/15/2015	this standard answer is absolutely not satisfying! You broke the lock of my luggage and you didn't warn to leave it open in case "by law" you were supposed to inspect it. Someone of you made a mistake ...it was not me and I cannot pay for that! Please check further who of you made the mistake. It is not acceptable that you will not do any action. By chance, only the luggage you inspected has been damaged among the four of mine. Please do not mention that the airline employee or the conveyor belt _____ Il 15/08/2015 22:25, tsatcc_do_not_reply@senture.com ha scritto: Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding damaged or missing checked baggage locks. TSA is required by law to screen all property that goes onboard commercial passenger airlines, including checked baggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to inspect checked baggage by hand. Locked checked baggage may cause delays due to the need for TSOs to open locked baggage by using alternative measures, including force. Please be advised that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes. In cooperation with private industry, TSA implemented a system under which TSOs are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. 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. To learn more about damaged locks, please visit www.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 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. Sent from Virgilio Mobile

ID	Date Added_Date Only	Contact Details
1349	8/15/2015	Submitted on Saturday, August 15, 2015 - 10:14 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint Complaint Categories: Screening Please provide a description of your inquiry, comment, complaint.: On a Saturday morning at Dulles International only 2 security check stations out of 10 are operating. The line to get cleared is huge. Most people expect to miss or delay their flights. Everyone is anxious and annoyed. This is a regular situation here at Dulles but today is especially bad. The staff here are doing what they can but their managers need to pitch in cause they sure ain't helping or hiring. Why won't you staff this giant empty hall of idle x-ray machines? ==Travel Info== State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 2015-08-15 Time of Travel: 10:10 am Airline & Flight Number: DL 3346 Checkpoint/Area of Airport: Gate security TSA Employee: Would you like a response? No, a response isn't required. The results of this submission may be viewed at: https://www.tsa.gov/node/880/submission/808

ID	Date Added_Date Only	Contact Details
1350	8/15/2015	Good afternoon, I recently flew to Cape Town from IAD and when I collected my checked baggage my laptop computer (which had been in my suitcase) was missing. I have reported the incident to the airlines involved, however, I had a notification that my bag had been inspected by TSA and wondered whether you might be able to help me locate the computer or if one of your officers might have removed it for any reason. These are my flights: booked via Lufthansa, some operated by South African Airways: 13 August: IAD-MUC LH 0415 14 August: MUC-JNB SA 0265 15 August: JNB-CPT SA 0327 Luggage tag number: (b)(6) The information on the computer is: Dell Inc. Latitude E6430 Serial # (b)(6) When I collected my luggage from baggage claim in CapeTown I noticed my luggage strap had been removed but I didn't discover the missing computer until I arrived at my hotel. I don't think anything else was taken. Please contact me by email or at my hotel: Southern Sun the Cullinan HYPERLINK "tel:+27%20021%20415%204000"+27 021 415 4000 Room 548 Thank you. I look forward to hearing from you. (b)(6) HYPERLINK "mailto: (b)(6) Sent from my iPhone

ID	Date Added_Date Only	Contact Details
1351	8/15/2015	The caller flew from Africa to Indiana and had a connecting flight at Washington Dulles. His luggage was delayed and it was checked. He has some items that were removed. He is missing gas tank. He is also missing a lunch box with plant samples. He said that he had a note from TSA and CBP. He thinks CBP removed the plant samples because he couldn't show them his permit. Date\Time: 8.13.15 6:30 pm Gate\Terminal: Not Provided Airport: Washington Dulles Airline: United Airlines Flight #: 5120 Bag tag # (10digit: (b)(6) Bag Description: The bag is black duffle bag. NOI: Yes, August 14
1352	8/15/2015	Callers husband flew internationally from Germany to Washington to Mexico City and they found an NOI but the zipper was broken on the bag. Date Time: August 8, 2015 4:40 Gate Terminal: C11 Airport: Dulles Airline: United Flight #: 511 Bag tag # (10digit: (b)(6) Bag Description: Gray Samsonite bag with two rollers Missing Damaged item description: Lock missing and the zipper on the bag was broken NOI: Yes

ID	Date Added_Date Only	Contact Details
1353	8/16/2015	Submitted on Sunday, August 16, 2015 - 07:01 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint Complaint Categories: Other Please provide a description of your inquiry, comment, complaint.: To whom it may concern, let me congratulate first all officers who, everyday work hard to make our airports safe.Yesterday my mother ,who came to visit me were going back home. One of the agent stopped her only because he did not understand the world "epouse"in her passport, which means spouse .I proposed my help to solve the issue but the officer with a arrogant attitude shut me down .My mum who is 80 years old had to stay 15 minutes waiting for a issue which really did not exist.I am an American citizen , i love my country and this situation where government officer who are in contact with the public shows limit and arrogance is very insupportable.This situation happened yesterday at Dulles airport.Fortunately , another officer come to rescue the situation . Regards, G.o.d bless America. ==Travel Info== State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 2015-08-15 Time of Travel: 4:45 pm Airline & Flight Number: air france Checkpoint/Area of Airport: TSA Employee: caucasian young male Would you like a response? Yes, I would like a response. ==Passenger Information== Name: (b)(6) Phone: Email: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/880/submission/950

ID	Date Added_Date Only	Contact Details
1354	8/16/2015	On Aug.13, 2015 we travelled from ZAG to SMF on United Airlines. Our route was ZAG-AMS-IAD-SMF Upon picking our suitcase in Sacramento we immediately noticed that in IAD our bag was inspected by TSA. We have no problem having our bags inspected but the problem we have with this particular inspection is that our suitcase was left unlocked and the zipper was not closed all the way. Some of our items were spilled, and we are not sure if everything was in the suitcase as there was lots of room in the suitcase which was mostly packed with breakable, glass items and cookies and treats we always bring home from our vacation. There was no animal food items or plants so there was nothing that should've been taken. We are concern that TSA agents were not professional in their inspection and courteous enough to secure our suitcase upon inspection. We have a hard case Samsonite suitcase with zipper, zipper pulls get locked in the number combo lock - similar to this http://shop.samsonite.com/luggage/samsonite-carbon1-dlx-28%22-expandable-spinner/50112XXXX.html?dwvar_50112XXXX_color=Red&cgidmaster=lugaz-lu080#start=8 There was no reason our suitcase was to be left unlocked and unzipped Please advise how to proceed from here (b)(6) ?
1355	8/17/2015	We just arrived in St Thomas 08/16 on United flight 1443 from Dulles International. When we opened our bag there was a note from the TSA that they had searched the bag. All my girlfriends meds were dumped out of their containers and left loose in the bag. Also a couple of greeting cards were missing and a packet of personal papers was gone through and now some of them are missing which contain very private information. Please look into this. We do not want our personal info compromised. This is very disturbing. (b)(6) Sent from my iPhone

