

I'm looking forward to your answer.

Regards,

(b)(6)

Verzonden vanuit HYPERLINK "<http://go.microsoft.com/fwlink/?LinkId=550986>"Mail voor Windows 10

1401 8/31/2015

Yesterday, August 30, 2015, my wife and I returned from Denmark. Upon our arrival at home, I opened a suitcase and found a "Notice of Baggage Inspection". I have no problem with TSA inspecting my baggage, however, I do have a problem with how my bag was repacked. In that bag was a bottle of Sheridan liqueur, which my wife had put into a plastic bag (to protect from any leakage) , and then into the box that the store had packed it in. She then put that box into the middle of the suitcase, to protect from the rough way that baggage handlers treat luggage. When I opened the suitcase at home it was obvious that everything was taken out to inspect the bag, but then everything was just thrown back into the bag like an 8 year old might pack, and that bottle of liquor was left out of the box, and the plastic bag and was lying on my tuxedo jacket where, of course it leaked onto the jacket. The only thing that was between that bottle, and any impact with a hard object which could have caused it to break, was the fabric side of the suitcase. I know that TSA has a tough, and important job, but PLEASE, could you give a little consideration to a travelers belongings. This happened at Dulles Airport in Washington D.C. at around 4:00 pm on 8-30-15.

(b)(6)

1402 8/31/2015

REASON for the call: Caller states he just flew from Dulles and he had a checked bag that contained two computers and now they are missing. Caller states he also found a NOI inside the bag. Caller was calling internationally.

Airport: Dulles

Airline: United

Flight #: 950

Date Time: 08-30-2015 3:30 pm

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

Bag Description: Carry on size grey roller bag Wenger brand

Missing Damaged item description: Two Laptops, some documents and a Samsung galaxy note 3

NOI: Yes

Anything on NOI: No

Gate Terminal: Gate C 3

Email Address and phone: (b)(6) (Caller was calling Internationally and did not provide a call back number)

1403 9/1/2015

Submitted on Monday, August 31, 2015 - 22:27 Submitted by anonymous user:

(b)(6) Submitted values are:

Select Categories: Screening

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

Date: 2015-08-24

Approximate Time: 11:50 am

Airline & Flight Number: united

Checkpoint/Area of Airport: main security check point Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Waited in line for over 45 minutes to get throughout the line. I had my 1 year old son with me, so they let me skip the body scanner and did a test on my hands. They advised that the test alerted and that I needed to wait to be searched by a female supervisor. There were several females there, but they said only a supervisor could search me and that there was only one female supervisor working in the whole airport that day. I ended up waiting 40 minutes for the female supervisor to arrive and search me and my bags. I ended up missing my flight due to this and believe that it is unacceptable that I would have to wait 40 minutes just to have someone search me. I was not able to catch another flight for 5 more hours and really put a damper on the beginning of my vacation, especially having to spend an additional 5 hours in the airport with a 1 year old. No one else should have to go through this, there should be a male and female supervisor on site at the checkpoint at all times so that no one has to wait, any other way is unacceptable.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/4749>

1404 9/1/2015

From: Per (b)(6)  
Sent: Tuesday, September 01, 2015 2:36 PM  
To: TSA-ContactCenter@dhs.gov  
Cc: (b)(6)  
Subject: Corn Hole Bag

Dear friends,

My suitcase has been opened during your security check in Washington, Dulles International Airport on Sunday, August 30 before my flight SK926 leaving at 5:15 pm from Dulles to Copenhagen, Denmark.

Unfortunately one of my Corn Hole Bags are missing when I opened the suitcase back at home. I have attached a picture of the remaining 7 corn bags. Would you be able finding the missed corn bag – and eventually submit it to my address in Denmark.

I really hope you can assist – as the game with the corn bags is not functioning with one missing.

Sincerely yours

(b)(6)

Mobile: +(b)(6)  
E-mail: HYPERLINK "mailto:(b)(6)"

Attachment:

Missing corn hole bag and a NOI.

1405 9/1/2015

She said she flew from Dulles to SFO and that she got a noi. She said she is missing her TSA lock. She said she does not want to file a claim and she declined the claim form.

Mishandling RFI

REASON for the call:Missing Lock

Date Time: 09-01-15 at 9:02 am

Gate\Terminal:C 17

Airport:Dulles

Airline:United

Flight #:1073

Bag tag # (b)(6)

Bag Description:black and maroon suitcase with her name tag on it

Missing\Damaged item description:missing her TSA lock

NOI:Yes

1406 9/1/2015

The attached response states...

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.

My original email below states...

On Aug 28th I was on a flight from YYZ to SMF.

So here is complete flight schedule;

Aug 28th

Depart YYZ at 2:42PM Arrive IAD 4:08PM

Depart IAD 5:29PM Arrive SMF 8:10PM

From: (b)(6) [mailto:(b)(6)]  
Sent: Tuesday, September 01, 2015 12:36 PM  
To: 'tsa-contactcenter@dhs.gov'  
Subject: FW: TSA Inspection COMPLAINT

Hello,

The attached generic response is not acceptable in this case... I have attached an additional picture of the tag found in my bag. It Clearly states "US Department of Homeland Security" (TSA Tag found in my bag.)

Most travelers like myself do not mind the searching of a bag. However when the TSA has no regard to the content of the bag this is the issue. TSA should make an effort to put the items searched back in the place they were found. NOT LEAVE EVERYTHING OPEN AND CARELESSLY THROWN BACK.

From: (b)(6) [mailto:(b)(6)]  
Sent: Tuesday, September 01, 2015 9:47 AM  
To: 'tsa-contactcenter@dhs.gov'  
Subject: TSA Inspection COMPLAINT

Hello,

On Aug 28th I was on a flight from YYZ to SMF. My bag was inspected as I would expect. However all contents was tossed and completely left open and unsecure as it was when I packed the contents. I have no locks on my bags. My tool bag was zipped (Not Locked). The TSA inspector did not replace the contents of my bag after inspection and all contents was tossed including cloths. Boxes were left opened and not closed, tools were all over my bag. This is an unacceptable way to have my bag inspected!

Please have a look at the attached pictures. My tools are EXPENSIVE, I feel TSA should respect the contents of my bag and replace the contents in a way to not damage anything!

(b)(6)



1407 9/1/2015

REASON for the call: A royal blue Samsonite outside cover of her sister s suitcase is missing The cover has a Samsonite logo.

Date Time: 8 31 15 1:30pm

Gate Terminal:NA

Airport: IAD

Airline: Korean Air

Flight #: KI094

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

Bag Description: The suitcase is a black Samsonite suitcase.

NOI: Present with nothing indicated.

1408 9/2/2015

Caller said his bag was damaged and his locks were broken he traveled from overseas he arrived at Dulles and then he traveled to Rhode Island. He found a NOI inside the luggage.

Date Time: 08 31 15 8:00 am

Gate Terminal: D8

Airport: IAD

Airline: United

Flight #:4027

Bag tag # (10digit): NA

Bag Description: Red Large suit case

Missing Damaged item description: The wheels on the luggage were broken

NOI: YES

1409 9/3/2015

One of your officers completely destroyed a new Samsonite suitcase during a security search this evening in Dulles airport. The locks were prized off despite the fact the case was UNLOCKED. We never lock our bags and don't even carry keys. Please advise how we claim for replacement as we do not accept your disclaimer on the basis the damage was caused through negligence not necessity.

(b)(6)

1410 9/3/2015

REASON for the call: Caller got home and his bag was inspected and they had some souvenirs that were wrapped and they didn t put them back the same way and he has some broken coffee mugs and a broken bowl. There was no NOI. He flew from Beirut Lebanon to IAD to RDU.

Date Time: September 2 2015, 0630 am

Gate Terminal: Gate D18

Airport: IAD

Airline: United

Flight #: 3788

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

Bag Description: Standard red Swiss Gear roller bag, fabric, 35 x 25 x 10.

Missing Damaged item description: Broken coffee mugs and a broken bowl.

NOI: No.

Special Notes: N A

1411 9/3/2015

I traveled from IAD (Dulles airport) to DEN (Denver) on Aug 8th, 2015 on United flight UA 1962 (REC LOC HW6MDF).  
I checked a brand new suitcase at IAD. (checked baggage bar code UA HYPERLINK "te(b)(6)"). When I picked up my bag in DEN, I noticed it was damaged. Ticket number for checked bag is (b)(6)

TSA had felt the need to go through my bag and therefore cut the lock. There was a TSA inspection notice in my bag.  
While cutting the lock, TSA also cut the metal loops on the suitcase through which the lock is supposed to pass in order to lock the suitcase. The brand new suitcase is now rendered useless since it can never be locked.

Please see pictures attached.

Pic 1: Tag for checked baggage

Pic 2 and 3: Showing loops of suitcase that have been snipped and therefore suitcase can never be locked again

Pic 4: Lock that was cut by TSA at IAD

I am requesting reimbursement of \$129 for cost of suitcase.

Thank you.

Sincere regards,

(b)(6)

1412 9/3/2015

Call Reason: Caller checked 2 bags and one got a NOI and did not get relocked. She states that some of her items are now dirty and that the bag is missing \$100 and that the bag is now torn.

Baggage Checked Date and Time: 8 28 (she did not have the time)

Flight Date and Time: 8 28 (she did not have the time)

Gate Terminal: B15

Airport: IAD to Fargo ND

Airline: American airlines

Flight #: 3060

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

Bag Description: white and black bag

Missing Damaged item description: missing \$100

NOI: yes - nothing extra on it

1413 9/4/2015

Dear Sirs / Maam,

My name is (b)(6), and my wife (b)(6) and I travel to the States once a year.

It has been our experience that virtually every time - either coming or going, and sometimes both ways, that at least one of our three suitcases (on average) has been opened up for inspection by TSA.

We are 100% in favor of strict controls and regulations for the SAFETY of all airline passengers... so you have our unstinted support in this matter.

However, we just aren't too sure that all our items have remained in the suitcase that has been opened and inspected :-{

On one occasion, our TSA approved lock was BROKEN!

Furthermore, this last trip from IAD to DXB, once again one of our suitcases was opened up for inspection, and even though we only use TSA approved locks, the lock was hooked back but the suitcase was not locked as it was originally!

This was not amusing to us, as the bag continued on to another developing country and thus was easy for anyone or a baggage handler to open and remove any articles!

That is sheer irresponsibility on the part of TSA, as it can incur loss to us.

Appreciate a response from you in due course.

Sincerely,

(b)(6)

1414 9/4/2015

The caller says on August 11th she had booked a flight from Washington to Miami. She found a NOI in her bag when she reached her destination. She had a bottle of honey that she says TSA opened and didnt put the lid back on which caused all of the honey to get all over the suitcase. She had to throw away many of her clothes and suitcases.

Date Time of Travel: August 11th, 2015 - 6AM

Gate Terminal: NA

Airport: Dulles

Airline: US Airways

Flight #: 4670

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

Bag Description: It is a black Samsonite suitcase that had 4 wheels on it. It had a red rubber tag on it.

Missing Damaged Item Description: The suitcase along with her clothes are ruined.

Was an NOI Present? (Checked only): Yes

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

1415 9/5/2015

REASON for the call: The caller recently traveled with her family, which included taking 9 checked bags. There were 9 checked bags she had packed, in which 5 of those were searched by TSA, and simply wants to know as to why she had almost all of her bags searched. She realized after returning home that her husband s electric razor was broken in one of the bags.

Date-Time: 08.30.15 at 9:00 P.M.

Gate-Terminal: UNKNOWN

Airport: IAD

Airline: Qatar Airlines

Flight #: 708

Bag tag # (10 digit): UNKNOWN

Bag Description: The bag was a black suitcase with wheels and a handle.

Missing-Damaged item description: An electric razor

NOI: Yes (7); nothing written or timestamp on one of the NOI that she had handy.

1416 9/5/2015

Caller was checking on a complaint that her cousin sent in back on June 20. Her Grandmother that is 90 years old was treated very rude at the TSA screening checkpoint at Dulles. She was made to get out of her wheelchair and walk through the scanner. She does not have all the details and will check with her cousin and call us back. No one from TSA has called them back.

REASON for the call:

Date Time: June 20

Gate Terminal:

Airport: Dulles

Airline: United

Flight #:

1417 9/5/2015

To whom it may concern,

I just felt the need to send a comment about the condition in which my bag was left in after recent search.

We travel often. It is not uncommon to me to have my bag searched and while the contents are usually not as I put them, they are at least put back in the bag neatly and in the same condition as I put them in it.

When I opened my bag this morning after returning to BOS from LHR via IAD yesterday I was dismayed to find that it appeared that after my bag was searched the searcher took my items (which was about 2/3 of my bag) in one large pile and shoved them back in my suitcase and shut it. Items that I had laid neatly on top to remain flat were crumpled and twisted and in one case caught in the zipper on the lid of the suitcase.

In addition, a bottle of sticky syrup that I had purchased in the UK and wrapped up in a plastic bag to protect my clothing from possible leaks was removed from the bag and dropped back the middle of the suitcase amongst all the clothes, no longer in the bag which was shoved in at the top of the "repacked" bag. The syrup did in fact leak on an article of my clothing and I am trying today to remove the stain.

As I said before, we travel often. I know many bags are searched and time is important and I have never felt the need to write in a "comment" before because as I stated it always seemed that care was taken with my possessions. This time was very different and I was truly shocked at the condition of most of my possessions and especially the removal of the syrup which was clearly in plastic for a reason.

Thank you for taking the time to read my comment and hopefully this can be helpful in fixing an issue in the searching area of the airport.

(b)(6)

1418 9/5/2015

Submitted on Saturday, September 5, 2015 - 02:04 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date: 2015-09-02

Approximate Time: 6:15 pm

Airline & Flight Number: UA 982

Checkpoint/Area of Airport: TSA Pre

Name of TSA employee (if known): Unknown--young white male Please provide a description of your inquiry/comment.:

I am retired from the US Army and always use my military ID card (DD Form 2 Retired) as identification for airline check-in and at TSA checkpoints. On the front of the card in the Expiration Date block, it has INDEF (the card does not expire). On the back in the Medical block, my card has Eff Date of 1984Jul01 (my retirement date) and Exp Date of 2004JUL31 (last day of the month before I became 65 and had to go on Medicare). That expiration date on the back is the date my eligibility for Civilian medical care expired and I was required to go on Medicare. The young man on the checkpoint saw that and insisted my card was expired and refused to let me pass. I tried to explain the INDEF on front was the validity of the card, but he would not listen. I insisted on speaking with his supervisor, a well-spoken, sharp black female who immediately recognized the problem and finished processing me through the checkpoint.

Suggest you educate your persons manning the checkpoints and teach them the difference between an INDEF card and civilian medical care expiration.

Thank you.

(b)(6)

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/7003>

1419 9/5/2015

I've called the TSA and Dulles airport several times over the past couple months in the hopes that my son's watch has been recovered, but have had no luck. On a flight leaving the Dulles airport on June 30th, my son's and I went through the security screening area. With the number of people milling about and a TSA agent handing out items off the belt once they'd been screened, things were chaotic. My son noticed that the watch that was on the belt was similar in color, but was definitely not his watch. He had a black G-Shock watch, but only found a black Casio watch unclaimed. We notified the TSA agents, but despite their searches my son's watch was not found. I spoke with LTSO (b)(6) who provided me with the number to the TSA at the airport as well as to the Dulles Airport Lost & Found.

I want my son's watch to be returned or the cost to replace it to be provided. You can look at all the video footage and it will back up my claims.

Thank you,

(b)(6)

1420 9/6/2015

(b)(6) had just went through the security checkpoint in the Dulles Airport. He informed me that the bottom and the back of his laptop is cracked and has other damages as well. He stated that the supervisor and no one else will help him.

Date and time of travel: September 6th at 12:30 P.M.

Gate or Terminal: Gate C4

Airport: Washington Dulles Airport

Airline: United

Flight #: 1010

Missing Damaged Item Description: HP Laptop that is silver, Ultra Book

1421 9/7/2015

Submitted on Monday, September 7, 2015 - 13:55 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Broken Locks

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

Date: 2015-08-25

Approximate Time: 5:00 pm

Airline & Flight Number: AF 55

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

Please provide a description of your inquiry/comment.: I arrived at my destination with my TSA strap cut. There was also knife marks on my case in an effort to cut off my strap. Inside my luggage I found the note from TSA but nothing was missing. The strap was affixed to the case with Gorilla Tape to prevent loss and it too was cut up. I am sure TSA employees are trained to recognize TSA locks and straps and how to gain access to the case through the TSA locks. However, this one may have missed the training. Other complaints I have is that my external TSA locks are lost so often that now a travel with spare. My problems with TSA luggage screening has only been at IAD. The issue has even have me considering which airport to fly through when making my travel arrangements. After repeated inconveniences, I fell I need to finally say something. I would like to see TSA Dulles to be more considerate of the passenger's luggage as they are being screened.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/7464>

1422 9/7/2015

Submitted on Monday, September 7, 2015 - 13:51 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date: 2015-09-07

Approximate Time: 5:25 am

Airline & Flight Number: Southwest 1463

Checkpoint/Area of Airport: Near Southwest counter.