ID	Date Added_Date Only	Contact Details
1356	8/17/2015	Submitted on Monday, August 17, 2015 - 10:06 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint Complaint Categories: Other Please provide a description of your inquiry, comment, complaint.: Our family arrived in Washington Dulles to connect with second flight to Columbia SC. The lines at arrival were very long. After going through Passport express, we had to wait in another very long line with our customs sheet. Only 3 desks were open to handle the large amount of travellers. We then joined an extremely long line of passengers to go through security. Again, only 3 security checks were open. It took us over 1 1/2 hours to get through it all. Most folks still had to get a second flight. The staff were friendly but lack of personnel to move the large numbers of people through was very unprofessional and not a great welcome to the USA. ==Travel Info== State: District of Columbia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 2015-08-10 Time of Travel: Airline & Flight Number: UA919 Checkpoint/Area of Airport: Dulles Arrivals TSA Employee: Would you like a response? Yes, I would like a response. ==Passenger Information== Name: (b)(6) Phone: Email: (b)(6) The results of this submission may be viewed at: https://www.tsa.gov/node/880/submission/1222

ID	Date Added_Date Only	Contact Details
1357	8/17/2015	Submitted on Monday, August 17, 2015 - 14:25 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint Complaint Categories: - Professionalism/Customer Service - Screening Please provide a description of your inquiry, comment, complaint.: As a crew member, I am thankful for the benefit of Known Crewmember and appreciate the efforts of the TSA staff who process us. Unfortunately, TSA officer (b)(6) working the KCM checkpoint at IAD on 8/16/2015 at approximately 4pm was deliberately slowing the line of crewmembers attempting to go to work. The line was moving very slowly and it extended to near the employee checkpoint entrance. 4pm is the prime hour for crewmember check-ins for the main bank of evening departures and any delays are noticeable. I thought it was a computer issue but when I got to the front, I scanned my KCM barcode. My picture quickly popped up but the officer continued to play with my state ID rather than handing it back to me, even though it was clear it matched my photo. He also had a smirk on his face while reviewing the IDs and badges. It was clear that he was taking pleasure in delaying the screening process. Multiply this 5-10 second delay times all the crew members in line and it resulted in those in the back of the line going to the checkpoint for regular screening. ==Travel Info== State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 2015-08-16 Time of Travel: 4:00 am Airline & Flight Number: Checkpoint/Area of Airport: Known Crewmember check point TSA Employee: (b)(6) Would you like a response? No, a response isn't required. The results of this submission may be viewed at: http://www.tsa.gov/node/880/submission/1348

ID	Date Added_Date Only	Contact Details
1358	8/18/2015	Folks: I just arrived yesterday (17 AUG 2015) on a non-stop Dulles-Addis Ababa flight (ET-510 departing IAD at 1100 on SUN, 16 AUG 2015, arriving at ADD at 0705, MON 17 AUG 2015) and was miffed to find that a TSA officer actually ripped my ZIPLOC bags that contained liquids (in my checked luggage). I am perplexed why the TSA agent that inspected my baggage went to this measure to check what was within these large ZIPLOC bags, which are easily opened just like you would a sandwich bag. There is no excuse for this sort of procedure, under any circumstance, and it is most unfortunate that there are no tags within (other than the normal "Notice of Baggage Inspection") to indicate who exactly is guilty of this horrible practice. If any of the liquids had sprung a leak during the flight, there would have been damage to the baggage contents, and possibly damage to other bags within. I am a VERY frequent traveler and had to take a step back when I saw this. I immediately took photos so you wouldn't think that I was making this up, and it is not possible that this was done at a transit point (non-stop flight and expedited plane to baggage carousel in Addis Ababa for Gold status travelers). I will likely forward this to some of my other colleagues in DHS, but suffice to say that US Government TSA Employees should never resort to this. As a fellow USG employee, I was horrified to see this done to my bag, and shudder to think that they may be doing this sort of thing to many others. Respect for the passengers' personal belongings, I thought, was supposed to be common practice for TSA employees. Please also note that I always have a full copy of my passport within, along with my local CONUS, as well as my Ethiopian phone numbers. Nobody contacted me at Dulles Airport, so unsure if this is some sort of rogue employee who thought his action to be funny, but rest assured that I am not laughing. (b)(6)

ID	Date Added_Date Only	Contact Details
1359	8/18/2015	Submitted on Tuesday, August 18, 2015 - 07:15 Submitted by anonymous user: (b)(6) Submitted values are: Feedback Type: Complaint Complaint Categories: - Professionalism/Customer Service - Screening Please provide a description of your inquiry, comment, complaint.: The staff at Dulles TSA at 6:45 am appeared to be lead by Lead Officer (b)(6) or perhaps (b)(6) (pardon my failing memory). He was extremely rude. After I chose not to subject myself to millimeter wave screening, he stood feet away from me staring at me for several minutes, doing nothing. Finally he left to ask for a "male assist" which took several motte minutes to arrive. I'm confident he was punishing my choice to opt out by forcing me to wait longer. I fly often and the Dulles TSA is the worst I have experienced recently. ==Travel Info== State: Virginia Airport: VIRGINIA - IAD - Washington-Dulles International Date of Travel: 2015-08-18 Time of Travel: Airline & Flight Number: UAL 607 Checkpoint/Area of Airport: main TSA Employee: (b)(6) Would you like a response? Yes, I would like a response. ==Passenger Information== Name (b)(6) Phone: (b)(6) Email: (b)(6) The results of this submission may be viewed at: http://www.tsa.gov/node/880/submission/1506

ID	Date Added_Date Only	Contact Details
1360	8/18/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 8/18/2015 2:47:27 PM ---------- Name:(b)(6) Email:(b)(6) Complaints:Long Lines / Lengthy Wait at Checkpoint Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Main terminal IAD, main security, Aug 12, 2015. 4:15 PM Comments:Very Few people waiting in line to be reviewed by TSA officers, then wham, chaos. The checkpoints were almost invisible behind the crowds of people, only dividers for ques to form were within 20 feet of checkpoint, before that it was nothing but a jam of people, people were mad, pushing, No one could figure out where they needed to stand to move forward to get to a convertor belt. I felt like I was in a foreign country with the chaos and pushing. One woman attendant, that's it, she gave no direction whatsoever. That situation was ripe for a stampede and hurting or killing people from trampling. Where was the supervision, bad safety situation. Makes the US look like Mexico, no, Mexico was organized, this was a joke, and in the nations' capitol. I have photos if anyone cares. A travesty. Not necessarily the wait times but no ques so one had to figure out, in a caustic way, where one should stand to even move forward.
1361	8/18/2015	REASON for the call: She paid $50 for the Premiere Access line but the line is not moving. She has to make her flight so that she can pick up her daughter tomorrow in SC from camp. If she misses her flight, she won t be able to and she is very upset. She mentioned that she was in the Premiere Access line but the line closed and merged with a different line that is not moving. She is afraid that she is going to miss her flight. Date Time: 8 18 15 4:43pm Gate Terminal: Main Terminal Airport: IAD Airline: United Flight #: 3400 boards at 4:59pm and departs at 5:24pm.
1362	8/18/2015	Reason for Call: Broken Curling Iron Brush in checked baggage. 1. Date and Time of Travel.....August 17, 2015 at 10:38 am 2. Gate Terminal.....Unknown 3. Airport.....IAD 4. Airline.....United 5. Flight #.....1558 6. Baggage Tag #.....(b)(6) 7. Bag Description.....Black Luggage 28 Green Ribbon 8. Missing damaged items....Broken Curling Iron Brush 9. Was NOI Present.....Yes 10. Was Time stamp note.....No 11. Phone....(b)(6) 12. Email Address.....(b)(6)