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: An extremely rude, angry, and grumpy TSA agent raised her voice at me, pulled me out of line, arguing that my identification was not valid. It WAS valid- I had a name change due to marriage on my driver's license, and had both my former driver's license and my OFFICIAL, STAMPED new temporary license with the new name (which I was flying under) with me. I had been assured by the DMV that this was a fully legal document, and it had been accepted WITHOUT QUESTION at two other airports. When I tried to tell her this, and also said I was at risk of missing my flight, she raised her voice and said "Oh, you WILL miss your flight for sure if you don't let me do this" !!, and insisted my id was invalid- when I tried politely but firmly to show her that this WAS a valid piece of identification, she \*refused\* to LOOK at my document and continued to imply threateningly that she could make me miss my flight. I DID MISS MY FLIGHT and there were no other ways to get to Portland with less than seven hours delay. I had to take a Super Shuttle from Dulles to BWI to make a flight there which Southwest rebooked me on, at a cost of \$135 (plus several hours later to Portland). Upon arriving to Baltimore ang going through TSA there, I was passed through with no problem. When I mentioned what had happened to security there, the TSA agent was surprised and he pointed out the SEVERAL THINGS on my form which should have proved to this agent that it was a fully valid form of ID. This was all avoidable and completely unacceptable. While I value security, looking at my document would have solved the problem. Her refusal to do so, along with her completely rude and angry manner, were absolutely unnecessary. It was deeply upsetting to miss my flight, let alone the extra expense and travel occurred.

==Passenger Information==

Name (b)(6)  
Email:  
Phone:

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/7463>

1423 9/7/2015

Good day,

I am writing in regards to a trip my family and I recently returned from. My wife, our son, and I returned from a trip to Slovakia on September 2nd. Everything was fine when we retrieved our luggage to go through customs in Washington DC Dulles airport. After passing through customs, we re-checked our bags to proceed on to our final destination of Columbus, Ohio. When we picked up our luggage in Columbus, my wife's suitcase had a 5" long tear on the corner, the zipper handle on the front pocket was broken off and one of the feet was missing from the bottom. This is very disappointing because this was a brand new suitcase that was replaced when my wife arrived in Slovakia by Austrian airline because her's was damaged on the way there.

I understand bags can get damaged while being loaded and unloaded and I can not say for sure that the TSA is responsible for the damage, but there was a "Notice of Baggage Inspection" pamphlet in her suitcase. What is just as troubling to me as the damage to the bag is the fact that when the bag was inspected, the inspector opened a box of chocolate covered plumbs called Slivky which we had purchased in Slovakia as part of a thank you gift to our neighbors for watching our house and pets while we were traveling. The monetary value of the chocolates is minimal. The invasion of privacy and not being able to replace a souvenir gift are much more troubling to me.

I am also going to contact our airline in regards to our experience, It is a shame to end the trip this way. It had been 3 years since my wife and I had been back to visit her family. We are just a working class family that saved up to take this vacation, spending over \$4500.00 on airline tickets alone.

Regards,

(b)(6)

1424 9/8/2015

Submitted on Tuesday, September 8, 2015 - 08:16 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: 2015-09-07

Approximate Time: 5:10 am

Airline & Flight Number:

Checkpoint/Area of Airport: claim area 1 bypass security double doors Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

I am an employee for United Airlines at IAD. As I went through the claim area 1 bypass door i was asked to step aside for a "pat down"

I am very very upset and offended and angered by the female TSA agent. As she's patting me down she tells me I'm pretty and she likes me she thinks Im nice. Are you kidding me. Is this part of your TSA training?

Complaint #1

This is COMPLETELY INAPPROPRIATE for someone to say to me in a supposedly professional setting as she's touching my body. It was creepy and offensive, embarrassing. She did not use the back of her hands as shes touching my as you all call it SENSITIVE areas.

Complaint #2

Im being asked to spread my legs, lift up my shirt and being patted down in private areas as man after man after man comes through the security door behind me, watching me being patted down. NO PRIVACY! EMBARRASSING!

Complaint #3

None of the men that came through the door were asked to step aside to be patted down. WHY? Men would NOT put up with those kinds of comments from another man. So why should I, as a woman, put up with those kinds of comments?

I EXPECT a response back from TSA and not one of your form letters. I will take this further if need be. Next time I will ask for HER badge number and trust me the encounter will not be as quiet.

==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/7603>

ID Date Added\_Date Only Contact Details

1425 9/8/2015

Hello,

I traveled Sunday out of Washington Dulles Airport (IAD), on Air France flight AF055 leaving at 6:50PM for Paris (CDG).

I dropped my baggage off around 2:30PM at the Air France check-in desk. My baggage was locked with a TSA-approved lock I bought 10 years ago when I used to live in the US and travel often to France.

When opening my baggage last night after arriving home, I was surprised to not find it locked. I opened it and found the TSA notice of inspection inside. Nothing is missing except my 3-digit TSA-approved lock.

Can you help me understand what happened and how to get a new TSA-approved lock?

Best regards,

-----

(b)(6)

<http://fr.linkedin.com/in/japeloig>

1426 9/8/2015

Reason for the call: Callers tripod for photography was damaged in checked luggage. It was not in a bag. He had an NOI.

Date and Time (departure time and arrival time): 9-8-15 @ 8:12 a.m.

Gate Terminal: D40

Airport: IAD

Airline: United

Flight Number: 3987

Baggage tag number (10 digits): (b)(6)

Description of Baggage: NA

Missing Damaged item description: Tripod aluminum

NOI: Yes

Anything on the NOI: No

Special Notes: NA

1427 9/8/2015

Submitted on Tuesday, September 8, 2015 - 17:53 Submitted by anonymous user:

Submitted values are:

Categories: TSA Pre?®

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

Date: 2015-09-01

Approximate Time: 3:30 pm

Airline & Flight Number: United

Checkpoint/Area of Airport: Tsa

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: My wife and I bought TSA Pre, as we were told this would speed us through TSA screening. However, there was no TSA Pre line at Dulles. Our flight was from Zurich, Switzerland to Dulles, connecting to Cleveland. Their was a HUGE line, people with tight connections were cutting in front of us, it was ugly. We made our connection with minutes to spare, but it took 2 hours to get through customs, baggage and TSA. Had we known that TSA would not have the Pre service here, we would not have bought the service. Is there any way to get our money back?

==Passenger Information==

Name:   
Email:   
Phone:

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/7834>

1428 9/8/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 9/8/2015 11:15:27 AM  
-----

Name: (b)(6)  
Email: (b)(6)  
Complaints: My Complaint is Not Listed Here  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA  
486/United Airline/Dulles International Airport (IAD)/D1  
Comments: TSA made passenger miss flight for no reason.

TSA marked my son, (b)(6), for screening. But no one showed up to screen him either at the security checkpoint or at the gate. We arrived at the airport 2 hours before our Friday, August 21, 2015 flight. There were plenty of time at the airport.

United Airline wouldn't let him to board without TSA clearance. So TSA made my son miss his flight for no reason.

I am all for flight security. But if TSA chose to screen someone, please show up. Don't make the passenger miss his flight because TSA didn't its job.

1429 9/8/2015

Submitted on Tuesday, September 8, 2015 - 15:30 Submitted by anonymous user:

(b)(6) submitted values are:

Categories: Screening

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

Date: 2015-09-08

Approximate Time: 7:15 am

Airline & Flight Number: UA 5121

Checkpoint/Area of Airport: TSA PRE Secure Line Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

This morning the TSA PRE was huge with 4 lines forming and going all the way to the entrance of the regular screening.

Meanwhile there is a separate line next to TSA Pre that was completely empty with all the individual of TSA just doing nothing.

When I got to the entrance where you show the attendant that you are TSA PRE, I asked why the line on the right is empty taken we have a huge line for TSA PRE.

Reply: the line is to be used when you want to take then shoes off and take the laptop from the bag.

All do respect, if there is an empty line where the individuals are not performing any task, why a supervisor from TSA just tell the passengers that if do not mind taking their shoes of and taking the laptops out of their bags to jump to the empty line.

It just make no sense not telling people that an alternative exists and in order to benefit everyone a displacement of capacity would have benefit everyone.

It is just frustrating seeing such behavior taken we would probably have a different outcome if TSA was rated for their service to customers not the pro quo attitude.

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2257/submission/7779>

1430 9/8/2015

REASON for the call: Caller flew from Zimbabwe and rechecked her luggage in at Washington Dulles and they didn't properly close the bag and she is missing a perfume. The cap is in the suitcase but not the bottle. There was an NOI in the bag.

Date Time: September 8 2015, 0900 am

Gate Terminal: Gate D12

Airport: Dulles

Airline: United

Flight #: 5103

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

Bag Description: Big black London Fog suitcase, fabric, roller bag with wheels, orange tag on the handle.

Missing Damaged item description: Missing a perfume.

NOI: Yes,

Special Notes: N A

1431 9/9/2015

Call Reason-Caller traveled to Iran and is a pharmacist. She is taking 3 different prescriptions and is a cancer survivor. All of her medications were placed in one bottle in her checked bag. Someone opened the bottle and left it open. Some of the medications were missing, crushed, or disbursed throughout the bag. When at the destination her medication was not available due to sanctions in Iran. She stayed 3 weeks. If she had to stay 4 weeks, she would have died.

Why does TSA inspect her bag every time? . She was at the hospital for 8 days in Iran due to the lack of the medication.

. Caller wants reimbursement for all of her expenses.

Date Time of Incident: 08 10 2015 10:30 pm

Gate Terminal: Not Provided

Airport: Dulles

Airline: Etihad

Flight #: Not Provided

Bag tag #: Not provided

Bag description: Black regular size suitcase

NOI: Yes

1432 9/9/2015

On 7 September 2015, I took British Airways 216 from Washington - Dulles to London - Heathrow. When I arrived at my final destination, the TSA-approved lock I had on one of the bags I checked was jammed and would not open. Specifically, it appears that the end of the locking latch had been improperly forced into the lock, causing it to jam shut. I ultimately had to cut open the lock, rendering it unusable in the future.

When I opened my bag, I found TSA-OSO Form 1000, informing me that my bag had been inspected. I also found that a number of liquid items, which I had carefully wrapped in plastic bags to protect my items in case they leaked, had been removed from their plastic bags. Two of these items did leak and, because of the haphazard repackaging that had occurred, some of the liquid leaked onto the other items in the bag.

I understand that TSA has a job to do, but I am disappointed in the way my bag was searched. The items were repacked and the lock was reattached in a careless manner, causing damage to my property. Fortunately, it appears that I will be able to wash off all of the items affected by the leak, but I can never use that lock again. I would be grateful if TSA could provide me with a new lock, and I would be even more grateful if TSA were to exercise greater care and respect for passengers' possessions in the future.

1433 9/11/2015

Caller checked a bag that got a NOI. She says that the bag is now missing two phones.

Baggage Checked Date and Time: 9 9 (does not remember the time)

Flight Date and Time: 9 9 5:00 pm

Gate Terminal: (does not have)

Airport: IAD to Guatemala

Airline: Avianca

Flight #: AV572

Bag tag # (10 digit: (does not have)

Bag Description: a yellow and black Fingerline bag

Missing Damaged item description: a galaxy s4 and a galaxy s6 phone are missing

NOI: yes - nothing extra on it

1434 9/11/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 9/11/2015 4:29:17 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): Ua804  
Tokyo to Dulles. Security point after customs.  
Comments: Please address the long wait lines. It causes people to miss connecting flights. It is horrible after a 10-16 h flight to stand in a crowded, hot, dingy bad smelling waiting space. This is also no way to receive visitors.  
As a frequent travel I just remembered why I avoided Dulles for so long.  
Thank you.

1435 9/12/2015

Caller just came back from the airport, she had been overseas. Caller said her bags were wrapped in plastic and the plastic had been removed. She stated that her luggage is torn. She stated there is a gash in the top of her bag and there are some scratches on the side. She stated she wrapped them in plastic and that was removed. Caller flew from Afghanistan to Dulles to SC.

Mishandling RFI

CSM RFI-----Mishandling RFI  
REASON for the call:  
Date Time: 8:20am 9 12 15  
Airport: Dulles  
Airline: United  
Flight #: 3350  
Bag tag # (10digit): 4Q713067  
Bag Description: Red bag  
Missing Damaged item description: The bag itself was ripped  
NOI: Yes, nothing written or stamped

1436 9/13/2015

Submitted on Sunday, September 13, 2015 - 09:43 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: 2015-09-13

Approximate Time: 9:15 am

Airline & Flight Number: united flight 788 Checkpoint/Area of Airport: security checkpoint Name of TSA employee (if known): (b)(6) Please provide a description of your inquiry/comment.: This TSA agent is about to fall asleep. He is using the check stand to hold himself up. He's not alert, totally indifferent, and certainly doesn't present a professional demeanor.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/8895>

1437 9/13/2015

Submitted on Sunday, September 13, 2015 - 09:43 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: 2015-09-13

Approximate Time: 9:15 am

Airline & Flight Number: united flight 788 Checkpoint/Area of Airport: security checkpoint Name of TSA employee (if known): Lema Please provide a description of your inquiry/comment.: This TSA agent is about to fall asleep. He is using the check stand to hold himself up. He's not alert, totally indifferent, and certainly doesn't present a professional demeanor.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/8898>

1438 9/13/2015

Dear Madame/Sir,  
 good morning, my name is (b)(6). I live in Italy, my address is (b)(6)  
 (b)(6) On Tuesday 09/01/2015, as a passenger of flt. AF0027.  
 ETD 09.30 pm from Washington DC, Dulles Int. Airport (IAD) to Venice,Italy (VCE) via  
 Paris CDG.,my baggage was subject to inspection by TSA staff , as required by law. All  
 the contents were regularly returned to my bag. But the baggage strap (a common  
 Sansonite tipe,color green)which once closed I did put around the bag, was missed at  
 the arrival airport. I suppose either your staff could have missed to put it back again or  
 it was misplaced and it went lost during the remaining part of flight.  
 This reason for my report has the only aim to cooperate with you on this important  
 and essential job that TSA has to perform for the security of all the passengers. I  
 understand this is quite a petty issue, anyway a brief report to the staff that was on  
 duty that evening could avoid other similar cases in the future.  
 Thank you for your time. Sincerely,

(b)(6)

1439 9/13/2015

The caller s sister and nieces flew from Washington-Dulles to Islamabad, Pakistan. He  
 advised that there checked baggage had an NOI and several items are missing from  
 inside the bag.

Date Time: 9.7.15 @ 9:20pm

Gate Terminal: Not Provided

Airport: IAD

Airline: Qatar

Flight Number: Not Provided

Baggage Tag Number (10 digit): Not Provided

Bag Description: Not Provided

Missing Item Description: Miscellaneous clothing items, three watches, shampoo and  
 other cosmetic items

NOI: Yes

1440 9/13/2015

The caller flew from Washington Dulles to Brussels, and her luggage was inspected. Her  
 Asthma machine is missing.

Date Time: 09 10 2015 @ 5:50PM

Gate Terminal: Unknown

Airport: IAD

Airline: Brussels Airline

Flight #: 516

Bag tag # (10digit): Unknown

Bag Description: It is was a soft black suitcase.

Missing Damaged item description: The asthma machine.

NOI: Yes,

1441 9/14/2015

From: (b)(6)  
Sent: Sunday, September 13, 2015 11:35 PM  
To: TSA-ContactCenter@dhs.gov  
Subject: Inspection of my bag

Sir,

I took flight QR708/564 from IAD to DEL on 11th September. My baggage was inspected by TSA.

Among other things the bag had 4 cans on NiaGra starch, fully packed in transparent cover. The packing was ripped and the cans opened. I found all the the cans with caps opened. Two of the cans spray mechanism is broken, as you can from the pic. You will also note from the photos that one is damaged beyond repair.

The dove shampoo bottle was also handled so badly that the cap was loose with shampoo leaking all over the suitcase, damaging all other items in the suitcase and the suitcase itself.

I am not sure if you found what you were looking for but I can say for certainty that you would not have handled your bag so callously.

Is this SOP ?

Best regards

(b)(6)

HYPERLINK "<https://overview.mail.yahoo.com/mobile/?src=Android>"Sent from Yahoo Mail on Android

Attached was a NOI

1442 9/14/2015

Dear TSA,

During the the TSA inspection of my luggage at Washington Dulles Airport (IAD) on September 10. 2015, on my Lufthansa flight to Frankfurt and Venice, the reverse-painted glass shade of my antique American lamp has been broken.

I believe the breakage is the result of the TSA's neglect for the following reasons:

1. The lead-free glass lamp shade was securely wrapped in several layers of plastic bubble wrappings and placed in a wooden crate.
2. The wooden crate itself was also wrapped in protective wrappings allowing ample cushioning for potential shocks.

When I opened my luggage upon arrival, I found a TSA's "NOTICE OF BAGGAGE INSPECTION" and noticed that the wooden crate was opened and left open. Not only the the crate was left open, the glass-shade itself was unwrapped and left inside the open crate unwrapped and unprotected, causing its breakage.

I am writing this letter to ask what are the TSA procedures and the required documents/photos to file a claim for the damaged glass shade.

While we truly appreciate what you do for passengers' safety, we believe a little more attention to detail can save travelers properties from unneeded damage. Thank you.

Sincerely,

(b)(6)

1443 9/14/2015

Submitted on Monday, September 14, 2015 - 14:49 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: 2015-09-09

Approximate Time: 4:30 am

Airline & Flight Number: US 4953

Checkpoint/Area of Airport: Security

Name of TSA employee (if known): unknown Please provide a description of your inquiry/comment.:

I was told by a female screener I would have to have a full pat down because my hands had "chemicals" on them. I waited about 5 mins. for another female to perform the search. I was taken to a frosted glass room. Prior to entering the room the female staff member said she was going to use the back of her hands to pat down my breast, buttocks underneath my buttocks and down each of my thighs inner and outer. I asked her if it was a strip down search at this point she laughed several times and said "did I say it was a strip down". A male staff member brought my bags into the room and overheard my comment and started to laugh as well. The female staff then asked me if I had any sore areas on my body or a mental illness. She performed the search in an aggressive manner and at one point she apologized because I almost lost my balance. She left the room to "scan her gloves". While the door was open she told the other female staff who remained in the room with me "tell her she's good".

I believe your employees would benefit from customer service/sensitivity classes. Once I went through the scanner I encountered 5 of your staff members and only 2 were professional and courteous. The information was rattled off to me in a fast manner as we walked to the frosted glass room.

The other 3 staff seemed to think I was carrying a bomb or mentally ill for asking questions prior to being touched in a personal manner by stranger. My husband who happened to be standing outside the room said the male staff who walked out of the room prior to the search, was laughing and stated "she's scared now". My husband and I were very upset with the entire process. I understand hard jobs I deal with people daily as well, but I understand if it were not for the customer I would not have a job. Unprofessional staff who modeled unprofessional behavior to other staff as well.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/9223>

1444 9/14/2015

Submitted on Monday, September 14, 2015 - 18:15 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date:

Approximate Time:

Airline & Flight Number:

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: I am writing to complain about the consistently premature closing of the TSA Precheck checkpoint at Washington Dulles International Airport. The checkpoint has advertised hours of operation of 4:30 a.m. to 9:00 p.m. (see <http://flydulles.com/iad/security-information>), and as such I would expect it to accept passengers for screening up until 8:59:59 p.m. Instead, I have arrived at the checkpoint on numerous occasions several minutes before 9 p.m., only to be told that the checkpoint was closed. The last time this happened, on August 24, I was told by a TSA employee that "we usually close at 8:52 p.m." While I am not sure what hat that time was pulled out of, I would hope that you agree that passengers deserve an accurate advertised closing time, and reliable adherence by the TSA to that time.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/9326>

1445 9/14/2015

Dear TSA,

I flew from Madrid through Washington (IAD) to San Francisco (SFO) on Saturday, September 12th. Upon receiving my bags at SFO, I noticed that one of my bags had been searched by TSA (there was a note in the bag), hastily re-packed with little care for how the bag was initially packed or how the contents were folded/placed, and the bag subsequently busted at the seam and is now torn (see attached photos). Furthermore, my Merkur Long Handled Safety Razor was no longer in my bag when I unpacked. I had removed the razor blade from the razor before my flights so it would not be considered dangerous to anyone searching my bag (or myself upon unpacking) so there would be no reason for it to be discarded upon the search. My guess is that in the searcher's haste, they failed to notice that the razor had been removed or had fallen out in the process. Regardless, it's now gone.

I am therefore requesting that I be reimbursed \$110.99 for the cost of replacing my dufflebag and the cost of the safety razor.

Merkur Long Handled Safety Razor (\$26.99 on Amazon.com)  
Rogue Wear Club Kit Bag (\$84.00 on Roguewear.com)

Please advise how to proceed with the reimbursement process.

Thank you.

(b)(6)

1446 9/15/2015

Looks like your TSA complaint page is not working, was redirected here, so here are my comments.

Date: 9/14/2015  
Flight: DL3791  
Airline: Delta  
Airport: Washington Dulles  
Gate: B74

Apparently my checked bag was selected for "Baggage Inspection". (There were 2 TSA-OSO Forms in the bag) The 2 buckles on the side of the bag were not re-secured, and the velcro cuff that secures the 2 handles together was not re-secured. I understand the need to preform baggage inspections, but would expect the bag to be returned to the way it was found. Luckily the bag was not damaged in transit, but could easily have been with the buckles and handles hanging loose.

Additional Comment: At the TSA checkpoint, I was not in the TSA Pre Check line so had to remove my shoes. Everyone removed there shoes and placed them in a bin as is the procedure at every airport I have been through. The TSA officer at the X-Ray machine was removing everyones shoes from their Bin and placing them directly on the conveyor belt.

This created a mess where the items come out of the X-Ray machine since the shoes were not secured in a bin. Things would have gone smoother for the Officer and passengers if we had been instructed to place our shoes directly on the belt and not in a Bin, and even smoother still if the shoes had been left in the Bins.

Sincerely

(b)(6)

1447 9/15/2015

Mishandling RFI

REASON for the call: Caller flew back to India from Dulles and her locks are broken on her luggage. She found a NOI in her luggage and is wanting to file a claim for reimbursement for the clothes and make up that are missing from her luggage.

Date Time: July 7th @ 9:15 pm  
Gate Terminal: B  
Airport: Dulles  
Airline: Qatar Airlines  
Flight #: 708  
Bag tag # (10digit: ?  
Bag Description: black suit case  
Missing Damaged item description: clothes and make up is missing from her luggage  
NOI: Yes locks were cut off to gain access for screening.

1448 9/16/2015

Call Reason: - Callers wife flew to China from US. The TSA lock was gone and the zipper is damaged. They wrapped tape around her luggage. His wife s name is (b)(6)

Date Time of Incident: 09 14 2015 04:35 pm

Gate Terminal: A

Airport: Dulles IAD to Beijing

Airline: Air China

Flight #: Not Provided

Bag tag #: Not Provided

Bag description: 28 in suitcase Dark Blue American Tourister. Pattern is yellow lines

NOI: Yes

1449 9/16/2015

REASON for the call: He flew from Europe to IAD to Burlington VT. Two expensive Japanese knives were removed from his bag at IAD.

Date Time: 9 15 15 5:15pm

Gate Terminal: C28

Airport: IAD

Airline: United

Flight #: 2900

Bag tag # (10digit: NA

Bag Description: His suitcase is a large heavyweight suitcase (blue, rollerbag).

NOI: NO. There is an orange TSA sticker on the outside of his bag that indicates TSA IAD

1450 9/16/2015

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

Remote Client IP: (b)(6)

Date Time: 9/16/2015 3:40:24 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): #1659 #1661 Dulles and Tampa American and Delta

Comments: I must commend the agents at Tampa. Not only are they good but they have common sense. some of the agents at Dulles lack basic skills. I had medication in a jar that was 16oz. Tampa let me bring it in my carry on but Dulles made me check it. When I opened my suit case the jar cap had cracked and the contents were over my clothes. Not only that I had to pay \$25 for a small carry on to be checked. No wonder people can't stand them.

1451 9/17/2015

CSM RFI-----Mishandling RFI

REASON for the call:

Caller flew from DC Dulles to Denver, He checked in at Dulles at 6 PM at Gate 4 Yesterday.

His carry on bag alarmed and they opened it and removed his computer but did not put it back in.

He said he usually gets PreCheck and it has been a long time since he had to remove it and since TSA took it out they should have put it back in.

He said maybe his computer is laying around somewhere but if not he wants to know if I am giving him a claim #.

Date Time: 9-16-15 And was at the checkpoint around 6 PM.

Gate Terminal: Gate 4

Airport: Dulles

Airline: United

Flight #: 309

Carry on Bag Description: A black wheeled bag.

Missing item description: He believes it is a Dell Brand laptop computer. It was purchased by his employer.

1452 9/17/2015

To whom it may concern,

I was on United airline flight number:UA1701 from Washington Dulles to Tampa. The flight was delayed and then had to change planes. A very long day! I waited for my bike box to then find tape wrapped around it and the locks smashed open. I am not impressed as the bike box cost £435. I am serving military working at Macdill AFB and return to the UK next Saturday after a 6 month tour here. The bike box is broken and have taken photos so if require further evidence then I am more than happy to send.

It's now 0211 and I have to be in work in a few hours. I understand you have a job to do but to break my box is totally unacceptable and would like to know what is going to be done about it? I hope that you can help on this matter as I have no idea how I'm going to get my bike back to the UK!

Regards

(b)(6)

Mob: (b)(6)

Work: (b)(6)

1453 9/17/2015

Caller stated that on her flight from Dublin to Houston she got her bags late and noticed that her large Luggage had been damaged. The internal lock was damaged and she now has to buy a new bag. There was a NOI inside the luggage. She also stated that her luggage was late to her because the airline held these in IAD.

Dublin - IAD - Houston  
13 SEP 2015 @ 510pm (left DC)

(b)(6)

Bag: Samsonite, Red hard case.  
NOI: YES no writing or stamp

1454 9/17/2015

Disability Description: Caller s mother in law, (b)(6) has had a mastectomy and had a breast removed.

Incident Details: REASON for the call: Caller is calling to make a complaint about something that happened through TSA cares. His mother in law (b)(6) was flying from IAD to BNA and scheduled TSA CARES to help her through the screening. She had a breast removed and she was given a card to use and she was escorted by the PSS and they tried to make her go through the AIT and she gave them the card and said she couldn t go through it.

The TSO was rude and she was embarrassed they didn t listen to her. She had to tell them 3 or 4 times she couldn t go through the AIT and she had her breast removed. She raised her voice the fourth time and other passengers heard her. They acted like they didn t know what the card was. The PSS was in her mid 40s, dark hair and a female and the other TSO making her go through the scanner was male, middle aged, African American, tall and heavy set. His mother in law was crying because of what was going on. The PSS didn t speak up or try to help her. They made her get out of the wheelchair she was in and the PSS wasn t properly trained. His mother in law was wearing an orange and white shirt and she is a white female, 68 years old, 5 6, 150 pounds and his sister (b)(6) was traveling with her and she is a white female with blond hair.

Date Time: September 16 2015, 900 pm  
Gate Terminal: Terminal D  
Airport: Dulles  
Airline: United  
Flight #: 3761  
Bag tag # 10 digit: N A  
Bag Description: N A  
Missing Damaged item description: N A  
NOI: N A  
RESOLUTION to the caller s issue:  
Special Notes: N A

1455 9/17/2015

Submitted on Thursday, September 17, 2015 - 21:03 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: 2015-09-15

Approximate Time: 03:30

Airline & Flight Number: United 133

Checkpoint/Area of Airport: United International TSA security Name of TSA employee (if known): N/A Please provide a description of your inquiry/comment.:

My husband and I arrived at the United International terminal on Tuesday, September 15th on a flight from Munich Germany. It was United flight 133.

We landed at approximately 3:15 PM and quickly got through customs as we have Global Access Entry passes. Then we picked up our luggage and re-checked it for our next flight.

That is when the nightmare began. Hundreds of passengers were corralled like cattle into one hallway as several United flights landed about the same time.

Then we were herded into one lane that led to a maze of switch-backs for us to navigate. It took us 1 1/2 hours to get to one of the only four TSA security lanes that were open. There was no air-flow, people had crying children and babies, there were disabled people, and heaven forbid you had to use a restroom as you would lose your place in line. Basically it was inhumane treatment! All the passengers on our connecting flight were already boarded as we made it on final boarding, with a two-hour lay-over. Hundreds of those in line were going to miss their connections. I have several questions: We paid for Global Access Entry passes; what good are they if we have to wait in line and remove our shoes, belts, etc. like everyone else, to get through TSA security? In addition, almost everyone in line had "United TSA pre-approved" on their boarding passes. If we were pro-approved, why are we waiting in line again? Even if we had neither of these, we had all just been on United flights where we had gone through security before boarding. Why is it necessary to go through TSA security again?

This episode is such a bad reflection on TSA. What a way to welcome your citizens home, and what an impression for visitors from other countries!

Especially if it was their first visit. This was an embarrassment for any US airport, but especially in our nation's capital!

==Passenger Information==

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

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/10323>

1456 9/18/2015

REASON for the call: She indicated that her screening experience at IAD was unfriendly and unwelcoming. The TSOs were abrupt, unsmiling, unfriendly, and unwelcoming. She feels that we should make those visiting our country feel welcomed.

She indicated that she spoke with (b)(6) at the airport.

Date Time: 9 18 15  
Gate Terminal: Gate 21  
Airport: IAD  
Airline: NA  
Flight #: NA

1457 9/18/2015

Caller has a complaint about his checked baggage.

Date Time: 9-18-15 8:00 AM  
Gate Terminal:  
Airport: Washington-Dulles International  
Airline: United  
Flight #: UA 1190  
Bag tag # (10digit): (b)(6)  
Bag Description: Medium Canvas Duffle bag, brown in color  
Missing Damaged item description: Caller was uncertain of what was damaged because he wasn't at his destination yet. Just got his baggage. Caller said that he would call back with further information.  
NOI: Present (completely soaked by liquor bottles breaking)

1458 9/18/2015

Submitted on Friday, September 18, 2015 - 05:23 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: 2015-09-18

Approximate Time: 05:00

Airline & Flight Number: United

Checkpoint/Area of Airport: 1st one by United Check in Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: I am a PreCheck passenger unfamiliar with Dulles. I was directed to the area by the United counter for "ticketed passengers only". A lady looked at my boarding pass and directed me down the stairs. TDC officer was very nice, and took a good amount of time looking at documents, saying nothing about PreCheck. I asked an LTSO who was standing in front of lanes where to go for PreCheck. At that time I was told it was at another checkpoint upstairs, but that I could go through there since I was already there. I am aware of the difference in screening and knew I would have to remove my laptop and Cpap, which I did.

When my property was already in the X-ray and I had no choice but to proceed, I was informed that I had to take my shoes and light jacket off and go through the AIT. I was told that PreCheck was only in the other area upstairs. Why is expedited screening in a standard lane not honored at Dulles? I know I should have been permitted to leave my shoes on and go through the metal detector.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2257/submission/10354>

1459 9/19/2015

REASON for the call: Callers mother flew on 9-8-15 and she found a NOI in her suitcase. She is missing her jewelry bag and wants to know what can be done about this. She feels like since TSA also removed the lock and did not lock the bag they would be responsible even if they did not remove the jewelry themselves.

The baggage was checked under her mother s name: (b)(6)

Date Time: 09 08 2015 07:30 am

Gate Terminal: Gate 43

Airport: IAD

Airline: Etihad Airways

Flight #: EY 130

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

Bag Description: It is blue suitcase with a blue ribbon attached to one of the buckles. She also had a red monogram on the top. There was also a royal blue ribbon on one of the handles.

Missing Damaged item description: She is missing a dark blue cloth jewelry box with red piping and a zipper in the middle. It contained about \$3000 worth of sentimental jewelry. She is also missing the lock.

NOI: Yes- she does not have the NOI with her.

Special Notes:

She really wants someone to contact her about this. She said that her mother is so upset she can t even talk.

1460 9/19/2015

Caller found a NOI in her luggage. She said 2 hats are missing that were gifts from her brothers who live in Scotland.

Date Time: 09 18 15 8:10am

Gate Terminal: Not Provided

Airport: IAD

Airline: United Airlines

Flight #: Not Provided

Bag tag # (10digit): Not Provided

Bag Description:

Missing Damaged item description: 2 Scottish hats are missing that are blue. (Scotland written on the front)

NOI: Yes

Email: (b)(6)

1461 9/20/2015

I was on LH 419 IAD-FRA on 19/20 Sept and my bag was randomly selected for inspection. I want to thank the agents for apying absolutely NO attention to repacking my bag. I had specifically packed it originally so that relatively fragile items would not be damaged. Instead, after the inspection, the agent(s) put my laptop ON TOP of the fragile items resulting in significant breakage, this includes the heavier item being edge-on to my toileteries resulting in most of the containers being damaged and the contents spread throughout the rest of the toiletery bag.

I recognize the need for random security measures, and appreciate the difficulties that agnets may face in inspections. I specifically pack my bags to facilitate that process. I would expect that the agents would attempt to repack bags in the manner that the customer had originally packed them. I do not appreciate the apparent lack of concern or care for the condition of my property.

(b)(6)

1462 9/21/2015

Caller came back into the US and he says TSA opened their bags. He says TSA took a tube that had maps and art work in it out of the bag and did not put it back in. He feels they may still have it at Dulles. He says they had repacked the bag in a way they may not have had room to put it back in the bag.

CSM RFI-----Mishandling RFI

REASON for the call: Missing tube of items

Date Time: 09-14-15 at 5:44 pm

Gate Terminal: NA

Airport: Dulles to San Diego

Airline: United

Flight #: UA1144

Bag tag # (10 digit): (b)(6), he wasn t sure which tag was on the bag but these were Lufthansa tags

Bag Description: Large black 2 wheel, soft sided bag, it was covered in black duck tape  
Missing Damaged item description: Missing a tube that had maps and art work for his work

NOI: Yes

1463 9/21/2015

REASON for the call: Caller has an NOI and she is missing a valuable pearl necklace, bracelet and earrings and they were in a small clutch bag in boxes and they are missing. She flew from Bahrain to Kuwait to Dulles to Syracuse New York.

Date Time: September 20 2015, 0700 am

Gate Terminal: Terminal C

Airport: IAD

Airline: United

Flight #: 3776

Bag tag # 10 digit: (b)(6) caller is not sure which bag it was.

Bag Description: small carry on size, green flower print, tweed material, roller bag with wheels, brand unknown.

Missing Damaged item description: Missing a pearl necklace, bracelet, Tiffany earrings in a small clutch bag in turquoise box. The other was a small pink paper box.

NOI: Yes, blank.

Special Notes: N A

1464 9/21/2015

Reason for the call - He said that his items were not put back the way he had them. He wanted to lodge a formal complaint.

Airport - IAD

Airline - United Airlines

Flight Numbers - 719

Departure Times - 5:15 pm

Arrival Times - He arrived at IAD at approximately 2 or 2:30 pm.

Date And Time of Incident - 9 20 2015

Baggage Tag Numbers - (b)(6)

Description Of Luggage

Color - Green

Style - Army Issued Alice Pack

Size - Large

Brand - There is no brand name on the pack.

Was There An NOI - Yes

Was Anything On The NOI - No

Missing Damaged item description - He has not found anything missing or damaged.

Location Of Incident

Gate - D21

Terminal - Does not know

Phone Number - (b)(6)

Email - (b)(6)

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

Special Notes - He flew from Italy to IAD and then to LAX. His backpack has two straps that the TSO left open. He said that his wine was not put back in the cardboard box that he had it in. Half of his items were in his backpack and the rest of the items were in a plastic bag. He said that his backpack was in the plastic bag along with the other items.