ID	Date Added_Date Only	Contact Details
1363	8/19/2015	The caller flew back from IAD to Atlanta. The caller s luggage was searched and items were left unwrapped. As a result the caller had items spilled in her luggage. REASON for the call: Items left open in luggage. Items spilled and soiled the contents of her luggage. She had two bags. Date Time: 8 17 15 12:30PM Gate Terminal: Delta terminal Gate 74 Airport: IAD Airline: Delta Flight #: 200 Bag tag # (10digit: (b)(6) Bag Description: The caller had two bags. Both were inspected. One was a brown and tan houndstooth London Fog. The other was a brown and beige Anne Klein. Both were canvas. Missing Damaged item description: There was box of ink that was left unwrapped. It exploded on the contents of the luggage. There was a box of cereal that was left unwrapped as well. NOI: There was nothing on the NOI
1364	8/19/2015	Reason for Call: Damaged items in luggage due to black dust and ground up like coal. All over inside of luggage. Cannot get it all out of the lining. 1. Date and Time of Travel.....July 29, 2015 at 12:05 pm 2. Gate Terminal....Unknown 3. Airport.....IAD 4. Airline.....American 5. Flight #.....1003 6. Baggage Tag #.....Unknown 7. Bag Description.....Boyt Tapestry Pullman 29 8. Missing damaged items.....Everything in luggage damaged from ground up coal and dust. Lining black from coal dust. 9. Was NOI Present.....Yes 10. Was Time stamp note.....No 11. Phone..(b)(6) 12. Email Address.....(b)(6)
1365	8/19/2015	Caller s family traveled to Washington DC and on to Knoxville TN. Upon arrival items were missing from her luggage. Date Time: 8-18-2015 6:10pm Airport: Washington-Dulles International Terminal Gate: A2 Airline: American Flight: Not provided Bag Tag Number: (b)(6) Description of bag: Dark blue with wheels Description of Damaged Missing Item: Tea service silver NOI: Yes

ID	Date Added_Date Only	Contact Details
1366	8/20/2015	Dear Sirs and Madames, I would like to complain about the baggage search of my bag at Dulles airport on August 16, 2015, I do realize that for security reasons, it is necessary to check occasional baggage. That is fine. However, there was a new strap around my bag that was removed and is now missing. I had just purchased this strap for my recent travels. I am complaining for this reason. If the bags must be checked, I expect them to be left in the same condition they are sent off in. Cordially (b)(6) (b)(6) www.sommimpresa.com
1367	8/21/2015	Caller s children traveled from Dulles to Frankfort. They received additional screening. His daughter had an expensive wireless speaker and it was not permitted onboard. The battery ran out and she could not turn it on at the checkpoint. They would not permit her to take the item. How can he retrieve the item? When the children checked in, his eldest son s passport stated he was designated for additional screening. Is he on a watchlist would it be random search?

ID	Date Added_Date Only	Contact Details
1368	8/21/2015	To Whom It May Concern, We know that bags sometimes have to be checked and really we are thankful you are checking. But we do wish that some form of identification was indicated when a bag was checked - not so we would know who it was, but so that you could know who it was if necessary. We travel a lot back and forth to the USA and almost every time at least one of our suitcases is checked as we leave the country. Most of the time things have been messed up some, but not too badly. But two situations recently have made us wish we could tell you (or even send you a picture) and that you could talk to the person who did the checking: Commendation - a few months ago someone very carefully repacked everything, straightened the clothes, re-wrapped the jars of peanut butter and cans of food stuff (that we can't get over where we live in Lebanon. They even taped the box back shut to make sure nothing spilled out. We would very much have liked to have given you a thank you note to forward on to that person. Frustration - last night we arrived in Lebanon from the US and sure enough, one of the suitcases had been checked. But this time everything had just been dumped back in in a terrible mess. We pack most things in plastic bags since the suitcases often get wet when it is raining. Everything was taken out and the bags were just thrown in on top. The jars of peanut butter were unwrapped and the padded wrappings thrown into another part of the suitcase (thankfully the jars didn't break). Some books were in see-through plastic bags with labels that we had packed specially as gifts with the names of the donor on the bags. Those were all removed and the bags thrown in another part of the suitcase so now we don't know who gave which books (and it would have been simple to look at them and slide them right back in the bag they came out of). The clothes were wadded up and stretched and bunched with absolutely no effort to try and return them carefully. Even the TSA notice was crumpled into a ball and thrown down in a corner. It appeared like it was done maliciously and not just done carelessly. Again, we are not complaining about TSA. We know the need to check carefully. We also know you are under tremendous pressure to screen thousands of bags. Probably we can't expect everyone to do as the person in number 1 above. But neither should we have to be mistreated as we were by the person who searched things on the 19th when we left IAD. (b)(6) US Citizens living in Lebanon

ID	Date Added_Date Only	Contact Details
1369	8/21/2015	REASON for the call: Caller left from Dulles to Denver and TSA went through her bag and she had a bottle of baby aspirin all over the suitcase and the bottle is missing. She had a bottle of hair conditioner and it was opened and was all over the clothes. Date Time: August 21 2015, 630 am Gate Terminal: Gate C9 Airport: IAD Airline: United Flight #: 1254 Bag tag # 10 digit: (b)(6) Bag Description: medium blue Samsonite, fabric and shiny material, hard case, roller bag. Missing Damaged item description: Hair conditioner spilled in the luggage. NOI: Yes, blank. Special Notes: N A

ID	Date Added_Date Only	Contact Details
1370	8/22/2015	Hi Sir, I just called the TSA L& F office, but was informed there was no record about my lost wallet. I would highly appreciate if you could help look again. I've also contacted the Airport L&F office, but I am sure I forgot my wallet at the security check point, and the TSA officer called to check and confirm that they have found the wallet. Please kindly help me on this again! Regards, (b)(6) ----- ???? ----- ???:<(b)(6) ???:"TSA-ContactCenter" <tsa-contactcenter@dhs.gov> ??:Important: Lost Wallet at Washington Dulles Airport ??:2015?08?18? 00?45? Hello TSA Officer: My name is (b)(6) I am writing to seek your help to find my wallet I forgot at the Washington Dulles Airport on August 14th. I forgot my wallet at the security check point. The TSA officer at the airport said they have found the wallet, which includes my Chinese ID, bank cards and a few important

personal items. As I needed to catch my flight back to China on the day I lost the wallet and have no plan to revisit the U.S. recently, I was advised by TSA officer at the airport to write an email to ask your kind help to mail the wallet to me to China. I was wondering if you could help on this? Below are some my personal information, you can verify that this information is consistent with the ID in my wallet.

Date of the Flight: Friday, August 14th

Time: around 14:30pm

Airport: Washington D.C. Dulles Airport

Flight: Air China, CA818, From Washington D.C. to Beijing

Boarding Gate: A23

Passenger Name (b)(6)

Date of Birth: (b)(6)

Nationality: China

Passport No.: (b)(6)

I would highly appreciate if you could respond to this email and mail my wallet to the following address in China. Could you please advise if the package can be shipped via Fedex or UPS? I can pay for the mailing fee myself upon delivering of the package.

Mailing Address in China:

C/O: (b)(6)

(b)(6)

Thank you very much for your help! Look forward to hearing from you!