1465 9/21/2015

Submitted on Monday, September 21, 2015 - 18:52 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: 2015-09-19

Approximate Time: 07:30

Airline & Flight Number: Southwest Airlines Checkpoint/Area of Airport: dropped my bags off outside-(b)(6) Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: I checked 2 bags about 7 am for a 9:35 Southwest flight from Dulles International to Denver. They always check my suitcase, as I'm an artist and carry paints with me. Inside my one bag was a 4inch by 4 inch "Macy's white gift box. My granddaughter gave me a pair of earrings for my birthday. I put the earrings under the cotton square and then closed the box up. Today I unpacked, as I arrived home sick Sat/Sunday. The box was there but NO EARRINGS. This was a birthday gift-tags still on. I resent the TSA employee that stole my gift. I'm asking you to review the film of the TSA checkers that Sat. am. Someone, who checked my bag took my new earrings. They are Black stone and gold accent hooks. It is difficult to think that Those People that you are to trust, searching your bags, stole your belongings. I believe that it is your responsibility to find this thief and return my earrings. Thank You, (b)(6). I'm a rapid rewards customer. (b)(6)

(b)(6)

==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/11234>

1466 9/22/2015

My family and I flew UA950 from Dulles International Airport on September 16th. Our duffle bag was inspected. The shoes were taken out of their boxes and not returned, so that they were not protected by the boxes as planned. A bottle was opened and not reclosed, causing the liquid to leak.

When I pack my family's bags, I do it in a way to ensure no damage during the flight. I would expect that anything that is inspected would be returned to the same configuration. Please ensure that your inspectors are aware that they should return an inspected bag as it was before they opened it and not cause damage to travelers' belongings.

Thank you.

(b)(6)

1467 9/22/2015

(b)(6)

Caller flew from WA to NY with United Flight 2520 and he got a notice of inspection in his bag. His lock was left in the open position.

Date Time: 9-22-2015 at 12:44 PM

Gate Terminal: D8

Airport: Dulles

Airline: United

Flight #: 2520

Bag tag # : (b)(6)

Bag Description: It is a black bag It looks like carbon Fiber.

Missing Damaged item description:

NOI: Yes with nothing on it..

1468 9/22/2015

Dear madams and sirs,

last month I had a round trip with my family through the U.S.

The flights were:

August 16th: AB 7248 TXL 13:00 JFK 15:40

August 22 th: DL 1160 IAD 11:30 ATL 13:27 (checked for EYW)

August 22 th: :DL 2036 ATL 15:15 EYW 17:17

September 5th: AB 7009 RSW 16:05 DUS 07.15+

In your notice you tell me that SOME bags will be opened.

But I had two airports of departure in the U.S. and three notices that the bags were checked!!!

I'm aware that the inspection is necessary and therefore I never lock the bags.

But when I arrived at Key West the bag was in an unacceptable condition.

All the paperwork was pulled out of the side pocket and pushed back in the main stowage place.

The papers were damaged, torn apart and dog-eared.

An outer pocket was opened but not closed again.

So the outer pocket hang out and was damaged.

What cheek!

That is drastically inconsiderate against passengers that are YOUR customers!!!

Why it's necessary to check the bag three times after two check in's and not

SOMETIMES as mentioned before?

What are the consequences for the officer that was working grossly negligence???

So what are your compensation payments?

Regards,

(b)(6)

1469 9/23/2015

The caller said his checked baggage was checked by TSA, and he said they damaged his desktop computer

REASON for the call: Damaged desktop computer

Date Time of Travel: 09 23 2015 9:44 am

Gate Terminal: Gate B76

Airport: IAD

Airline: Delta

Flight #: 907

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

Bag Description: large teal blue suitcase, American tourister

Missing Damaged Item Description: black desktop tower, Dell Inspiron

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: (b)(6)

RESOLUTION to the caller's issue: sent a claim form

Special Notes: The only items in his suitcase were a bowling ball, the desktop tower, and a few undergarments. He said TSA took the panel off of his computer and said it was bent internally. He also said there was some type of powder on his computer.

1470 9/23/2015

THIS GENERATED EMAIL HAS BEEN SENT FROM

<http://www.tsa.gov/contact/index.shtm>-----  
Remote Client IP: (b)(6)Date Time: 9/23/2015 6:30:33 PM  
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Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

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

Comments: I am a "trusted traveler" with TSA Pre and Global Entry Status. I got randomly eliminated from this on my flight on 9/23/15 from IAD to MSY on United #3782, which meant I had to go through the general security. While I did have premium designation, that meant absolutely NOTHING. The situation was a HORROR show. It took me over one hour to get through security. This was due to the fact that only a handful of available screening check points were open.

The situation was ridiculous. It was prime flying time (most flights departing around 5:00 pm) and ALL the screening check points should have been open. When I asked why this was the case, a TSA agent told me it was because of budget cuts. He further explained that the Department of Homeland Security gets a global appropriation from Congress and then DHS decides how to allocate this budget. RIDICULOUS. It is absolutely and outrage that passengers should be subjected to hour-long (or more) lines waiting to get through security because you are only operating at half-capacity. The line managers (not the TSA people) are RIDICULOUSLY incompetent, the TSA on staff were RIDICULOUSLY slow, and I barely made my flight despite arriving in plenty of time.

Something needs to be done to improve this situation, particularly at our nation's busiest airports (certainly at our Nation's Capitol airports). It should be a fairly straightforward exercise to set security clearance goals (it should never take more than 20 minutes to go through this process) and then figure out the volume of passengers and staff the security check points accordingly. The budget should follow these requirements. Furthermore, TSA should have a performance-based line item budget that allows accountability and data for both Congress and the DHS. Feedback forms should be provided ON SITE for real time information. And if the TSA is frustrated that it isn't getting enough resources, it should enlist the flying public to HELP get the resources need to make the flying experience better.

Yes we need to protect our planes and the public from terrorists or other bad actors, but it is absolutely UNACCEPTABLE that the TSA continues to get it so wrong.

Thank you for considering my comments, which are meant to be constructive.

1471 9/24/2015

Caller wants to know why his bag is always searched, he gets NOI. He had some damaged items when he came back from over seas. He flew from Brussels to Washington then to San Antonio.

REASON for the call: Damaged Items

Date Time: 09 12 15 @ 8:55 pm

Gate Terminal:

Airport: Dulles

Airline: United

Flight #: 3684

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

Bag Description: Grey and Black on 2 Wheels

Missing Damaged item description: 2 Glasses from Germany and a bottle of Beer from Germany

NOI: Nothing wrote on it.

1472 9/24/2015

Dear TSA officials,

Thank you for seeking feedback on your customer service. I know you have a very difficult job and I appreciate the work you do to both ensure our nation's safety as well as make people feel welcome in coming to the US.

I am writing to share my experience yesterday returning from a business trip to Copenhagen and arriving at Washington Dulles (IAD) with several of my colleagues. We were on Flight SK 925 which arrived around 3:00 PM to catch a connecting flight at 5:35 PM to RDU. We were able to make our flight, but did not reach the plane until well after 5:00 PM. My colleague and I were the last to board the plane and grateful to make it – however it should never have been that close. The time it took to be transported to the customs area, clear customs, retrieve our baggage, go through the security screening and then walk to a distant gate was long and stressful, totaling well-over 90 minutes. It was especially difficult for many European travelers who were worried about missing connecting flights and some of whom did not speak English. Several kind Americans allowed some of these travelers to advance in the lines so that could make their next flights. As a final insult in this long process, one of the security lines was shut down even as some people were still in line trying to hurry to reach connecting flights.

Most of the TSA agents I saw were helpful, but the overall system did not allow for a welcoming experience. I realize that money may not be available to help solve system problems but if it is then I would recommend the following actions be considered (from least expensive to most):

- 1) Provide better signage in multiple world languages to communicate the process and have courteous representatives at each station who speak multiple languages
- 2) Assign TSA agents as concierges for groups of passengers on each incoming flight – those agents should help guide their group through the entire process and ensure that connections are made as efficiently as possible
- 3) Conduct an international assessment of best practice procedures (for example consider Copenhagen) where visitors are welcomed and processed much more efficiently and effectively – I realize Copenhagen probably doesn't handle the same volume of passengers but there has to be a better way
- 4) Re-design Dulles to better handle the volume of international travelers

Thank you for allowing me to comment. I appreciate the job you and your colleagues are asked to perform and am grateful you are seeking pro-active ways to make

improvements.

Sincerely,

(b)(6)

(b)(6)

HYPERLINK "http://(b)(6)"

1473 9/25/2015

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

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Remote Client IP: (b)(6)  
Date Time: 9/25/2015 3:33:18 PM

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

Complaints: Disarrayed Items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sept. 22, 2015: UA 101 from Manchester (U.K.), went through customs @ Dulles Airport, prepared for second flight: UA 719 to LAX. The search took place as the suitcase was boarding LAX bound flight.

Comments: Once passed through customs, I decided to unload some items (mostly paperwork/catalogs/brochures) that was in my carry-on, into one of the checked suitcases, to lighten the weight on my shoulders as I barely weigh 100 lbs and the carry-on was hovering around 30 lbs.

These documents/precious Music archives were strewn all over the suitcase, messed up/crunched up and out of order. Next ...

Padded/protective zippered briefcase w/ additional important document/photo archives that was in the checked bag was unzipped, items strewn all over the suitcase (discovered this once unpacked @ home and horrified!) because TSA Officer was negligent in returning these crucial documents (that were removed) and to carefully re-zip all, back into the briefcase. Docs all crunched/trashed, so were the photos. Heartbreak!

Never knew print items about The Beatles, The Rolling Stones, Crosby/Stills and Nash and a visit to Liverpool for Beatleweek would be considered ... SECURITY THREAT, worthy of trashing! Since when did print items be considered same as ...liquid/gel and the like aka ... SECURITY THREAT?

Whatever happened to that clause in some Alien doc - ya know - the so-called 'U.S. Constitution(?)', that included something called the ... First Amendment? It's a fun read; try it some time....

Not only did these TSA Officers trash my Archives, they did a great job @ trashing The First Amendment right there in The Nation's Capital.

Congratulations.

We (want to) love you, Yeah, Yeah, Yeah (but you make it impossible).

1474 9/25/2015

Submitted on Friday, September 25, 2015 - 17:51 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

Please provide a description of your comment. :

Why isn't there a TSA pre approved security check at transfer customs at Washington Dulles Airport. As a result of this deficiency I missed my flight, and had to be rescheduled. And why is there another security check when we went through one at the start of my trip?

In Cicago I didn't have to go through the security check? Why is there TSA pre approved inconsistencies at different airports ? I.e. Liquids in and some locations out?

==Travel Information ==

Airport: VIRGINIA - IAD - Washington-Dulles International

Date: 2015-09-25

Approximate Time: 04:00

Airline & Flight Number: United 43

Checkpoint/Area of Airport: After customs point of entry Name of TSA employee (if known):

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

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2254/submission/12549>

1475 9/27/2015

The caller said that it took him 50 minutes to get through the checkpoint at IAD. He advised that only one screening machine was being operated, and there was approximately eleven TSOs standing around, not doing much to help.

Date Time: 9\27\15 at 11:40am

Airport: IAD

Airline: United Airlines

1476 9/27/2015

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

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Remote Client IP: (b)(6)  
Date Time: 9/27/2015 2:28:57 PM  
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Name: (b)(6)  
Email: (b)(6)  
Complaints: Long Lines / Lengthy Wait at Checkpoint  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA  
4001/United/Dulles International Airport/D30  
Departure: 12:52pm  
Comments: I arrived at the security line 1 hour before take off. The sign overhead  
before reaching security stated a 12 minute wait.

I waited in line for 50 minutes, way longer than I've waited in the past and I travel a lot.  
I missed the flight and so did many others.

Thanks.

1477 9/27/2015

Caller got a notice of inspection in her golf bag.  
Date Time: 9-26-2015 at 9:15 AM  
Gate Terminal: C23 but she took it to the bag to an alternate location because she is a  
stand by customer  
Airport: IAD to LAX to OGG  
Airline: United  
Flight #: 1444  
Bag tag #: (b)(6)  
Bag Description: It is a blue golf bag with a black cover. It said river bend on it in gold.  
Missing Damaged item description: One of the head covers was missing.  
NOI: Yes with nothing on it.

1478 9/27/2015

My son, (b)(6), traveled on Saturday, September 26 from Washington, Dulles (IAD) to Santiago, Chile (SCL) through Houston, TX. He checked an expensive backpack for hiking and a yellow duffle bag with items required for his 80 days of backpacking through the Patagonian wilderness.

He removed the strap for the hiking backpack that wraps around his waist. (This was done to make sure that it did not break in transit.) This is a critical piece of equipment that in NO way is a prohibited item to get through TSA.

I called the (866) 289-9673 phone number and had no ability to speak to an actual person.

I MUST get this strap to my son in Chile or his entire backpacking trip is RUINED.

Please respond to my email and provide a phone number where I can speak to a real person.

Sincerely,

(b)(6)

1479 9/27/2015

I was on United flight 989 from Dulles (IAD) to Frankfurt Germany (FRA) on 26-Sep. in my luggage I had a laminated copy of the inside cover of my passport. I received a Notice of Inspection in my luggage, and see that my passport copy was removed. I'm not sure if this happened in the U.S. or Germany. Is this standard procedure?

(b)(6)

Sent from my iPhone

1480 9/28/2015

PASSENGER: (b)(6)

UA 2017, IAD&gt;SFO

UA 35, SFO&gt;KIX

DATE OF FLIGHTS: Sunday, September 27, 2015 (arrival on Sept 28)

RE: damage/loss of property

## ATTACHEMENTS:

1 bag photo

1 pdf of boarding passes

2 luggage tags

Dear TSA,

First, I want to thank you for the important and challenging work you do to keep the skies safe. I appreciate that your job at all levels, from airport screeners to behind the scenes personnel, is often a thankless job. So thank you.

Second, I understand that TSA has every right to inspect any bag or item it chooses. I do not question or challenge that. I also acknowledge and accept that TSA reserves the right to open any closed bags or items as it sees fit. Further, I understand that opening bags and items sometimes requires the removal and/or even the destruction of locking devices. I have no objection or issue with these procedures (so long as the items cannot be opened in any other way).

But point three is what I object to.

Third, TSA does not have the right to wantonly cause damage to private property unless this is done in the extreme situation of destroying an item that, for example, appears to be a direct threat, such as a bomb or a dangerous chemical. I do not believe my medicated shampoo posed such a threat.

While I thank TSA and accept TSA's mission as I did in points 1 and 2 above, I received one of my two checked bags upon arrival at KIX (Osaka, Japan) airport dripping -- literally dripping -- with shampoo. I had carefully packed these bottles of shampoo with tape on their lids and then wrapped them in plastic to prevent the kind of spillage TSA caused with its carelessness. The plastic bags appeared to be ripped open by a savage. The bottles were empty -- completely empty -- caps off. It appears the inspector just dumped the bottles back in the bag without the lids on, never mind putting them back in the plastic bags.

I know you are dealing with millions of items each year. But that is no excuse whatsoever to be so careless. TSA is literally causing hundreds of thousands of dollars in damage to personal items each year, and it is doing so with impunity. This must stop. In this case, the bottle tops should have been re-taped closed, and then placed back inside the plastic bags as they were originally. I do not think that is asking or expecting too much of TSA.

I spent the first 2 hours at home upon my arrival trying to extract shampoo from everything. What a mess. Thankfully, there were no clothing items in the same bag (only other boxed and tinned goods), but everything stinks, everything is sticky. My bag was saturated. I scrubbed in the shower, then put it in the washing machine. I will let it

sit in the sun for a couple of days, but I doubt the stink will ever come out. I will most likely have to replace the bag (at my personal expense...the shampoo too, of course, a cost of at least US\$150).

Unless TSA is held responsible for this sort of damage, there will be no accountability and there will be no changes to its methods. Inspectors cannot be allowed to perform their duties with impunity for the damage they cause. TSA has to take responsibility. Current methods are unacceptable, and they need to stop.

TSA placed a card inside my bag with this email address. Therefore, you have invited me to contact you, and I am insisting that I get a reply in a timely fashion.

Thank you --

(b)(6)

1481 9/28/2015

Submitted on Monday, September 28, 2015 - 17:44 Submitted by anonymous user:

(b)(6)

Submitted values are:

Categories: Screening

Please provide a description of your comment. :

Complete inefficiency. It just took me 1 hour and 20 minutes to go through the security check point at Dukles airport. I missed my flight by 2 minutes.

If I would have gotten to the airport late, I would accept responsibility.

However, I missed my flight because of imcompetense of the TSA workers to process people. If TSA was a business, they would be out of business. I have flown over 300,000 miles and Dulles airport seems to be the worse.

Someone please fix it.

Why do Business Class passengers get TSA priority over economy passengers?

They are certainly no less a security threat. If it's because they pay more for their tickets, that seems like a conflict of interest.

==Travel Information ==

Airport: VIRGINIA - IAD - Washington-Dulles International

Date: 2015-09-28

Approximate Time: 17:30

Airline & Flight Number: DL1195

Checkpoint/Area of Airport: Downstairs

Name of TSA employee (if known): Most of them 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/2254/submission/13278>

1482 9/28/2015

Durante la inspeccion de mi equipaje desaparecio mis zapatos y una meia.  
Como puedo tenerlos de volta?  
Mi vuelo UA 861 Whashington Dulles to Sao Paulo Gru.  
Gracias

(b)(6)

1483 9/28/2015

Good morning,

I flew from Dulles airport to Paris (France) on Saturday afternoon and my golf bag did not arrive at destination but my 2 other bags did. I found the Notice of baggage inspection in my bag which makes me wonder if the inspection caused my bag to not make the flight which is annoying but not the end of the world as i had no golf planned for sunday nor monday.

I did however see that the ZIP on the bag is broken which is rather inconvenient as i cannot close & lock the bag properly.  
The lock on the bag is a TSA approved lock which i assume you could have opened or simply cut the lock as you have done in the past if required but you did not need to force the bag open via the ZIP.