Regards,

ID	Date Added_Date Only	Contact Details
		(b)(6)
1371	8/22/2015	Caller advised me that she is sitting at Dulles international. She advised me that she was moved to the TSA Precheck line because she is in a wheelchair. She explained to me that a TSO named Wendy was being very rude to her before she had to get her baggage screened. She stated that the TSO was ignoring her while she was helping another person. She advised me that she did not like the tone the TSO gave her after she asked the TSO if she was ready for her. She explained to me that she did not want to file a complaint. She just wanted them to be aware of the situation. The caller would like to know how to apply for TSA Precheck.
1372	8/23/2015	The caller is missing something from her baggage. Date Time: 08 21 2015 @ 5:20PM Gate Terminal: C28 Airport: IAD Airline: United Airlines Flight #: 3728 Bag tag # (10digit (b)(6) Bag Description: The caller kept giving me a description of two bags that was inspected one navy and one hazel green. Missing Damaged item description: A pine in a clear bag, it cost her about $70. NOI: Yes, nothing on it
1373	8/23/2015	Caller had a breach of her own personal security last night. She noticed one of her bags had sand coming out of it which is odd because she came from DC. She said someone rummaged through it and her underwear are all missing. She said they must be a pervert to just take her underwear. There was not a NOI but she still wants to file a complaint with TSA as well to be safe. Date Time of Travel: 08 22 2015 at 5:30PM Gate Terminal: Gate E29 Airport: IAD Airline: United Airlines Flight #: 644 Baggage Tag # (Checked only – 10 digits) (b)(6) Bag Description: black soft sided bag Missing Damaged Item Description: Victoria s Secret underwear (14 days worth) Was an NOI Present? (Checked only): No Was there a timestamp or written notice on the NOI? (Checked only): N A Phone Number and Email Address: (b)(6)

ID	Date Added_Date Only	Contact Details
1374	8/24/2015	Callers suitcase was opened on Saturday and she had a NOI inside of her bags. She had jars of jams that were broken. Caller thinks that inspections are fine but screeners should be more responsible and return things how they found them. Date Time: 8.22.15 1759 Airport: IAD Airline: United Flight #: 1144 Bag tag #: (b)(6) Bag Description: Big purple suitcase. A tag with her address on it. Item description: 3 or 4 jars of jam. NOI:
1375	8/24/2015	Hello, I packed a Norelco Sensotouch 3D with my luggage that has gone missing between the time I turned my bag in IAD and the time I got it back in OKA. I am wondering if you have any record of it being removed, and if so, how I can get it back. It was in a small bag in checked luggage, which was closed. The charger is still in the small bag. My flight was NH 0001, departed 22 AUG. Thank you, (b)(6)

1376 8/24/2015

From: (b)(6)
Sent: Monday, August 24, 2015 5:21 PM
To: TSA-ContactCenter
Subject: Concerns about TSA Screening Process for Disabled Passengers

Attached is a summary of my experiences during recent TSA screenings. The confusion and poor service on this trip is consistent with years of poor service and lack of accommodations as a disabled passenger. I have verbally reported multiple incidents to TSA supervisors at airports over the past decade and the process has not improved. As noted in the attached memo, I have worked with the designated federal liaison for disabled passengers and with airport liaisons and their suggestions did not work. I am trying this approach now to see if it changes anything. I hope my feedback will be received as constructive criticism that can improve screening processes for myself and for all disabled passengers.

Sincerely,
(b)(6)

Attachment:

To: TSA Cares
From: (b)(6) HYPERLINK "mailto (b)(6)
Re: Concerns about TSA Screening Process for Disabled Passengers Date: August 24, 2015

Following is a summary of my experiences during recent TSA screenings. These experiences are consistent with years of poor service and lack of accommodations as a disabled passenger. These events suggest that TSA Officers are not consistently educated about, nor do they follow, TSA's publically stated process for assisting disabled passengers during screenings.

The following TSA Disability Notification Card with notes relating to my medical screening needs was presented at both airports. It may also help for you to know that I walk with a cane and use airport wheelchair service.

Washington Dulles International Airport (IAD)-8/12/2015; arrived at TSA screening checkpoint at approximately 7:45am for flight SWA #1428 departing at 9:40am (IAD to DEN)

- (b)(6) handed officer at podium a TSA Disability Notification Card with notes relating to her screening needs. The officer refused to look at the card.
- (b)(6) requested that the officer read and acknowledge the card. The officer replied, "What would be the point of that?" He ignored (b)(6) need for assistance with screening.
- (b)(6) requested a supervisor or customer support specialist. The officer

at the podium replied, “I can’t get out of my chair.” He refused to get a supervisor. (b)(6) later confirmed with a TSA supervisor on- site there was a radio at the podium which could have been used to call a supervisor.)

- (b)(6) was wheeled to a table where a male officer was waiting. (b)(6) (b)(6) thought that was the supervisor and handed him her Notification Card. He did not read it.
- (b)(6) asked him to read it. He said, “I did. Don’t worry. You’ll be screened in your chair.” (b)(6) asked the officer to read the paper again. He said, “I did. It says you are unable to walk. (b)(6) asked him to read it again, explaining she can walk unassisted through a metal detector but is medically unable to use AIT. The officer then looked at the paper and said (in what seemed to be a rude, exasperated tone), “So I guess you need a Supervisor?”
- A female Supervisor arrived. The Supervisor was apologetic and polite, read the Notification Card and paper.

(b)(6) was then screened with appropriate support.

- The supervisor acknowledged procedures were not initially followed. When (b)(6) (b)(6) asked why the officers did not read her document, the female supervisor said, “We get so many papers, we can’t read them all.”

Salt Lake City International Airport (SLC)-8/22/2015; arrived at TSA screening checkpoint at approximately 12:30pm for flight SWA #4410 departing at 2:55pm (SLC to DIA)

- Months in advance of this flight, (b)(6) had been in communication with TSA Liaison Susan Buckland (HYPERLINK "mailto:(b)(6) During two lengthy phone conferences on April 30th and August 6th, (b)(6) (b)(6) discussed numerous concerns and consistent problems with screening accommodations.
- (b)(6) repeatedly assured (b)(6) that all TSA Officers are trained to acknowledge TSA’s Disability Notification Cards and that Customer Support Specialists are available at all times upon request. (b)(6) advised (b)(6) to contact airports in advance of flights and notify TSA Cares about all travel.
- At (b)(6) referral, (b)(6) had a phone conference on August 6th with Giacomo Reyescórdova, Program Analyst at SLC (HYPERLINK "mailto:(b)(6) (b)(6) . (b)(6) (b)(6) assured (b)(6) she would be assisted. He advised her to notify TSA Cares of her flight information and email flight information to him.
- (b)(6) emailed her flight information to Mr. Reyescórdova on August 7th confirming that she had provided all relevant information to TSA Cares.

- (b)(6) called Mr. Reyescórdova on August 22nd on her way to the airport as he had requested. When he was not available, (b)(6) left a message and called him again upon arriving at the airport and again after going through screening. Mr. Reyescórdova never answered any calls or returned the three voice messages left for him.

- When (b)(6) arrived at the TSA podium for screening, she handed her Disability Notification Card to the officer on duty. The Officer read the card and (b)(6) (b)(6) mentioned that she had provided her flight information to TSA Cares and to Mr. Reyescórdova. The officer replied that she did not know what TSA Cares was. She was polite and did get a female supervisor immediately.
- The female supervisor (b)(6) was polite, reviewed (b)(6) information and provided appropriate screening assistance.
- (b)(6) reported that she has never received notice that (b)(6) was arriving, even though (b)(6) (b)(6) had provided information to both TSA Cares and Mr. Reyescórdova fifteen days in advance.
- Incidentally, while (b)(6) was talking with (b)(6) after completing screening, a male TSA Officer approached (b)(6) and interrupted to inquire about her work schedule. When he found out she was off duty, he complained loudly about having to do her job and stormed away.

ID	Date Added_Date Only	Contact Details
1377	8/24/2015	Good evening, When I got home from my recent flight, I found a “notice of baggage inspection” form in my suitcase. When unpacking my suitcase I discovered my dental night guard was missing from the suitcase. It is blue in color and was in a white plastic cylindrical container with the words Doctor’s night guard on the lid of the container. I assume my bag was inspected upon check-in at Dulles International Airport. My flight number was Alaska Airlines AS729 headed to Seattle, WA and then AS2494 to Bellingham, WA I think it may have just been overlooked when things were put back in to my suitcase, once the inspection was completed. It was a fairly pricey item and I’d really like to get it back. Thank you for looking into this matter. (b)(6) Responses can be made to be me at: HYPERLINK "mailto(b)(6) or call me at (b)(6)

ID	Date Added_Date Only	Contact Details
1378	8/24/2015	Mishandling RFI Reason for the call: Caller had an issue with the screening he received coming back from Vegas. Caller states that he and his wife took off his shoes and placed his belongings in the bins and the AIT malfunctioned and they were rerouted to the WTMD. Caller states that his laptop was removed from the bag and wasn t placed back by the screening officer. Caller states that he was able to locate the laptop at the airport lost and found over the telephone, however he is very upset because they are making him pay to have it shipped. Caller states that he did not have to remove the laptop at Dulles airport in the standard screening line when he departed, but did was removed when he returned from McCarran. Airport: Washington-Dulles Date and Time: 08 14 2015 8:05 AM Airline: United Airlines Gate Terminal: Not Present Flight #: 1537 Bag Description: A black canvas laptop case that has a flap cover, with a pocket on it. Mishandling RFI Reason for the call: Caller had an issue with the screening he received coming back from Vegas. Caller states that he and his wife took off his shoes and placed his belongings in the bins and the AIT malfunctioned and they were rerouted to the WTMD. Caller states that his laptop was removed from the bag and wasn t placed back by the screening officer. Caller states that he was able to locate the laptop at the airport lost and found over the telephone, however he is very upset because they are making him pay to have it shipped. Caller states that he did not have to remove the laptop at Dulles airport in the standard screening line when he departed, but did was removed when he returned from McCarran. Airport: McCarran International Date and Time: 08 21 2015 1:28 PM Airline: United Gate Terminal: D55 gate terminal 3 Flight #: 1659 Bag Description: A black canvas laptop case that has a flap cover, with a pocket on it. Damaged Missing Item: Black Toshiba laptop Caller states that he did not have to remove his laptop from his bag at Dulles

ID	Date Added_Date Only	Contact Details
1379	8/24/2015	REASON for the call: Caller s sister flew from IAD to SFO and brought with her a golf bag with clubs and a pair of golf shoes and there was an NOI in the bag. The golf shoes are missing. Date Time: August 15 2015, 400 pm Gate Terminal: Gate C19 Airport: IAD Airline: United Flight #: 1259 Bag tag # 10 digit: (b)(6) Bag Description: The outer golf bag is red, Maxfli brand with a blue golf bag inside with a small shoe bag. Missing Damaged item description: Missing a pair of white and brown golf shoes. NOI: Yes, blank. Special Notes: N A
1380	8/25/2015	Submitted on Tuesday, August 25, 2015 - 07:18 Submitted by anonymous user: (b)(6) Submitted values are: Select Categories: Professionalism/Customer Service Where did this happen? VIRGINIA - IAD - Washington-Dulles International Date: 2015-08-20 Approximate Time: 3:00 pm Airline & Flight Number: BA216 Checkpoint/Area of Airport: XRay / Security Scanning Name of TSA employee (if known): (b)(6) Please provide a description of your inquiry/comment.: (b)(6) was very rude and disrespectful towards me. He was shouting at me in an aggressive manner without due cause, and when I asked him why he was shouting at me, he confronted me nose to nose in a very physical manner and shouted "I aint shouting" [his grammar, and not mine]. This is wholly unacceptable, and a form of intimidation and apprehension that if on the streets, would be an assault. Please tell me what action you intend to take. ==Passenger Information== Name: (b)(6) Email: (b)(6) Phone: The results of this submission may be viewed at: https://www.tsa.gov/node/2257/submission/3002

ID	Date Added_Date Only	Contact Details
1381	8/25/2015	Caller is at IAD he cleared customs about an hour ago and has been waiting in a security line to catch his connecting flight since. He said that there is no one there checking ID s and they are not screening anyone. The line has not moved for more than 45 minutes. He is requesting someone report to the checkpoint and fix the issue ASAP. Date Time: 8 25 15 3:58 PM Gate Terminal: Connecting flight area after clearing customs Airport: IAD Airline: United airlines Flight #: 3981 Bag tag # (10digit: NA Bag Description: NA Missing Damaged item description: NA NOI: NA Special Notes: Caller is wanting the CSM to come to the area and fix the issue now.
1382	8/26/2015	The caller went through screening and her sign was damaged when it went through screening. Date and Time 8-26-15 departing at 9:24am and went through screening 8:10am Gate: East Lane 26 Airport: IAD Airline: JetBlue Flight Number: 1308 Baggage tag number: NA Description of Luggage: NA Missing Item: Damaged Sign Description of missing item: Wooden wedding sign NOI NA

ID	Date Added_Date Only	Contact Details
1383	8/26/2015	Dear TSA, I am grateful for the job you do to protect the health and safety of the USA. Protecting us against terrorist threats does not offend me. I welcome it. My wife and I have been traveling domestically and internationally for about 50 years, infrequently, but traveling none the less through and from many points in the USA and around the world. In the past, up until August 20, 2015, I have always been pulled and personally consulted and customs whenever there was a problem with my luggage. That includes the People Republic of China. On the referenced date, I was not consulted or questioned. I am concerned with the way my luggage was inspected on Wednesday, August 20, 2015 at IAD, Washington Dulles. I know that I had iron pots and material that might be questionable, none the less legal and harmless. Breaking an antique and repacking my luggage in a not so careful manner led to the damage. I had packed my heave items very securely in Brasil, and when I opened my cases in South Carolina they were pretty much a mess. The exterior of my cases also bore cuts and scars that were not present when I began my journey. I point to the IAD center because. - I sealed my luggage with plastic wire ties in GYN, Goiania, Brasil in order to maintain a tamper-proof environment and truthfully answer to agents along the way that no one had added or removed anything from luggage in my possession. - GOL airlines sealed my checked bags in plastic wrap, and my baggage was intact when I removed it from United Airlines flight 860 in Washington and placed it on the belt for repartiation. - When I received my bags at CLT, Charlotte, North Carolina, the seals were broken, indicating that they were opened in Washington, and the scratches from mis-handling were evident. A card from TSA inside my cases proved that the TSA had inspected at IAD. - External damage could have occurred on United Airlines between IAD and CLT, but our carry-on, third bags were checked into the belly of the plane by the same crew and came to us unharmed.