I totally appreciate what the TSA is doing to improve flight safety but the repercussions of the damaged bag must be covered by someone.

Please advise how i can claim for the damaged bag.

(b)(6)

--

(b)(6)

1484 9/29/2015

REASON for the call: Caller was pulled for additional screening in Washington and BDO (b)(6) dropped her laptop at the checkpoint. She requested that claim forms be sent to both her work and personal email (b)(6)

(b)(6) She wanted to know how long it will take her to get reimbursement and what does BDO stand for.

Date Time: 08 10 2015 12:00 pm

Gate Terminal: Lane 26

Airport: IAD

Airline: United

Flight #: 3794

Bag tag # (10digit): NA

Bag Description: It was just placed in a bin.

Missing Damaged item description: Her apple MacBook air was dropped and it dented the computer as well as the screen was destroyed and shows blue and black.

NOI: NA

Special Notes:

1485 9/29/2015

Caller traveled from Heathrow to Dulles then to Louisville KY, she had a NOI. Caller said she had a cup that was broken.

REASON for the call: Damage Item

Date Time: 09 26 15 @ 5:05 PM

Gate Terminal: C 20

Airport: Dulles

Airline: United

Flight #: UA33

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

Bag Description: Smaller purple color bag.

Missing Damaged item description: Damaged Cup

NOI: Nothing wrote on it.

1486 9/29/2015

REASON for the call: Caller flew from IAD to LAS and they checked two bags. When they arrived to the hotel his wife s lock was cut off the bag and there was no NOI. He suspects the airline as the cause but wants to know if TSA inspected the bag or not.

Date Time: 09 28 2015 08:45 pm

Gate Terminal:

Airport: IAD

Airline: Frontier airlines

Flight #: 1125

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

Bag Description: It is a medium size black bag with rollers. There is blue yarn on the handle.

Missing Damaged item description: The lock was cut off the bag and placed inside.

NOI: NO

Special Notes:

He is wanting to know if TSA inspected this bag. The lock was cut off, placed in the bag, and there was no NOI.

1487 9/29/2015

Caller flew yesterday and when she received her baggage, her keyboard was broken. The batteries were loose and the folding mechanism was broken. It will no longer open or close.

Mishandling RFI (claim)

Date Time of Travel: 9 28 15 5:20 pm but bag was delayed and was put on the next flight

Gate Terminal: Gate C12 Terminal C

Airport: IAD

Airline: United

Flight # : 702

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

Bag Description: Grey Longchamps duffle bag

Damaged Item Description: Folding Bluetooth keyboard grey in color. Silver back and it was folded up in a black case

Was an NOI Present? (Checked only): Yes

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

1488 9/30/2015

The caller flew from IAD on Frontier airlines when she noticed her hair cream was spilled all over her bag and two massagers was missing from her checked baggage (NOI present).

Date Time: 9-30-2015 1:15pm

Gate Terminal: Z9

Airport: IAD

Airline: Frontier

Flight #: 1491

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

Bag Description: It s a blue and black rolling duffel bag with a separator compartment. There were two Smokey the Bear bag tags. It had a shoe string on the zipper.

Missing Damaged item description: She had a cream hair product that wasn t closed all the way and spilled all over her items. There also a triangle shaped massaging tool that is missing.

NOI: Yes.

1489 9/30/2015

I was on United flt no. 8833 on Friday Sept 18th from Dulles to Frankfort. Upon arrival to my hotel, I noticed my lock was off my suitcase. Upon opening my suitcase, I found the cut lock along with your notice of baggage inspection in my suitcase. I also noticed my electrical converter and adapters strewn about in the suitcase, out of the pouch I had stored them in.

I had used TSA approved locks on my luggage and do not appreciate the fact that my lock was destroyed.

Only in America!!!!

(b)(6)

1490 10/1/2015

Good day Sir/Madam,

I thought it necessary to write you in regards to the way in which my checked in bag was left after having been searched. The flight Emirates EK232 departed Washington Dulles(IAD) on the 19th Sept,2015. After arriving home I found my belongings in a complete mess and disorder. My dirty laundry was emptied from its sack, my shoes removed from its sack also then all left to mix with my clean clothing. My vanity kit left open which caused some of its contents to spill out also. Among all this mess I also found a TSA notice of inspection. I have had locks broken even when left unlocked as instructed by gate agents, but this time I felt compelled to write and express my concern about the treatment of my belongings. As a regular traveler to a the US my bag has been searched many times and I have no problem with that but please take care with our things.

Regards,

(b)(6)

1491 10/1/2015

Submitted on Thursday, October 1, 2015 - 12:54 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: 2015-09-29

Approximate Time: 15:30

Airline & Flight Number: UA 914

Checkpoint/Area of Airport: Coming out of Customs Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: First I was surprised that we had to go back through security since we were catching connecting flight in the same terminal. That said the fact that there is no precheck lane defeats the whole purpose of global entry. The real issue was that probably a majority of the people who were in line for almost ninety minutes to get through security were probably from other countries and the inefficient set up did not make the US look very good. This was made worse by the fact that one TSA employee stood there repeating instructions in a sarcastic and demeaning manner to people who may or may not have understood what he was saying in the first place. I found the whole situation to be an embarrassment for our country.

==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/14129>

1492 10/1/2015

Caller had to check his bag at Dulles and he had 5 items that he got from India and when he arrived in Kansas City was missing from his bag. There was a NOI in his bag.

Date Time: 10 1 2015 5:10 PM

Gate Terminal: N A

Airport: IAD

Airline: United

Flight #: 4037

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

Bag Description: Red and black backpack.

Missing Damaged item description: Hand carved and painted wooden owl, wrapped in bubble wrap.

NOI: Yes

1493 10/1/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 10/1/2015 9:50:45 PM  
-----

Name: (b)(6)  
Email: (b)(6)  
Complaints: My Complaint is Not Listed Here  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Dulles airport TSA Pre line  
Comments: The posted TSA Pre line hours are until 9 pm. I arrived at 856 pm and the line attendant was already closing it down. I pointed out the time and he rudely told me that it was close enough to 9. As a result I had to wait for 40 minutes in a long TSA line downstairs. Whoever was attending that line was neglecting his job by shutting down early and turning away passengers.

1494 10/2/2015

(b)(6) flew from Washington Dulles to Chicago. He informed me that he had an NOI. He is missing baseball cap.

Date and time of travel: October 1st at 7:00 A.M  
Gate or Terminal: Gate C18  
Airport: Washington Dulles  
Airline: United airlines  
Flight #: 3364  
Baggage Tag # (checked only): (b)(6)  
Bag description: Large red, hard frame, its a reaction bag, 2 wheels, handle extends  
Missing Damaged Item Description: Baseball Cap that is tan with a logo in the front of it saying Duck and Cover with a duck with a helmet on it  
Was an Notice of Inspection (NOI) Present? Yes  
Was there a timestamp or written notice on Notice of Inspection (NOI)? Yes

1495 10/2/2015

The caller stated she is very upset with TSA. She said her items in her checked bag were destroyed. She said her make up was all over her clothes. The caller stated it was all on her new jacket. She said there was not an NOI in her bag. She said she spoke with the supervisor at United airline and they said it was not them. The caller is upset with the supervisor. The caller stated her lotion was all on the inside of her bag.

Date Time of Travel: 10 1 15 flight was at 505 pm  
Gate Terminal: Gate C17  
Airport: Dulles, VA  
Airline: United  
Flight # 1803  
Baggage Tag # (Checked only – 10 digits) (b)(6)  
Bag Description: navy blue with grey dots and has a brown orange color where the zipper on it with wheels and handle  
Missing Damaged Item Description: underwear, coat, clothes  
Was an NOI Present? (Checked only): No  
Was there a timestamp or written notice on the NOI? (Checked only): N A

1496 10/2/2015

Submitted on Friday, October 2, 2015 - 08:11 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: 2015-10-02

Approximate Time: 03:00

Airline &amp; Flight Number: United 904

Checkpoint/Area of Airport: Transfer security following Customs reentry Name of TSA employee (if known): Unknown, Please provide a description of your inquiry/comment.:

While returning from travelling abroad, we encountered what I would interpret as total and complete incompetence on the part of three particular TSA screeners. We were forced to stand in a line that took in excess of 1.5 hours to work through before getting to the screening tables. Upon arriving we encountered three employees that were constantly bickering between themselves while the rest of us just stood there and waited for them to return to their jobs. One appeared to be a supervisor. Immediately before us were three people in wheelchairs. It appeared that this was the first time they had encountered this problem because it took in excess of 15 minutes to figure out how to screen them! All the while the line is growing larger and larger. At the same time in the adjacent line a young mother with a child that could barely stand on its own was forced to attempt to put her stroller through the xray machine. This stroller was obviously too large but several attempts to force it through were made before finally someone figured out that it wouldn't fit and allowed it through. Then they forced her to put her infant down standing on his own while she walked through the machine and then forced her to attempt to coax him through. Of course all the child did was cry for his mother and fell down. At this point all those present let out a combined groan and the officers allowed her to carry him through the machine.

All this was going on while the three continued to bicker between themselves leaving the other TSA agents apparently paralyzed. After walking through the metal detector myself and receiving a green light in the presence of another officer, I was forced to wait until one of the bickering officers said I could go. The officer that had me wait finally allowed me to continue after it became apparent that she couldn't get the attention of the "supervisor"

officer that continued to bicker with the others. Practically everyone there was frustrated to the point of anger, but alas no one dares to protest for fear of being targeted or even further detained. These TSA officers appeared to be untrained and inept. It looked as if they had been pulled off the street and given a uniform. In all it took me and my wife in excess of 2 hours to clear security! After we cleared security and were on our way, I asked one of the wheelchair attendants if it was like this a lot, and his reply was yes, all the time!!!!

In my opinion this was the most inept, unprofessional and inefficient experience I have ever had. I travel frequently abroad and have never experienced such a poorly managed operation!

This Airport is the arrival destination for many foreign visitors as well as domestic travelers. One might think that being located near our nations capitol that it would be a model of efficiency and courtesy. Instead it was a source of frustration, anger and ineptitude. After experiencing other major entry points into the U.S. and security in Paris and Heathrow, I found myself ashamed and appalled that this airport in our nations capitol represented us in such a poor manner. Someone needs to lose their job at this location! This level of ineptitude would never exist in the private sector as it

would run out of business in a manner of days due to incompetence.  
==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/14331>

1497 10/3/2015

The caller just landed, and his laptop is missing, he had an NOI.

Date Time: 10 02 2015 @ 10:55AM  
Gate Terminal: A19  
Airport: IAD  
Airline: Emirates  
Flight #: 232  
Bag tag # (10digit): (b)(6)  
Bag Description: It is a black Samsonite soft sided bag, with rollers.  
Missing Damaged item description: It is a Microsoft surface pro 3.  
NOI: Yes, nothing on it.

His International number + (b)(6)

1498 10/4/2015

Submitted on Sunday, October 4, 2015 - 16:45 Submitted by anonymous user:  
(b)(6) Submitted values are:

Categories: TSA Pre?®  
Where did this happen? VIRGINIA - IAD - Washington-Dulles International  
Date: 2015-10-04  
Approximate Time: 16:00  
Airline & Flight Number: United 937  
Checkpoint/Area of Airport: Uniyes International Arrivals to Domestic (C  
concourse)  
Name of TSA employee (if known):  
Please provide a description of your inquiry/comment.: This gate needs to be reviewed  
for the amount of traffic, improved traffic flow, and creation of a TSA precheck lane.  
==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/14850>

1499 10/4/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 10/4/2015 5:35:57 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 Dulles West checkpoint was 1 hour wait. Nearly missed our flight despite being there well in advance. Shame on you TSA for under staffing on Sunday afternoons. Very pitiful display of our government at work.  
Comments: Main terminal Dulles West checkpoint was 1 hour wait. Nearly missed our flight despite being there well in advance. Shame on you TSA for under staffing on Sunday afternoons. Very pitiful display of our government at work.

1500 10/5/2015

Caller is wanting information no why her luggage was searched because her medication in the luggage was dumped out.  
She has the pills in the daily dose container and her medically sealed for her inhaler was crushed to the point that she can not place this in her inhaler.

IAD - DTW  
3 OCT 2015 @ 1030a  
Frontier 1077  
Bag #: (b)(6)  
Description: Brown Color Print bag with black strap around it  
NOI: YES - no writing or stamp

1501 10/5/2015

To Whom It May Concern,

On Sept. 25th I was returning to MSP from IAD. When I retrieved my golf bag at MSP I found the buckles were left unfastened by your people. This could have resulted in unnecessary damage these buckles. Fortunately this was not the case but, your people really need to do this better.

In addition I may have been inclined to ignore the golf bag mishandling as due to haste. However, as I was going thru the personal inspection line I get to the other end of the line I saw that my CPAP bag had been consolidated from it's original tub to a second tub I had used.

I picked up the single tub believing all my possessions were there in only to find my loose cash and my watch were missing. I returned to the exit end of the inspection line and found my cash and watch was there but the TSA person said the tub had been knocked to the ground. Also contained in this same tub was another persons boarding pass.

I asked to speak to a supervisor told him what had transpired. He did tell me it would be advisable to put my cash in my bag which I acknowledged. He was polite and informative.

I was firm and did indicate to him that this isn't acceptable.

However I asked him to review the video and call me with an explanation of how my tub got knocked off the conveyor in the first place!! Moreover, there was no immediate action initiated by TSA personnel at the moment to rectify the incident.

I don't recall the supervisor's name but I did give him my phone number.

The time was I believe about 12:30 PM or there about. I was flying out on the 3:05 Frontier Flight to MSP.

To Recap: 1. When the tub was knocked off after exiting the inspection chamber there was no immediate action initiated by TSA personnel.  
2. Another party was adversely impacted by this incident  
3. The supervisor didn't respond to my request( I allow he may have been very busy)  
4. Golf bag was mishandled

Again, I would like to request an explanation of what transpired at the personal inspection site in Dulles. Failing that you can be certain that I will be more vigilant when I travel through Dulles a year from now if not sooner!

Thank you for your time and attention.

(b)(6)

Sent from my iPad

1502 10/6/2015

Submitted on Tuesday, October 6, 2015 - 04:58 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: 2015-10-03

Approximate Time:

Airline & Flight Number: Lufthansa LH417-LH624 Checkpoint/Area of Airport:

washington dc Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: My 13 inch mac book air and (grey) Galaxy note 2 have been stolen from my bag. It is an emergency that I get them back please.

==Passenger Information==

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

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/15343>

1503 10/7/2015

Call Reason: Caller states that his wife flew back into SEA from IAD and had checked a bag that got a NOI. He states that she had carefully packed her back but that things were just thrown back into the bag and some beverage cans were punctured and spilled all over and drenched everything.

Baggage Checked Date and Time: 10 6 5:00 pm

Flight Date and Time: 10 6 6:50 pm

Gate Terminal: B65

Airport: IAD to SEA

Airline: Alaska airlines

Flight #: 729

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

Bag Description: blue and black Nike sports duffel bag

Missing Damaged item description: see above

NOI: yes - nothing extra except that it is soaked also

1504 10/7/2015

Client flew from Europe to U.S., then from Dulis to Charlotte Unite Airline and Scandinavian

Date Time: 9-20-2015 17:10

Gate Terminal: C18

Airport: IAD

Airline: United

Flight #:3995

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

Bag Description: Standing traditional size, with handle, 2 wheels, Black, Lufansa name tag

Missing Damaged item description: Bottle of apple juice, broke and all over top and ruined new luggage. And got on a towel and ruined that. Towel and luggage were brand new.

NOI: Yes and no time.

1505 10/8/2015

I flew from IAD to DIA (Denver) yesterday and when I arrived and collected my luggage it was partially unzipped and contents spilled on the turntable! The zipper works fine; it was searched by TSA who did not close it up properly. My green toilet bag and contents were missing! I assume they fell out between the search and claim at the baggage area.

What is the process for filing a claim?

(b)(6)

Sent from my iPad

1506 10/9/2015

The caller flew to SAV from IAD, and was traveling with a golf bag as checked luggage. When (b)(6) arrived at his destination, he advised that he found that most of the compartments on the bag were left open, and many items were disarrayed. The caller advised that one of his golf shoes was missing, and the other was damaged on the sole of the shoe.

Date\Time: 10\8\15 at 2:28pm

Gate\Terminal: A-2F

Airport: IAD

Airline: United Airlines

Flight Number: 3361

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

Description of Bag: Black International Bag Concepts golf bag

Missing\Damaged Item Description: Foot Joy golf shoe missing, contents of bag in disarray.

NOI: Yes

1507 10/9/2015

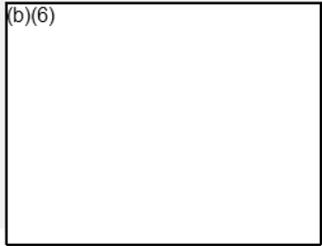
Dear Sir/Madam,

I traveled from Dulles International Airport to Berlin-Tegel via Copenhagen, departing on 10/7/2015 at 17:15 and arriving on 10/8/2015 at 9:55 (flights SK 926 and SK 1673). When I picked up my luggage in Berlin, I found a notice in my bag saying that it had been inspected by the TSA. Both my bag and my shoes have been damaged beyond repair in the inspection process. The casing of my bag has been cut open in four places, and the inner sole of my shoes has been ripped out (see attached photographs). I expect adequate compensation (\$150) for the damage inflicted on my belongings.

Should you require any further information, please contact me.

Yours faithfully,

(b)(6)

A rectangular box with a black border, containing the text "(b)(6)" in the top-left corner. The rest of the box is empty, indicating that the signature has been redacted.