I also point to the IAD center because everywhere else we traveled, the agents handling our security were more presentable and professional and courteous. It makes for a bad homecoming to our beloved “land of the free and home of the brave” for our re-entry encounters to be sloppy and less than inviting.

In past years and travels the “first face” I have seen on the USA has dulled in several instances in comparison to third world and communist countries.

Please accept this feedback as a call for more professionalism, professionalism capable of the United States of America.

Sincerely,

(b)(6)

ID	Date Added_Date Only	Contact Details
1384	8/27/2015	U.S. Department of Homeland Security HYPERLINK "mailto:TSA-Contactcenter@dhs.gov" \nTSA-Contactcenter@dhs.gov (b)(6) HYPERLINK "mailto:(b)(6) Tf. (b)(6) Estimados señores/señoras, El día 15 de agosto viajé, con la compañía "aeroflot", desde Washington Dulles hasta Madrid Barajas vía Moscu Sheremetyevo, tras haber pasado unos días de vacaciones en Washington y New York. El día después de llegar a mi casa al abrir el equipaje me encontré con un "aviso de inspección de equipaje" que ustedes dejaron en mi maleta. Comprobé que la cerradura, que tiene un sistema de clave de números, había sido forzada, por lo que mi maleta ya no puede ser cerrada con seguridad. Entonces llamé al seguro y me piden que presente el PIR, que es el documento de haber reclamado en el aeropuerto. Como yo en el aeropuerto no sabía que mi maleta estaba estropeada no presenté la reclamación, y no tengo el parte de reclamación (PIR). Por eso, ahora, la compañía de seguros me pide: "Confirmación por el TSA que su equipaje ha sido dañado mientras que estaba bajo inspección por su parte" Por esto les solicito que ustedes me envíen por email la confirmación de que mi equipaje fue registrado y la cerradura forzada. Para que ustedes puedan confirmarlo les envío: - La nota de "aviso de inspección" - Los tickets de embarque Quedo a la espera de su confirmación, gracias de antemano. (b)(6)

ID	Date Added_Date Only	Contact Details
1385	8/27/2015	Submitted on Thursday, August 27, 2015 - 14:09 Submitted by anonymous user: (b)(6) Submitted values are: Select Categories: Broken Locks Where did this happen? VIRGINIA - IAD - Washington-Dulles International Date: 2015-08-18 Approximate Time: 5:30 pm Airline & Flight Number: Virgin Atlantic Flight VS022 Checkpoint/Area of Airport: After Checking-in my suitcase Name of TSA employee (if known): Please provide a description of your inquiry/comment.: This is the second time in recent years that the TSA has broken into my suitcase when flying out of the US. Both times I have felt violated, as if my house had been broken into. While I understand that security is of utmost importance, surely technology is such these days (with the help of sniffer dogs) that you can see and smell into a suitcase without opening it, and should not force your way into a suitcase unless there is a reason/risk. Of course you don't know me and why should you trust me, but I am so offended after being an upstanding and model citizen all my life, I am violated by the very people hired to protect me. Yes, you have a "legal" right to go into other people's suitcases, but "morally" it is wrong. The expectation has become, everybody is guilty until proven otherwise, instead of the other way around. I am saddened to see the police state that America has become.

ID	Date Added_Date Only	Contact Details
		==Passenger Information== Name: (b)(6) Email: (b)(6) Phone: The results of this submission may be viewed at: http://www.tsa.gov/node/2257/submission/3751
1386	8/27/2015	I recently travelled back into the country (through Washington, D.C. Dulles airport) and upon arriving home I noticed I had a TSA "notice of baggage inspection" flyer in my suitcase. After unpacking the contents of my suitcase, I found 3 broken items that i had carefully packed and wrapped prior to my travels. After your "inspection" of my bag, these items were not wrapped back in the original manner, which caused them to break. I had wrapped each item in bubble wrap, then wrapped each item in a plastic bag, and then wrapped each item in clothing. After unpacking my bags, all of the contents of my suitcase were carelessly thrown back into it, and not placed back in how they were originally found. I am absolutely infuriated by both your employees lack of attention to detail and the fact that my priceless souvenirs are now completely broken. I would expect that my tax money is being used to pay and train employees to properly check luggage and return contents in their original state, but clearly that isn't the case. The incompetency of your employees has now not only been a waste of my tax money, but has also ruined and destroyed my personal property. Sent from my iPhone

ID	Date Added_Date Only	Contact Details
1387	8/27/2015	Reason for the call - Her luggage has a lock on the small outside compartment that does not belong to her. Airport - IAD Airline - United Airlines Flight Numbers - 291 Departure Times - 5:30 pm Arrival Times - She arrived at IAD at 3 pm. Date And Time of Incident - 8 26 2015 Baggage Tag Numbers - (b)(6) Description Of Luggage Color - Black Style - Soft-sided roller bag Size - Carry-on size Brand - Samsonite Was There An NOI - Yes Was Anything On The NOI - No Missing Damaged item description - NA Location Of Incident Gate - D29 Terminal - Does not have Phone Number - (b)(6) Email - (b)(6) Special Notes - She flew from Dublin to IAD and then to Sacramento. She said that she can probably cut the lock off. She just wanted to report that a lock that is not hers is on her bag.

ID	Date Added_Date Only	Contact Details
1388	8/28/2015	To whom this may concern, On August 27, 2015, my husband and I departed from Mexico City (MEX) on route to Nairobi, Kenya (NBO) with layovers at Washington DC (IAD-DULLES) and Zurich (ZRH). My itinerary goes as follows: Flight UA 822: MEX - IAD DULLES Flight UA 936- IAD DULLES - ZRH Flight UA 9764 (operated by Swiss Intl Airlines)- ZRH - NBO Upon our arrival, we noticed a TSA Notice of Baggage Inspection in one of our luggage bags and two VERY IMPORTANT flashlights missing. These two flashlights are EXTREMELY important for our SAFETY during our two week Safari trip in East Africa. The luggage was under my name (b)(6) or my husband's name (b)(6) (b)(6) Please find attached images of the luggage ticket, luggage, and TSA Notice. As an American citizen, I am deeply upset and saddened that this happened to me and expect to hear back from an appropriate representative soon as I am certain my luggage was opened in IAD - DULLES. Sincerely, (b)(6)

ID	Date Added_Date Only	Contact Details
1389	8/28/2015	Submitted on Friday, August 28, 2015 - 10:54 Submitted by anonymous user: (b)(6) Submitted values are: Select Categories: Screening Where did this happen? VIRGINIA - IAD - Washington-Dulles International Date: 2015-08-15 Approximate Time: 10:30 am Airline & Flight Number: United 1962 Checkpoint/Area of Airport: security Name of TSA employee (if known): Please provide a description of your inquiry/comment.: My spouse, my two children (both minors) and I were scheduled on UA flight 1962 from IAD to Denver departing at 12:25 p.m. with a connecting flight to Bozeman on Saturday August 15th, 2015. Not being from the Washington area, we consulted the United website for information regarding arrival times at IAD. This was listed as 45 minutes. We nonetheless arrived at the airport one hour and forty minutes before the flight departure time. At that time, the estimated time to get through security was posted at 23 minutes. However, as we descended the escalator, half of the identity checkpoints were closing. Twenty of the baggage checkpoints were also closed. It took us more than one hour and fifteen minutes to get through security (in ordinary screening process, no problems with bags). The agent who screened us made no effort whatsoever to be courteous; we had no greeting or any verbal communication whatsoever, nor any eye-contact. We arrived at the gate exactly as United was closing it, and were refused entry. Our missing the flight lead to a series of frustrating and exasperating and events: our family was spit into two separate traveling parties, our later flights at IAD were eventually canceled due to air traffic control malfunctions, and we eventually arrived at our final destination 36 hours after our original arrival time after considerable cost (transportation, lodging, meals). The following day we arrived at the airport four hours before our departure time, and managed to get our flight. Are we now at the point where travelers have to arrive this early, just to secure passage to their gate? We recognize the importance of security screening, and do not TSA responsible for United decisions or air traffic/FAA malfunctions. However, we took more than the necessary precautions to arrive at our gate on time and have no power whosoever to change the situation once at the airport. It goes without saying that we are deeply unsatisfied with the situation, and our experience was far from “expedient and customer-friendly,” as listed on your TSA customer comment card. A personalized answer to our complaint would be helpful. ==Passenger Information== Name (b)(6) Email: Phone: The results of this submission may be viewed at: https://www.tsa.gov/node/2257/submission/3950

ID	Date Added_Date Only	Contact Details
1390	8/28/2015	Caller: She traveled from Washington Dulles to Spain. When she arrived at her destination she found a NOI inside her checked baggage. The zipper on her suitcase was damaged and wanted to place. Date Time: 08 15 2015 Gate Terminal: No available Airport: Washington Dulles Airline: Aeroflot Flight #: Not available Bag tag # (10digit: (b)(6) Bag Description: Red in color, Sampsonite Missing Damaged item description: The suitcase zipper was damaged NOI: No info
1391	8/28/2015	Submitted on Friday, August 28, 2015 - 14:09 Submitted by anonymous user: (b)(6) Submitted values are: Select Categories: Missing or Damaged Items Where did this happen? VIRGINIA - IAD - Washington-Dulles International Date: 2015-08-27 Approximate Time: 10:00 am Airline & Flight Number: Emirates Airlines EK0232 Checkpoint/Area of Airport: Dulles Name of TSA employee (if known): unknown Please provide a description of your inquiry/comment.: I understand that the TSA's conducts a thorough search of the checked lugguage to look for possible terrorist/unsafe activities for our safety and protection. I packed in a lugguage two 4lb Black bean from Walmart. These black bean bags were professional packed from Walmart in a see through type of plastic bags with white big font lettering "BLACK BEANS". I got home and unpacked. There were black beans everywhere. These 2 black bean bags were ripped apart by someones physical hands and the beans got into everything that was also in this lugguage. It took me a tremendous amount of time trying to clean up and collect all these beans. I would like to know why TSA had to ripped these clear bags of beans when you can see it right through the professional packaged bags from Walmart? I also would like know why TSA didn't care enough to tape or re-close these bags of beans back up when they were finished with the search? I took pictures of what it looked like when I opened this lugguage if anyone from TSA cares to see them. ==Passenger Information== Name: (b)(6) Email: Phone: The results of this submission may be viewed at: https://www.tsa.gov/node/2257/submission/4012

ID	Date Added_Date Only	Contact Details
1392	8/29/2015	Dear TSA Contact Center, I have flown from Thursdays 08/27/2015 from Washington Dulles to London Heathrow. My baggage was locked by a baggage belt. I'm understanding why you cut this, but I can't find this belt in my baggage again. When I flew from Dulles to Las Vegas I found the belt in my baggage. Is it normally that you throw it away? Or is it different from the TSA security officier? Yours faithfully (b)(6) from Germany.
1393	8/29/2015	To Whom it may concern: My family and I just arrived yesterday from Brussels to Raleigh (via wASHINGTON, dULLES). I am very upset based on the fact that we just purchased a bright orange luggage strap for our shell suitcase for 17 EUROS at the Airport in order to better secure the internal contents in our particular suitcase. When we arrived in D.C to claim our suitcases and re-check since we were transferring on our other flight to Raleigh the orange strap WAS around our suitcase. However, when we arrived in Raleigh to pick up our suitcase, the orange strap WAS NOT there. I am extremely disappointed in the TSA and the handling of our personal luggage. The luggage strap was a standard strap, with no combinations or difficulties to come on or off. I just find it interesting that that was also the piece of luggage that had the "NOTICE OF BAGGAGE INSPECTION" tag inside of it. It is simply unacceptable if during the security screening an employee forgot to put the luggage strap back around the suitcase. There was definitely no way that there was any obstruction to get inside, there wasn't even a lock or code on my suitcase due to knowing that security checks are a required and welcomed addition in order to keep us all safe. I would like some kind or response in my complaint to this matter. (b)(6)

ID	Date Added_Date Only	Contact Details
1394	8/29/2015	Dear TSA I am writing to you to offer some feedback about Dulles International Airport. To start—the two TSA employees I dealt with would not give me their names (they had their badges turned around), so I have to describe them for the purpose of this feedback. I am concerned because a manager and a supervisor don't seem to be knowledgable on TSA policies. To start, my name is (b)(6). yesterday 28 August I was on Delta flight 3637 from IAD to DTW departing at 0956AM. I was traveling with my infant son who is breastmilk fed. We were traveling from IAD to SFO, with a stop in DTW. The total travel time was over 7 hours. As I was going through security around 9-915AM, I separated out my breast milk into the provided zip lock bags. I use an ACE gel pack (since it is malleable and allows me to fit two bottles in the thermal bag instead of only 1). The on-site supervisor at that time, an Asian woman about 5'2-5'4" with glasses, tied up hair, and in her late 30s or early 40s, told me that I cannot bring the gel pack past security because they cannot test the contents inside and that the gel pack would need to be frozen solid to take past security. I explained to her that gel packs freeze at a freezing point much lower than a regular freezer is set at, and therefore it would be impossible to freeze this gel pack solid. I also explained to her that breast milk goes bad in 4 hours, and I was traveling across the country for longer than 4 hours. Her response was that the airline could give me ice. I then asked to speak to the manager. I asked for the supervisor's name, and he wouldn't give it to me. He just asked me to explain what happened to see what he could do. He was an African American man over 6' tall in his late 40s or early 50s, his badge was turned around so I didn't catch his name. I again explained the importance of using the gel pack because breast milk goes bad in four hours. I also have a milk supply that has dropped and I cannot completely nourish my son by breastfeeding and rely on that expressed milk. He went to go talk to the supervisor, and came back and said that the gel pack wasn't allowed because it wasn't frozen solid and therefore they couldn't test the contents of the gel pack. I told him that I was going to complain. Since returning home, I looked up TSA policy and see that TSA actually DOES allow passengers to carry gel packs on board for the purposes of cooling breast milk (https://www.tsa.gov/travel/special-procedures/traveling-children). Furthermore, I noticed that TSA's blog acknowledged this happening in the past (http://blog.tsa.gov/2012/03/clarification-on-icepacks-and-empty.html) and promising to continually train and educate employees on the policies. I understand that safety is number 1—but the well-being of my infant child is my number 1 priority. Airports don't sell infant formula— AND my son is not accustomed to consuming it. This could have been a very bad situation if my layover was longer. Thank you for responding to this situation and ensuring that this doesn't happen to someone else.