1508 10/9/2015

Submitted on Friday, October 9, 2015 - 04:09 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: 2015-09-24

Approximate Time: 15:00

Airline & Flight Number: United 947

Checkpoint/Area of Airport: International Arrivals/Transfer Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

On a recent visit to the U.S. from Amsterdam to San Francisco via Dulles I encountered a most unpleasurable experience at the TSA international arrival transfer check point. During the entire security check process TSA agents were shouting to keep the line moving. I can understand and appreciate their attempts to make the security check move quicker, but confrontational shouting and blaming passengers did not make the queue move any faster. Let me be clear: This is not a complaint about a particular TSA agent! The agents themselves cannot be blamed for the poorly designed and disorganised security filter process—it's the lack of vision and planning of TSA senior management who should be held accountable. A carefully thought out and streamlined design of the security filter itself would certainly create an environment where they can direct their full attention to the paramount task of keeping air travel safe, providing friendly customer service, and reduce the need to shout at passengers.

I encourage TSA management to observe the new security filters at Amsterdam Schiphol and learn from their recently renewed processes and facilities: they have created a much more pleasurable and expedited experience.

Sincerely,

(b)(6)

U.S. Citizen

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/16304>

1509 10/9/2015

Submitted on Friday, October 9, 2015 - 13:44 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: 2015-10-09

Approximate Time: 13:30

Airline & Flight Number:

Checkpoint/Area of Airport: 26 & 25

Name of TSA employee (if known): All

Please provide a description of your inquiry/comment.: It's a holiday weekend and only two screening lanes are open. This is unacceptable. Folks are missing their flights.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2257/submission/16421>

1510 10/9/2015

Dear Sir/Madam

On 8 October I flew out of Washington Dulles bound for Johannesburg, South Africa with a connecting flight in Amsterdam.

Upon claiming my bag in South Africa I noticed my TSA approved lock was missing which was securing the contents of my bag and within the bag was the notification of a bag inspection. I certainly have no problem with my luggage being searched and appreciate the efforts of all the men and women of Homeland Security and the TSA in keeping the airlines and passengers safe. I do have a problem with the lock not being reattached to secure the contents leaving them vulnerable to theft. In the future I hope the TSA agents are more diligent in making sure the locks are replaced on the luggage and it is secure before turning it over to the airline.

Best regards,

(b)(6)

Sent from my U.S. Cellular® Smartphone

1511 10/9/2015

Hi there,

I received the response that they couldn't forward it appropriately as I'd not included the originating airport. I'd forgotten there are two in Washington DC. This was on a flight from Dulles.

Please could you forward to the team again with the additional information as they responded with a 'do-not-reply' email address?

Thank you!

(b)(6)

-----  
-----  
HYPERLINK

"mailto:(b)(6)

On 9 Oct 2015, at 16:24, <HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov> <HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov> wrote:

Thank you for your inquiry to the Transportation Security Administration submitted on 10/9/2015 at 11:24 AM. We have forwarded your email to the appropriate group for response.

Name: (b)(6)

Email: HYPERLINK

"mailto:(b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA100 Washington DC to Manchester, UK. October 8th, 6:40pm gate D19

Comments: When I got my bag back at Manchester I found that the TSA had checked it out. I have no issue with the bag being searched, however, all the strapping was left undone and the bag open for anyone to get into. We're constantly told to ensure straps are done up so they are not caught in machinery and leaving my bag open invites others less scrupulous to gain access to either take or add items. In this instance, had the straps at least been done back up, it would have been less noticeable to others that the bag was open. I realise that TSA agents have a lot to do, but ten seconds to redo two clicks for straps would have at least been thorough

1512 10/11/2015

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

-----  
Remote Client IP: 10.238.90.252  
Date Time: 10/11/2015 7:18:14 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): Dulles international from Frankfurt on 2015-10-10  
Comments: 2 hours to get through security, eventual missed flight. No recompense by united because it is TSA's fault, and certainly no chance of recompensation from TSA for lost time, hotel stay, and overpriced food.

All that and the whole thing strikes me as a waste of time statistically, which only makes the assault on my rights and time that much worse.

1513 10/11/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 10/11/2015 4:15:51 AM  
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Name: (b)(6)  
Email: (b)(6)  
Complaints: Long Lines / Lengthy Wait at Checkpoint  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Dulles Airport, UA 1968 from IAD to SAN, depart 3:53pm.  
Comments: I have flown in and out of Dulles several times over the past year and the lines are getting longer and longer to get through TSA checkpoints, way longer than other airports I am traveling in/out of. This most recent trip referenced above actually led me and several other passengers on the same flight to miss the flight. We stood there for over 20-25 minutes with no movement. There seemed to be plenty of staff, but no action. It was packed with passengers waiting to pass through. Out of the blue, a supervisor appeared and opened new lines and everything began moving again. There's no excuse for this and it is making me reconsider flying through Dulles anymore because of TSA inefficiency. Ensuring passenger safety is not what is going on here, it's mismanagement.

ID Date Added\_Date Only Contact Details

1514 10/12/2015

The caller just arrived in Boston. The caller has a NOI and the package was opened and the items were moved around and now he has broken items. The broke items is Champaign glasses.

Time and Date 10-12-15 departing at 8:30am.

Gate NA

Airport IAD

Airline JetBlue

Flight nu 56

Baggage Claim Nu (b)(6)

Description of Luggage Small black hard sided suitcase with 4 wheels.

Description of Missing or Damaged Item Champaign glasses.

NOI Yes. Nothing written.

1515 10/12/2015

Submitted on Monday, October 12, 2015 - 12:04 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: 2015-10-12

Approximate Time: 08:30

Airline &amp; Flight Number:

Checkpoint/Area of Airport: TSA Pre-Check and upstairs checkpoint before going down to the main security line Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

I was travelling with the CEO of my company and although I have TSA Pre-Check, he doesn't. At the upstairs screening, the TSA agent checking boarding passes was having a very difficult time reading the passes -- her primary responsibility is to read things, so I'd suggest that someone buy her a \$1 pair of reading glasses. I was using a mobile boarding pass and she neglected to notice that I have TSA pre-check. There was also no decent signage at her checkpoint to show where folks with pre-check should go.

When we got downstairs, I asked where pre-check is and the TSA agent said it was back upstairs. I was about to part ways with my boss, but the TSA agent downstairs stopped us and said he could go through pre-check with me. So, we trekked back up the stairs.

When we arrived at the pre-check line upstairs, the TSA agent there told us that he couldn't come through the TSA line. When we told her that the agent downstairs sent us both upstairs, she said, "if you want to stay together, you can go down that way" and pointed us to the handicapped lane. But she didn't say that that wasn't a pre-check line.

When we got to that lane, we noticed that most passengers were removing shoes and going through the scanner. By the time we were able to ask someone about pre-check, all my belongings were on the conveyor belt. I told the agents a number of times that I have pre-check, but they insisted that if I wouldn't go through the Xray, I had to have a pat down. Or, they told me I could pack all my stuff back in my bag and go back over to the pre-check lane. At no point in time did any of them even ask to look at my boarding pass and confirm if I did/didn't have pre-check.

Rather than backtrack for a 2nd time and go stand in yet another line, I chose to just do the pat down. Prior to when I had pre-check, I took dozens of flights, but I have never gone through the scanners. I have had dozens of TSA Agents do a pat down on me. In all the times I've been patted down, I have never experienced anything as slow, methodical, and painstakingly thorough as the one I had today. The agent was also a trainee -- so it took her even longer.

This was an incredibly frustrating experience and somewhat humiliating as well. Here's how you can keep it from happening to other passengers:

1. If an agent's primary job is to look at boarding passes, please make sure they are able to read the small print on all the different types of boarding passes. Get them a pair of reading glasses if they have difficulty. Or assign them to a different responsibility.
2. Don't give travelers the runaround. One agent told us we could stay together and

then others told us we couldn't -- we would have been perfectly happy to split up to go through screening -- but one of your agents sent us both upstairs to only later be told that we had to split up.

3. If you're going to send someone with pre-Check through a non-pre-check lane, tell them that's what is happening. I fly very regularly, but almost exclusively out of BWI or DCA, so I'm not familiar with IAD's layout -- at both DCA and BWI (and all the other airports I have flown through recently, including BOS, CHS, AUS, FLL), the pre-check lane is right next to a regular lane. Your agents were terrible communicators and really turned what should have been a simple process into something incredibly frustrating and irritating.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/17058>

1516 10/12/2015

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

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Remote Client IP: (b)(6)  
Date Time: 10/12/2015 5:37:50 PM  
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Name: (b)(6)  
Email: (b)(6)  
Complaints: Long Lines / Lengthy Wait at Checkpoint  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): IAD  
departure at 5:28 on Monday 12 oct.  
Comments: Over an hour to get through screening. Please try to do better. Users are paying for this security service in taxes and airline ticket prices. paul

ID Date Added\_Date Only Contact Details

1517 10/12/2015

Mishandling RFI

REASON for the call: Caller flew yesterday and had expensive alcohol in his checked luggage that is now broken. He is wanting to file a claim for reimbursement for the damaged items.

Date Time: Oct 11th @ 5:15 pm

Gate Terminal: A5C

Airport: IAD

Airline: United Airlines

Flight #: UA4805

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

Bag Description: had sided dark gray medium size roller suit case

Missing Damaged item description: 3 bottles of Saki was broken

NOI: Yes (Nothing was written or stamped on the NOI)

1518 10/12/2015

Dear Sir/Madam

On the night of Saturday, 10th October, my husband, (b)(6) flew from Washington's Dullus Airport to London, Heathrow.

His suitcase had few items. One side had a suit and the other had documents.

Part of the documents were expensively produced brochures which were wrapped in a cloth bag so they would not get damaged.

TSA searched the bag, and placed a card into it. Of course this is perfectly acceptable.

What is totally unacceptable is the lack of respect they showed for the cloth bag and its contents. The brochures were clearly literally just thrown back in to the suitcase, at all angles, upside down, right side up, free to move around the case as it was handled through the voyage. They were not even placed back into the cloth bag. It is not good enough to treat people's property in this manner. Also, they did not re lock the bag. With theft from suitcases at all airports in the world this was also unacceptable. If your department is doing a job then it must be done properly.

Your form says to write if anyone has a comment. Hence this email as I assume the TSA wants to know the quality of the work their staff performs.

Good wishes,

(b)(6)

Sent from my iPad

1519 10/12/2015

Submitted on Monday, October 12, 2015 - 12:16 Submitted by anonymous user:  
(b)(6) Submitted values are:

Categories: Screening

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

Date: 2015-10-12

Approximate Time: 12:00

Airline & Flight Number: UA3361

Checkpoint/Area of Airport: 26

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: This is a general complaint about the limited number of screening stations open during a busy holiday weekend. Several passengers, including myself are at risk of missing flight as there are only 2 lanes open. This is ridiculous as passengers are trying to skip line to catch their flights while each passenger that jumps ahead increases the likelihood of others missing theirs. Furthermore, there should be TSA staff to manage/prioritize passengers. At least today this is a complete mess.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/17063>

1520 10/12/2015

Submitted on Monday, October 12, 2015 - 13:20 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: 2015-10-12

Approximate Time: 11:30

Airline & Flight Number: United 1968

Checkpoint/Area of Airport: Security line Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

The guy who let me cut in line who was going to SFO. The nice woman going to Orlando. The handful of folks heading to SAN. 10, 15, 25...perhaps more. These are the number of people who arrived at security in plenty of time (1hour+) who missed their flight today. There were easily 300+ people in line with only two scanner lanes open. Were any of the TSA agents providing assistance or explanations? No. Were they advising folks to be ready to take their laptops out or take their shoes off to speed up the process. Again, no. Did they show any sign of concern when dozens of travelers asked if a lane could be opened for upcoming departing flights? Never. We saw TSA agents sleeping against the wall!!

I understand protocol. It's there for a reason. But there is also such a thing as common sense and courtesy. That was not evident today. If flight schedules are known months in advance, shouldn't TSA be prepared to assist during peak hours? As a frequent flier I have never encountered such lack of care and/or concern for passengers from the organization that is supposed to be in charge of our safety in the skies. Sadly, this is not the first time I have heard such stories at IAD. I hope, for the sake of all passengers, TSA takes a very close look at how IAD is running their operation because today's events were unacceptable. Last time this passenger flies in/out of IAD...

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/17090>

1521 10/12/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 10/12/2015 5:21:42 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): United  
NJ7K0Y Washington (IAD) to Austin  
Comments: My wife arrived at the airport 2 hours prior and still missed her flight  
because of your long lines! This is unacceptable, whatever the excuse! You have to find  
a way to be more efficient. Ridiculous.

1522 10/13/2015

The caller has a NOI and her coconut oil was open and is spilled on her clothes and  
suitcase. The caller states the officers went under her seal and did not close it back.

Time and Date 9-30-15 departing at 5:35am  
Gate NA  
Airport IAD to ORD to FLL  
Airline Southwest  
Flight Nu Does Not Have  
Baggage Claim Nu Does Not Have  
Description of Luggage Small black suitcase with wheels.  
Description of Missing Item Coconut Oil  
NOI Yes Nothing Written.

1523 10/13/2015

Submitted on Tuesday, October 13, 2015 - 18:08 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: 2015-10-13

Approximate Time: 17:30

Airline & Flight Number: UA3742

Checkpoint/Area of Airport: International Arrivals Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Inability to handle demand resulting in hundreds of passengers missing their connecting flights.

The attendant woman was opening people's wallets and counting their money during a huge rush. This typifies federal employees based on the comments of people in line.

We personally missed our connecting flight by less than 5 minutes... so even marginal competence would have been enough.

==Passenger Information==

Name: (b)(6)

Email:

Phone: (b)(6)

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/17532>

1524 10/14/2015

REASON for the call: 4 shock absorbers are missing from his checked bag. He asked if TSA confiscated the item and if so, how he can obtain it.

Date Time: 10 13 15 5:40pm

Gate Terminal: Gate A39

Airport: IAD

Airline: South African Airlines

Flight #:SA210

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

Bag Description: The bag is a black with blue trim duffle bag.

NOI: Present with nothing indicated.

1525 10/14/2015

Call Reason: - Caller travels with golf clubs. TSA did not bother to relock the locks on the golf bag.

His wife's golf bag was in disarray and ransacked. The straps are never reattached to the bags.

Date Time of Incident: 10 14 2015 07:40 am

Gate Terminal: Gate D11

Airport: Dulles

Airline: UA

Flight #: 1246

Bag tag #: (b)(6)

Bag description: 2 Black SunMountain golf bags with the standing wheels

NOI: Yes in both golf bags

ID Date Added\_Date Only

Contact Details

1526 10/14/2015

REASON for the call: Articles of clothing including a sock are missing from her checked bag. The contents were disarrayed. She asked if there is a way that she can visit the airport to see if the items are there.

Date Time: 9 28 15 8:48am

Gate Terminal: NA

Airport: IAD

Airline: United

Flight #: UA1718

Bag tag # (10digit: NA

Bag Description: The bag is green LL Bean suitcase with a yellow grip on the handle.

NOI: Present with nothing indicated.

1527 10/15/2015

Client flew on Tues received a noi from IAD on a United flight and glasses are missing

Date Time: 10-13-2015 3PM

Gate Terminal: unsure

Airport: dules

Airline: United

Flight #:988

Bag tag # (10digit: don t have in front of them

Bag Description: Blue bag,

Missing Damaged item description: glasses in black case

NOI: yes, but don t have in front of them.

1528 10/15/2015

REASON for the call: Caller had a flight June 4th from Dulles to Monterey California and she had some small figurines in her bag and had them carefully packed and some of them are broken. When she emptied most of the suitcase she found a NOI in the baggage. They did not repack them carefully and that caused the damage. They were wrapped in bubble wrap and the boxes were packed in the middle and when she opened the bag they were in an upper corner of the suitcase.

Date Time: June 4 2015, 100 pm

Gate Terminal: Main terminal

Airport: Dulles

Airline: United

Flight #: Unknown

Bag tag # 10 digit: Unknown

Bag Description: Beige with a black print, 26 x 9 size, chain link print and black trim, Bueno brand.

Missing Damaged item description: Three inch to six inches Humel figurines are damaged, heads broken off, one with a boy with a lamb and the lamb is broken off.

NOI: Yes, blank.

Special Notes: N A

1529 10/15/2015

Good morning

I wish to lodge a complaint regarding my suitcase which had its lock irretrievably broken and zip damaged by an overzealous TSA inspector at Washington Dulles airport recently. (The bag had already traveled from London to Washington and was just being transferred onto a flight to Hunstville, AL.)

Would you please let me know who I should contact in this respect?

Before you say "they are allowed to"... I wish to point out that my suitcase was fitted with a TSA approved lock, has traveled across the Atlantic a number of times before and previously been inspected by TSA personnel without a problem...it has never been damaged in such an atrocious way. The lock was openable by TSA without being cut and mangled. It was completely unnecessary for your agent to have caused such damage.

I look forward to your response.

Regards

(b)(6)

UK

1530 10/15/2015

CSM RFI-----Mishandling RFI

## REASON for the call:

Caller said she goes by (b)(6) but he name is (b)(6)

Caller and her husband (b)(6) flew home yesterday from Dulles to Pascal Washington and she had a NOI and is missing a letter opener from her bag.

She said the NOI mentions a search and mentions locks and she did not have a lock. Caller said she hopes that it may have fallen out during screening and wants to check on it because it is sentimental. She knows TSA looked at everything because they opened a box of things they were taking to their daughter.

She is headed to Canada later today on a short trip and has to pack again for that trip and wanted to go ahead and call about this.

She commented they traveled with friends and she has not called them yet to see if anything is missing from their bags.

At the end Caller said she will look carefully before she files a claim to be sure the letter opener is not found in the bag.

She commented her contents were not even put back close to the way they packed it.

Traveler: (b)(6) (The bag was checked in his name).

Date Time: 10-14-15 Departing at 2:41 PM

Gate Terminal: Does not know

Airport: Dulles IAD (to DEN and on to Pascal Washington).

Airline: United

Flight #: 1048

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

Bag Description: A large hardsided gray Kirkland brand wheeled bag.

Missing item description: A metal letter opener about 6-8 inches. It is copper colored with a stone inset in the handle.

NOI: Yes Nothing stamped or written on it.

1531 10/15/2015

Dear Ladies and Gentlemen,

after I've got my suitcase back in Germany, I've noticed that my baggage was inspected. This is absolutely ok, but now I miss my red suitcase-strap which was around the suitcase to identify the baggage very easy.

To inspect the baggage is one thing, but on the other hand I expect that my baggage is complete after the inspection.

I've paid 10 Euro for that strap and herewith I request the reimbursement.

Flight: LH 491, 14 OCT 15, Washington Dulles to Frankfurt,

My name is: (b)(6)

Address: (b)(6)

I am a German-Army Lieutenant Colonel and I know that security is very important!

Best regards

(b)(6)

1532 10/16/2015

Reason for the call: Caller left Abu Dhabi to the US yesterday. He purchased a bottle with sand and it was stolen from his luggage. He wants to know what he can do.

Date and Time (departure time and arrival time): 10-15-15 @ 10:55 am

Gate Terminal: Gate 69 Terminal 3

Airport: IAD to Charlotte to Greensboro

Airline: US Air

Flight Number: 5286

Baggage tag number (10 digits): (b)(6)

Description of Baggage: dark blue, travel pro brand, the main compartment has a mesh section.

Missing Damaged item description: It was in a brown paper bag, it was about 3 inches high with sand, it said Abu Dhabi on the front.

NOI: Yes

Anything on the NOI: No

Special Notes: NA

1533 10/16/2015

Submitted on Friday, October 16, 2015 - 08:32 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Broken Locks

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

Date: 2015-10-15

Approximate Time: 11:00

Airline & Flight Number: Delta dl1160

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Both locks were TSA standart and 1 was missing and the other that is on the suitcase (tsa too) was broken. This last one was not mine and I will have to buy a new suitcase to replace it. Four yeats ago I had another lock missing. I am all for security measures and I think it should continue but all I am asking is a little more respect on managing others property

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2257/submission/18190>

1534 10/16/2015

Caller flew out of Dulles airport and had coffee in his checked baggage. When he got his bag in Salt Lake his bags straps were not closed back and then the coffee was all over his clothes and items. He wants to make sure that all luggage is closed correctly. He wants to make sure that lids are tighten. There was a NOI in his baggage.

Date Time.....	Oct. 15 11:57 AM
Gate Terminal.....	???
Airport.....	Dulles
Airline.....	Delta
Flight #.....	1160
Bag tag # (10digit).....	(b)(6)
Bag Description.....	color of bag is black; duffle with purple trim; Large size
Missing Damaged item description.....	His can of coffee was not closed back and the grinds were all over his clothes items. The straps on his bag were not closed as well and this caused his clothes to be all jumbled up.
NOI.....	YES

1535 10/16/2015

Caller traveled last weekend and had an unlocked bag. She had a notice in her checked baggage. She had a child s purse damaged. It was placed in a bag and the bag was cut open and the purse handle was cut into.

Washington Dulles 10-9-2015 1:30PM

1536 10/16/2015

Submitted on Friday, October 16, 2015 - 16:56 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Broken Locks

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

Date: 2015-10-10

Approximate Time: 12:00

Airline & Flight Number: United 484

Checkpoint/Area of Airport: United Airlines baggage check Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: My checked bag was opened and searched. The contents appear to all be there, although in some disarray. However, my TSA approved lock was cut and evidently discarded.

Because my bag is closed by two zippers, the lock also serves to keep the zippers from coming open in transit -- security for my packed items. Per your policy, I realize that TSA takes no responsibility for any locks it destroys, but I am troubled that I made the effort to get TSA approved/keyed locks but that TSA still cuts them with impunity. Nor does TSA make any effort to re-secure the bag. And I also have to purchase yet another lock.

Is there no solution? Or is this just another cost/gamble of contemporary travel in America?

==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/18362>

1537 10/17/2015

Caller s wife traveled from Dulles to Houston Intercontinental.

Date Time: 10-17-2015 1040

Airport: Washington Dulles International

Terminal Gate: D1

Airline: United Airlines

Flight: 484

Bag Tag Number: (b)(6)

Description of bag: Black soft sided with wheels

Description of Damaged Missing Item: TSA approved lock

NOI: Yes No writing

1538 10/18/2015

The caller said she wanted to complain about TSA. She stated when she got her baggage her zipper was broken. The caller stated her zipper was never broken before. The caller said she has a lock on her bag with the zipper. The caller stated she had to go and said she would call back.

Date Time of Travel: 10 17 15 departed at 650 pm

Gate Terminal: Gate B65

Airport: Dulles

Airline: Alaska

Flight # 729

Baggage Tag # (Checked only – 10 digits): did not have

Bag Description:

Missing Damaged Item Description:

Was an NOI Present? (Checked only):

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

1539 10/18/2015

Dear reader,

On Tuesday the 29th of september 2015 I left Washington DC on flight FI644 which was scheduled to depart at 20:35. At Dulles airport officers of the TSA inspected my bags and found nothing of concern, unfortunately my suitcase was unlocked when it arrived at Schiphol Amsterdam (the final destination of my journey).

I believe that the TSA officers that inspected my suitcase unlocked the TSA lock I have, but did not re-lock the suitcase when it was returned to the cargo hold of the plane. This left my suitcase unlocked from Washington DC on to Reykjavik and from Reykjavik to Amsterdam, during this time personnel at Dulles (Washington), Keflavik (Reykjavik) and Schiphol (Amsterdam) had unrestricted access to my suitcase this could have resulted in myself being unwillingly part of a whole array of criminal facts.

I would like to urge the TSA to lock all bags after inspection, and (if possible) I would like this e-mail to be registered as a complaint.

With regards,

(b)(6)

1540 10/18/2015

Hello!

I just want to inform you about that you have destroyed the Bag zipper.

You made a baggage inspection att Dulles Airport. Fine. You do that.

But you are not allowed to destroy my zipper.

When my bag arrived at Gothenburg Airport, it was almost wide open, and the zipper was ruined.

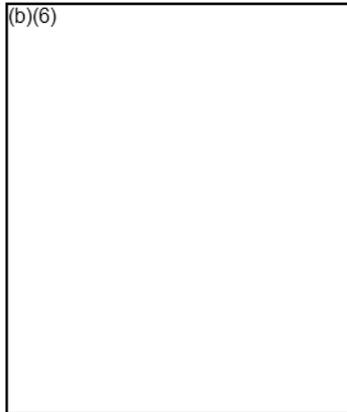
I got a new bag at the Airport.

Don't do this again. At least you could have belted it!!!

Best regards

-----

(b)(6)



1541 10/18/2015

To whom it may concern:

I just returned yesterday from Dulles International airport on flight 578 SWA to Sacramento. When I opened my luggage, I found your inspection notice.

First, I do appreciate that you are diligent in keeping us protected. Thank you.

However, I was not happy that whoever inspected my things did not take care to return them as I had packed them. I had several postcards, calendars and magnets from my travel packed as not to damage them. I found that the calendars were bent and one of the magnets (ceramic) was broken. I just wanted to ask in the future that more care is taken in repacking the luggage.

Sincerely,

(b)(6)

1542 10/19/2015

Caller wants to know why there was not precheck at IAD. He had it on his boarding pass. He would like to file a complaint. The officers informed him that there is never precheck at the airport.

Airline: United

Airport: IAD

Flight Number: 2922

Date and Time: Oct 18, came through screening around 7 AM

Baggage Tag Number: NA

Description of Luggage: he doesn't remember any of the officers, he was wearing green pants, red checked shirt, navy jacket.

NOI: NA

Anything on NOI: NA

Location: he doesn't know which checkpoint, it was coming in from international screening though

Email: (b)(6)

Caller is requesting that he gets an explanation as to why precheck was closed.

1543 10/19/2015

Call Reason: - Callers zipper is broken on her checked bag. She would like a claim form sent to her postal and email address.

Date Time of Incident: 10 18 2015 06:00 am

Gate Terminal: B73

Airport: Dulles

Airline: American

Flight #: 1173

Bag tag #: (b)(6)

Bag description: Dark Purple Samsonite large suitcase 27 inch

NOI: Yes

1544 10/19/2015

Caller flew last week from IAD to ATL and says that he got his bag back all torn up and ripped up and is now inside of a plastic bag. There was a NOI.

Baggage Checked Date and Time: 10 14 1:00 pm

Flight Date and Time: 10 14 (scheduled 5:00 pm flight) 10:50 pm

Gate Terminal: D14

Airport: IAD to ATL

Airline: United

Flight #: UA3758

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

Bag Description: green bag

Missing Damaged item description: the bag is torn badly and is now unusable and is inside of a plastic bag

NOI: yes - he is not sure where it is now

1545 10/19/2015

Submitted on Monday, October 19, 2015 - 18:31 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: 2015-10-18

Approximate Time: 17:00

Airline & Flight Number:

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Your incompetent baggage screeners left 2 notices in the same bag notifying me that they tampered with the contents. Under the FOIA, as of 5:25pm CST 19 Oct 2015, I demand the following information to be sent to the attached email address:

the agent's name and badge number who opened my bag, his/her supervisor name, supervisor contact number, and a minimum of 3 times the supervisor will answer the phone (my calls will not go to voicemail). You have 5 business days to respond with the required information, regardless of any technical anomalies or other policies you have regarding your expectations for getting back to customers (I HIGHLY suggest you expedite this, if needed). Further communication will be done solely via recorded phone call.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2257/submission/19071>

1546 10/20/2015

Caller is at the Washington Dulles airport and they only have one line open. She says there are about 20 TSA agents just standing around. She says there are passengers that will miss their flights.

1547 10/20/2015

From: (b)(6)  
Sent: Tuesday, October 20, 2015 10:15 AM  
To: TSA-ContactCenter@dhs.gov  
Cc: (b)(6)  
Subject: Fwd: (b)(6) / Forex MISSING from Baggage after TSA checking - Email Part 2

----- Forwarded message -----

From: (b)(6) <HYPERLINK  
"mailto:(b)(6)"  
Date: Tue, Oct 20, 2015 at 7:42 PM  
Subject: (b)(6) / Forex MISSING from Baggage after TSA checking - Email Part 1  
To: HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov  
Cc: (b)(6) <HYPERLINK  
"mailto:(b)(6)"

Dear TSA Team,

Yesterday i was travelling from IAD to LAS for attending ISSA exhibition @ LV...i travelled by flight no. UA 866.

When i reached LAS i couldn't find my baggage and UA team informed me that my baggage has missed my flight and would be reaching LAS by another flight and they will deliver the baggage @ my hotel WESTGATE LAS VEGAS RESORT & CASINO 3000. S, PARADISE ROAD, LV, NV, 89109, US.

At around 4am on 20th Oct'15...i got information from the Hotel front desk that UA has delivered my baggage.....and when i received my baggage ....the TSA LOCK was broken and my forex Approx. USD 2850.....was missing from my baggage.

I can't believe.....how could reputed TSA team could mishandle my baggage which had TSA approved lock.....and i can't that my forex will be missing after TSA check.

I am a common man....arrived US on 17th Oct'15 to attend exhibition (ISSA @ LV) & Hygienix conference @ Florida.....and that's the reason i was carrying forex as per above.

Pls. inform how can you help me to recover my forex.....otherwise i am in great financial trouble.....because of no fault of mine.

B/Regards

(b)(6)

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-----  
The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and permanently delete the material from any computer.

Attachment:  
NOI  
Broken lock

1548 10/20/2015

Submitted on Tuesday, October 20, 2015 - 15:34 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date: 2015-10-09

Approximate Time: 21:00

Airline & Flight Number:

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

I arrived at TSA Precheck in Dulles airport at 9:15 PM and was turned away and was told that is because "TSA closes at 9:00 PM". The fact that the checkpoint was still staffed and was being used by an airline crew that walked up a few minutes before me did not matter to the people working there.

Going thru the regular security checkpoint I asked why IAD doesn't do something like I've experienced in Newark, NJ when Precheck is closed. At Newark they issue colored cards to people with TSA Precheck status so that the screeners know to allow those individuals to proceed without having to remove shoes, laptops, etc. The manager of the TSA team at IAD told me that the reason it's not done at Dulles airport is because they don't have the right technology. This didn't sound right.

Whatever the reason, there is an inconsistency in the way TSA is handling pre-screened passengers at times when the Precheck lanes are closed. Why is this? Is it that hard to implement a common process so that we as passengers who've paid for the service know what to expect?

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2257/submission/19296>

1549 10/20/2015

Call Reason: - Caller would like for the TSA supervisor at Dulles to review this complaint. He had 4 jars of jam carefully packed in the checked bag. His items were completely rearranged in the bag. The jam was placed back inside the bag unsecured, not wrapped and next to each other. He was lucky they were not broken. He is very supportive of TSA, but would like some intelligence to be used when handling people's items.

Date Time of Incident: 10/20/2015 09:30 am  
Gate Terminal: Not Provided  
Airport: Dulles to Denver  
Airline: Southwest  
Flight #: 1428  
Bag tag #: Not Provided  
Bag description: Gold Hartman Suitbag  
NOI: Yes

1550 10/21/2015

Call Reason: Caller just arrived in IAD from an international flight and got a NOI in a checked bag. He states that he waited over 2 hours for his checked bag at IAD and was told by United that they had to track down a TSA supervisor to get it from us. He states that his bag went through customs in Dublin.

Baggage Checked Date and Time: 10 21 6:50 am (It was checked in at Heathrow)  
Flight Date and Time: 10 21 12:30 pm  
Gate Terminal: 423  
Airport: (London to ) Dublin to IAD  
Airline: (Aer Lingus and) United  
Flight #: (EI153 and) 127  
Bag tag # (10 digit) (b)(6)  
Bag Description: A black four wheeled Delsey bag  
Missing Damaged item description: The bag was rather late arriving.  
NOI: yes - nothing extra on it

1551 10/21/2015

Dear Officer of TSA Contact Center,

I am writing to you to complain about my recent experience at Dulles International Airport (IAD) on 17th October 2015. I flew in from Syracuse to IAD (UA4780) and had over 5 hours stopover before I boarded a flight to Amsterdam at 5.30pm (UA946). Upon arrival at my final destination at Kuala Lumpur, I noticed that my bag was not properly locked with the zippers not latched properly. When I opened my bag, I found a used glove left in my luggage (presumably used in the search).

I respect TSA's rights in checking all bags and in ensuring the security of all passengers. I have no problems with my bag being checked. In fact, my bag was previously checked when I had over 5 hours stopover also at IAD. I had no complains about it as the zippers were properly locked and everything was in good condition.

I am however not happy with the following when my bag was checked on 17th October 2015 at IAD:

1. The zippers of my bag were not locked after the bag was opened and which made my bag vulnerable for theft and also unauthorized insertion of any unlawful/prohibited items for the subsequent flights: IAD-AMS, AMS-KUL. The consequences would have been deadly for me if my luggage was misused to transfer prohibited substances into Malaysia since it was an easy target due to unsecured lock.

2. The fact that a glove was left inside my bag after the search. Is this part of the TSA search SOP to leave gloves in passengers' bag after a search? I do not know the source of the gloves or how the gloves were used to check luggage belonging to others that may have traces of unlawful items prior to being used for my luggage. As such, there is a possibility that the glove may contaminate the items in my luggage and I would have been flagged for traces of unlawful/prohibited items due to cross-contamination. If that were to happen, I would have been made vulnerable to persecution due to some careless mistake by one of your officers.

I therefore call upon TSA to revise the training of your officers and the SOPs so that such incident will not occur to other passengers in the future.

Thank you.

---

(b)(6)



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(b)(6)

+6

(b)(6)

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1552 10/21/2015

The caller is at the baggage dropoff at Dulles, and is waiting for a TSA agent to come check his rifle. He has been there for an hour, without getting his rifle checked.

1553 10/21/2015

From: (b)(6) On  
Behalf Of (b)(6)  
Sent: Wednesday, October 21, 2015 5:04 PM  
To: TSA-ContactCenter@dhs.gov  
Subject: Lost jewel

To TSA

I was on vacation visiting my son and on the way home to Denmark something unfortunately happent. My suitcase was opened by TSA.

Everything looked fine except my jewles was taken out of the small bags they were stored in . TSA have not zipped up the pocket where the backs were placed, so they were spread over the whole suitcase and one was missing.

I looked all over, contacted my son and my sister to ask, if I had forgotten it in their houses. But I remembered, I put it in the the suitcase.

I am talking of a silver ,slight S formed with devided in silver and black front side, and in the black was filled with small diamonds. The jewel was placed on a silver necklace.

It was the only but most valued of them all.

I am sending a copy of my ticket and the number on my suitcase was (b)(6) Stensgaard/B.

Please let me hear if you can find the jewel and what you are doing to find it.