ID	Date Added_Date Only	Contact Details
		Best (b)(6)
1395	8/30/2015	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 8/30/2015 6:45:06 AM ---------- Name:(b)(6) Email:(b)(6) Complaints:Discourteous/Rude Employee Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Dulles international airport./Employe checkpoint. / Employe name: (b)(6) Comments:On Aug 29, 2015. I was going through security as usuall. I walked through the metal detector and there was no problem, however when i went to pick up my belongings from the x ray machine a tsa hurried in to the room and asked i step aside. Out of three other employies he chose me. The only diffrence between me and them was that i was wearing a small turban. He then waved his hand held metal detector around my head and found nothing. I never have had this done to me Eventhough I go thorough the same checkpoint every single week. Now what i want to know is if the metal dector i walked through didnt sgnail any kind of alarm why was i asked to step aside and had to go through extra security. No other employ around me was asked to do the same. is it because your metal dectator that every one else walks through are not able to work on turbans, eventhough i have been alowed to go through it every other time. Also why did (b)(6) have to come in eventhough there were several agents near the walk through who said nothing. I suggest that you teach your employees to not target turbans but to insted catch real threats

ID	Date Added_Date Only	Contact Details
1396	8/30/2015	Hello, I just returned to Reno from Dulles Intl. Flight info is listed below. One of my bags was 50 lbs and included a well-wrapped bottle of wine, a number of books and calendars (that we sell) and some info packets and business cards. In my side pouch, there were business cards, a Blistex and a small, fun size chocolate bar. TSA unwrapped the chocolate bar and put it in the main suitcase compartment. They also took the lid off of the Blistex and put that in the main suitcase compartment. They also unwrapped the wine and put it directly on top of the Box-Calendars. These were the only things that could be physically damaged. Of course, as TSA intended, the wine and books smashing into an open chocolate bar basically powdered it and it got on everything. Between that and the Blistex, not a single thing other than the wine survived this trip. The Suitcase is ruined too as it is completely coated inside with chocolate and Blistex. I travel with these things all the time. I do multiple shows every year and while TSA is generally careless about how they repack my bags when they go through them, this is the first time I have ever had damage. And it was very intentional damage. That chocolate bar an Blistex have been in there a long time too, through many flights. They are very safe in the side pouch. Nothing has ever come out of there in all of my travels and I have had that suitcase for 16 years. It was incredibly durable, but it's ruined now. Here is the list of damage: 3 Box Calendars at $14.99 ea. 1 Book at $7.95 ea. 5 Books at $10.95 ea. 9 Books at $20.00 ea. 6 Wall Calendars at $7.99 ea. 27 Product Info packets at $1,00 ea. Business Cards at Approx. $10.00 Suitcase at $89.95 Total = $453.54 I would like to know how to go about filing a claim for this intentional damage to my stuff. Also, whoever did this should be charged and forced to pay for this with their final paycheck. I'll await a response before I post it to Facebook, Twitter, etc. with photos. Sincerely, (b)(6) Sat Aug 29 2912 Depart WASHINGTON (DULLES), DC (IAD)- on Southwest Airlines-at 4:00 PM Arrive in LAS VEGAS, NV (LAS) at 6:10 PM

ID	Date Added_Date Only	Contact Details
		HYPERLINK "http://www.southwest.com/html/air/fare-information.html#discount" \nWanna Get Away 3845 Change planes- to Southwest Airlines- in LAS VEGAS, NV (LAS)at 8:00 PM Arrive in RENO/TAHOE, NV (RNO) at 9:15 PM Travel Time 8 hrs 15 mins
1397	8/31/2015	Caller got disconnected from previous agent. Caller said his exchange student traveled from Germany to Washington Dulles to Chicago, and then Lansing. The caller states that there are 4 in dents in the luggage. He had two NOIs inside the same luggage. Date Time: 08 30 15 at 8:36 am Gate Terminal: 2 Airport:IAD Airline: United Flight #: 1914 Bag tag # (10digit): (b)(6) Bag Description: Black hard shell tap move, with wheels and a handle on the side. Missing Damaged item description:4 in dents in the luggage and scratches. NOI:YES
1398	8/31/2015	The caller came through IAD from London, England for a connecting flight at a United Airlines terminal. She advised that the lines were terribly long, and the TSO at the checkpoint advised that they had two body scanners that were malfunctioning. She asked if they couldn t just use the walk through metal detectors and was told that that would be against TSA protocols. She said that the delay in screening almost caused her to miss her flight. Date Time: 8.25.15 at 3:30pm Gate Terminal: Not Provided Airport: IAD Airline: United Flight Number: UA919

ID	Date Added_Date Only	Contact Details
1399	8/31/2015	Dear Madam, Sir I travelled from IAD on Friday 28th of August 2015 on AF027 to Paris. My luggage has been inspected by TSA that I fully understand. Nevertheless, my luggage and more precisely the locks have been completely destroyed despite the fact my luggage is a visa with no specific locks. There are common locks that can be easily opened by a pass I'm sure you can have. By the way, it's not the first I travel from USA with this luggage and I remember that it has been already opened without any dammage. My luggage is now no more usable... The company I used said in that case you have a policy for compensation. I would like to know the process to follow for that. Attached, you'll see some pictures of my luggage and my boarding pass Thanking you in advance Best Regards (b)(6)

ID	Date Added_Date Only	Contact Details
1400	8/31/2015	

Dear Employee of the Transportation Security Administration,

Let me introduce myself.

I'm M(b)(6) from the Netherlands. I traveled 26 august with my wife and son with flight FI 644 Icelandair, 8.40 pm from Dulles airport, Washington via Keflavik, Iceland to Schiphol airport, Amsterdam, The Netherlands.

After arriving at Schiphol airport on 27 august, we noticed that 4 of our 6 bags were inspected bij the Transportation Security Administration at Dulles -Airport. During this inspection the 4 locks of 4 bags were forced open by the TSA. We are wondered by this rudeness of forcing the locks because all the 4 locks have an recent certificate by the IATA. This means that the locks can be unlocked by all international Security Administrations without damaging the locks. For this matter we keep you responsible for the costs we have to make to repair the damaged locks.

We are also wondered about the inspection procedure. Normally when a bag has to be inspected, the owner called in so that he can open the bag and answer questions during the inspection. Most of the Western Countries do excecute de procedure this way.

In this case we also can imagine that the TSA inspection procedure allows corrupted TSA-employees to take goods from any bag, as an TSA-Employee can also put something in every inspected bag without the owner knows this.

Till now we do not miss any goods however during the coming weeks this still is possible.

This was the first time we did visit the USA and we had a wonderfull time during our 4 weeks stay with our American friends in Maryland, who we know for more than 30 years. Still the arrogance and rudeness of the inspection , by damage someone possessions gave us an unpleasant feeling.

And no, I do not understand this, as an answer according the TSA-notice which I found in my bags.