Yours sincerely

(b)(6)

Attachment:

assenger Name Seats

(b)(6) MS Check-In Required

Airline Reservation  
Code  
Status  
Aircraft  
Meals  
BBL5DC Duration  
Confirmed Class  
BOEING 737-900  
JET  
Refreshment Stop(s)  
1hr(s)45min(s)  
United Economy

ID Date Added\_Date Only

Contact Details

Smoking No Distance (in Miles)

0

413

Please verify flight times prior to departure

Sunday Oct IAD FRA

18 WASHINGTON FRANKFURT,

DULLES, DC GERMANY

UNITED Departing At Arriving At

AIRLINES 22:05 12:00

UA 0932 Sun, Oct 18 Mon, Oct 19

Terminal Terminal

Not Available TERMINAL 1

Passenger Name Seats

(b)(6)

Check-In Required

Airline Reservation

Code

Status

Aircraft

Meals

BBL5DC Duration 7hr(s) 55min(s)

Confirmed Class United Economy

BOEING 777 JET

Dinner Stop(s)

Smoking No Distance (in Miles)

0

4081

Please verify flight times prior to departure

Monday Oct

19

UNITED

AIRLINES

UA 9533

Operated

by

LUFTHANSA

Passenger Name

FRA

FRANKFURT,

GERMANY

Departing At

13:10

Terminal

TERMINAL 1

Seats

BLL

BILLUND,

DENMARK

Arriving At

14:30

Terminal

Not Available

(b)(6)

Check-In Required

Airline Reservation  
 Code  
 Status  
 Aircraft  
 BBL5DC Duration  
 Confirmed Class  
 BOEING 737-300  
 JET  
 1hr(s)20min(s)  
 United Economy  
[View eTicket Receipt](#)

1554 10/21/2015

On Saturday, 17 October 2015 on a Delta Air flight out of IAD through ATL to PDX I checked my luggage, one piece. In the luggage was a bottle of prescription medicine containing Isosorb. Upon arrival home, there was a "Notice of Baggage Inspection" in the suitcase. Would TSA have removed that bottle from my luggage for some reason? The bottle of medicine was missing.

PDL

1555 10/22/2015

Caller found a NOI in his bag. When he opened the bag, some of the contents were scattered over his clothing. He has a wedding suit that he was going to wear. What can be done?

Reason for the call: caller wedding outfit is sodden with his toiletries.

On behalf of: himself

Airport: Dulles

Airline: American

Flight number: AA1173

Departure date and time: 10-22-2015, 0600 hrs.

Location - gate and terminal: B-73, Terminal B

Time of alleged incident: 0500 hrs.

Bag claim number (10 digit): (b)(6)

Bag description: blue and black, long suitcase

Missing or damaged item description: his clothes are soaked with the contents of his toiletries; toiletries emptied out.

HAZMAT or prohibited?: NA

Notations on the NOI: nothing written or stamped on it

Contact information: see above

1556 10/22/2015

Mishandling RFI

Reason for the call: Caller traveled from Dulles to England and states that her checked bag was handled very poorly. Caller brought frozen lemonade in her suitcase tied up in her checked bag, and states that TSA opened the lemonade in her bag and did not close it, and it is not all over her suitcase. Caller states that she had to throw away some of the items because of this incident.

Airport: IAD

Airline: United Airlines

Date and Time: 10 20 2015 10:00 PM caller states that she checked in about 8:15 PM

Gate and Terminal: C3

Flight #: 924

Bag Description: A standard dark brown leather suitcase with 2 wheels on it.

Bag Tag #: (b)(6)

Damaged Missing Item: clothes, suitcase itself, lemonade, cards, gifts, jewelry

NOI: Yes,

1557 10/22/2015

Dear Madams and Sirs,

I would like to hand in a complaint.

On Saturday, the 17th of October I was flying from Washington Dulles to Denver, via Mineapolis.

My back pack was during that journey from officers of your team inspected.

First I appreciate your care in securing a safe journey for us.

But secondly I have to mention that my bag was not really well closed.

The outer travel bag of my back pack was completly open.

And when I was opening my bag pack at my destination, one of my green tea packages was not closed properly. So half of my tea was spread all over my things in my bag and I had to throw this tea away.

That was frustrating because that tea was very expensive green tea and I lost almost half of my package, 30-40g, which has a value of around \$ 15-20.

I can understand that your officers have to be quick and efficient and I would very much appreciate if things could be sealed completly and put back as there were.

I dont know how you handle cases like this but is there a way to get a compensation for that.

I would very much appreciate hearing from you and your help in this.

Sincerely

(b)(6)

ID Date Added\_Date Only

Contact Details

1558 10/23/2015

Client flew out of IAD on OCT 15th to RNO, she had 2 jars of honey from her hive, they were packed in socks and in zip locks bags. The honey was opened and the tops were not put back how they were.

Date Time: 10-15-2015 9:30AM

Gate Terminal: Mid Terminal

Airport: IAD

Airline:Southwest

Flight #: 1428

Bag tag # (10digit: Unsure

Bag Description: LL Bean rolling duffle, Medium Blue, with grey straps, on the handle soft spongy blue thing, ID tag is a hard black plastic, with bright yellow covering.

Missing Damaged item description: Honey got all over everything.

NOI: Yes, no time stamp

1559 10/23/2015

We flew the above route today and on arrival in New Mexico we noticed that TSA had gone through our checked suitcase. My question is why a present to my brother-in-law, a softcover book wrapped in last Sunday's comics had to be ripped open.

Our suitcases have been gone through before, but this time the contents were not returned neatly in to the suitcase.

(b)(6)

Sent from my iPad

1560 10/23/2015

Caller traveled from Dulles to LaGuardia and his mail was opened inside a checked bag.

Date Time: 10-20-2015 1330

Airport: Washington Dulles International

Terminal Gate:

Airline: United Airlines

Flight: 3780

Bag Tag Number: (b)(6)

Description of bag: Black soft sided with wheels

Description of Damaged Missing Item: Mail inside bag was opened. Clear plastic cover was ripped off.

NOI: Yes No writing

1561 10/23/2015

Caller flew from Dulles VA to San Diego. She had a mouth appliance for TMJ that was missing from her checked bag. She said her bag did not make the same flight as she did. She has a notice that said TSA had screened her bag. She is having a lot of jaw pain since she has worn it in a while.

CSM RFI-----Mishandling RFI  
REASON for the call: Missing mouth appliance  
Date Time: 09-30-15 at 12:30 pm  
Airport: Dulles  
Airline: United  
Flight #: NA  
Bag tag # (10 digit): NA  
Bag Description: Large, Eddie Bauer bag, dark gray in color, soft sided bag  
Missing Damaged item description: Missing mouth appliance  
NOI: Yes

1562 10/23/2015

Submitted on Friday, October 23, 2015 - 16:05 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening  
Please provide a description of your comment. :  
my luggage was searched and clothes/luggage were damaged because items were opened and spilled although in clear bags tracking # pit (b)(6)  
==Travel Information ==

Airport: Other  
Date: 2015-10-16  
Approximate Time: 09:00  
Airline & Flight Number: united airlines Checkpoint/Area of Airport: dullus Name of TSA employee (if known):

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

==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2254/submission/20166>

1563 10/24/2015

The caller s spouses bag has missing items.

Date Time: 10 24 2015 7AM

Gate Terminal:

Airport: WAS

Airline: United

Flight #: Not Provided

Bag tag # 0141158070

Bag Description: Big Black suitcase

Missing Damaged item description: suits and shirts missing, workout supplement and toiletries

NOI: Yes

1564 10/24/2015

Hello,

I am writing to report the mishandling of my checked luggage when it was searched during my trip yesterday from IAD to CDG. When I arrived at my hotel, I saw the note inside my luggage indicated the TSA had opened and searched it. However, when I unpacked, I noticed that all but one pair of my socks were missing from the compartment they had been packed in. Your officers should be more mindful to resecure compartments after searching them so that travelers do not lose their property.

Is there a way to seek restitution from TSA for this loss?

Thank you for your attention.

(b)(6)

- Sent from my iPhone

1565 10/25/2015

(b)(6)

The caller wants to make a complaint. Her luggage was in disarray.

Date Time: 10.24.2015 5:30pm

Gate Terminal: Terminal 1

Airport: IAD

Airline: Virgin

Flight #: 22

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

Bag Description: Louis Vitton rolling suitcase, brown and beige in color.

Missing Damaged item description: everything was rolling up and shoved back in her bag, she wasn t sure if anything was missing yet.

NOI: yes, nothing written

Email: (b)(6)

RESOLUTION to the caller's issue: sent a claim

1566 10/25/2015

I regards to both flights:  
UAL 1466 IAD - LAX  
UAL 6453 LAX - SMF

Besides my name, confirmation number, flight numbers the luggage tag has this number on it:

(b)(6) which I assume is the tracking number for UAL.

It seems that besides some gloves nothing was missing from the bag contents, but what really is starting to bother me extremely is that, when my bags have been opened, the special TSA locks are never put back on.

My question is:

1. What happens to them all?  
Are they being sold in a pile on eBay, like years ago the nail clippers?
2. What is the point of buying these special locks (which are not cheap) if they are not returned on the zippers of each bag like they were before?
3. I assume putting cable ties or cheaper locks would do the same job?

I would appreciate an answer even though you may think this is only a small matter. After having lost 8-10 TSA locks over the last couple of years it is no small matter to me anymore.

I do hope to get a reply in the near future, Thank you.

1567 10/26/2015

REASON for the call:

The caller stated that he had a NOI and he is missing snack foods out of his checked baggage.

Date Time: 10 25 2015 around 7 PM

Gate Terminal: C17

Airport: IAD to Austin

Airline: United Airlines

Flight #: 445

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

Bag Description: It was a 5 foot by 1 and a half foot green duffle bag with wheels

Missing Damaged item description: He is missing a couple Asian snack foods out of his checked baggage

NOI: Yes

Anything on NOI: No

1568 10/26/2015

Call Reason: - Caller traveled from Columbia. He is missing a body of an expensive guitar.  
He saw the guitar in his bag when they conducted the inspection after he arrived at IAD.  
The electric guitar is red and black. The microphone on the guitar is gold. It is a 1965 Hopf (German brand)and is very rare and very expensive.

Date Time of Incident: 10 26 2015 05:00 pm

Gate Terminal: D1

Airport: IAD to Boston Logan

Airline: United

Flight #:786

Bag tag #: (b)(6)

Bag description: Black Samsonite medium suitcase

NOI: Yes

1569 10/26/2015

The caller is a FF. The caller flew from Frankfort, Germany to IAD to IAH and he has a NOI and the officers did not place the lid back on a bottle of duty free alcohol and the alcohol spilled on his clothes, the alcohol bottle broke in his suitcase, and his clothes were thrown back in his luggage and the straps were left undone. The caller wants to know if there is anything that can be done about the situation.

Date Time: 10-23-15 departing at 10:00pm

Airport: IAD

Airline: United

Flight #: 3725

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

Bag Description: Medium brown canvas bag with wheels and a yellow United tag on the handle.

Missing Damaged item description: The officers did not place the lid back on a bottle of duty free alcohol and the alcohol spilled on his clothes, the alcohol bottle broke in his suitcase, and his clothes were thrown back in his luggage and the straps were left undone.

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

1570 10/27/2015

Client flew from IAD to Africa, he received a NOI and 19 phones were missing.

REASON for the call:

Date Time: 10-25-2015 5:45PM

Gate Terminal: A15

Airport: IAD

Airline: TLM

Flight #: TL0652

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

Bag Description: Red bag and one was brown

Missing Damaged item description: lock was cut off, 12 iphones and 7 Galaxy were missing.

NOI: Yes,

1571 10/27/2015

REASON for the call: Caller is with Frontier Airlines and has a passenger (b)(6) who flew from IAD to MCO and his bag never arrived because TSA checked the bag and there was an NOI. It finally arrived and he opened the bag and he is missing chargers for his camera and the Ipad.

Date Time: October 24 2015, 430 pm

Gate Terminal: Gate 9Z

Airport: IAD

Airline: Frontier

Flight #: 1173

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

Bag Description: black backpack, 29 inch.

Missing Damaged item description: Missing chargers for the cellphone and I pad.

NOI: Yes, blank.

Special Notes: N A

1572 10/27/2015

Sir/Madam,

Thank you for the prompt response.

This feedback relates to Dulles IAD.

I hope this helps them to improve their service.

Thank you  
Ian

Sent from Samsung - please excuse brevity, grammar and spelling.

----- Original message -----

From: tsatcc\_do\_not\_reply@senture.com

Date: 27/10/2015 19:22 (GMT+00:00)

To: (b)(6)

Subject: In Response to your inquiry.

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.

We hope this information is helpful.

TSA Contact Center

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1573 10/27/2015

REASON for the call: Caller states she flew United on October 6th and her and her daughter were flying to Florida. Caller states she went through the security line and was fingerprinted after going through the glass area. Caller states she was pulled over to the other line and had some mens after shave that was taken from her. Caller states a female officer came over and patted her down 3 times and took her fingerprints numerous times. Caller states it took all of her effort to get to her flight and she is very unhappy that this experience happened to her. Caller asked why did this happen. Caller states she arrived at 7 am and her flight was at 9:15 am and barely made her flight and this is unacceptable.

Airport: Dulles  
Airline: United  
Flight #: 1830  
Date Time: 10-06-2015 8:00 am  
Bag tag # (10digit: NA  
Bag Description: NA  
Missing Damaged item description: NA  
NOI: NA  
Anything on NOI: NA  
Gate Terminal: NA  
Email Address and phone: (b)(6)

1574 10/28/2015

Caller traveled last weekend from Jamaica and she has a necklace that is missing out of her suit case.  
Date Time: 10 23 2015 8:30AM  
Gate Terminal: N A  
Airport: IAD  
Airline: American  
Flight #: N A  
Bag tag # (10digit: N A  
Bag Description: Hard Blue Samsonite very large.  
Missing Damaged item description: Necklace  
NOI: Yes

ID Date Added\_Date Only

Contact Details

1575 10/28/2015

Hello

My name is Jesper Bach. I was travelling from Washington (Dulles) to Orlando 24 October 2015 flight 1594 United Airlines.

My trip started in Copenhagen, Denmark, and I saw my suitcase in Washington. When I saw this again in Orlando the suitcase had been inspected. Unfortunately one out of four lockers was opened with force.

This was even though I had kept the suitcase unlocked as instructed on the website. (The suitcase can only be locked with a key which I did not use).

The suitcase is no longer usable due to the damage and I therefore kindly ask you to inform how I can claim my loss.

I attach Photos.

Thank you for your help.

Kind regards

(b)(6)

1576 10/28/2015

REASON for the call:

The caller stated that he and his family traveled from IAD to Denver and then to Ontario on Southwest Airlines.

Caller stated that he is missing a TSA Approved Lock and items were also missing out of his baggage but he did not have a NOI in this bag.

Caller stated that he had another bag that had a NOI but everything was returned properly.

Date Time: 10 14 2015 around 1:30 PM

Gate Terminal: NA

Airport: IAD

Airline: Southwest

Flight #: 283

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

Bag Description: It was a light blue rolling suitcase

Missing Damaged item description: He is missing his TSA Approved Lock, his glasses, and his GPS is also missing. His suitcase wheels were also broken.

NOI: No

1577 10/31/2015

Good day. At Dulles this morning.  
Overheard four TSA Agents in route to their next security stations use profanity in uniform. The F bomb, sh\*\*, etc.  
These agents were young but still no excuse for using this language in uniform and on the job. Customers, like me, still were within ear shot of this unprofessional behavior,

Just want to raise concern with the Director for the Dulles Operation. His/her team needs to be reminded of their professional responsibilities when wearing the uniform and representing our government.

Thank you

(b)(6)

Sent from my iPhone

1578 11/1/2015

The caller s son flew from Washington on United Airlines an his cookie dough was removed from his checked bag. The caller was upset because the cookie dough was given to his son by his grandmother.

Travelers Name: (b)(6) was traveling to London

Date Time:11 01 2015 9:01 AM

Airport:IAD

Airline: United Airlines

Flight #: 122

Bag tag # Not Provided

Bag Description: Not Provided

Missing Damaged item description: Cookie Dough in a plastic bag about one pound was removed from his bag.

NOI: Yes

1579 11/1/2015

Hello from France,

My suitcase was control by your services at the Washington Dulles airport on the 28 November 2013, flight AF055.

I own a brand new Samsonite suitcase equipped with a TSA lock

I am very unhappy because the zipper was broken to open my suitcase

This bag is expensive and I have bought it because it is equipped with this TSA lock

I understand the fact you search our suitcase for our security but you could have more respect for our property.

Regards,

(b)(6)

1580 11/1/2015

Submitted on Saturday, October 31, 2015 - 19:33 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

Where did this happen? Other

Date: 2015-10-28

Approximate Time: 08:00

Airline &amp; Flight Number: UA4015

Checkpoint/Area of Airport: security?

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

Since you do not helpfully provide another pull down menu after "other" to write in which airport "where this happened" I will start with this information and then write my entire letter AGAIN, detailing the complete and utter lack of respect shown by one of your "professionals" at Washington-Dulles airport.

FLIGHT UA4015 IAD-YOW (Washington Dulles to Ottawa) WEDNESDAY OCTOBER 28, 2015 DEPARTING 08:07 ARRIVING 09:32

I have already written a rather long letter of complaint, but it seems I forgot to include at which airport this occurred. As I explained in my first sentence it would be helpful if another pull down menu, in which information could be freely written, followed the mandatory entry of "other".

So here is the same information. AGAIN.

When I opened my checked luggage bag once I was at home I saw (along with the TSA card informing me of an "inspection") A HUGE MESS. I was shocked, since it looked nothing like the last time I saw it, after I had packed it. I spend considerable time packing, time to ensure my clothes are not wrinkled, time to ensure my fragile items are carefully wrapped and time to ensure breakable liquids (SUCH AS A BOTTLE OF RED WINE) are carefully wrapped in Styrofoam sleeves (easily removable and EASY TO PUT BACK ON) and then wrapped at each end with clothes to help ensure the bottle doesn't break and everything in my suitcase is not soaked in red wine. We have all seen luggage handlers out on the ramp move luggage throwing luggage around and we all know to do our best to pack accordingly and hope for the best. But when the wild animals at Transportation Security trash everything in my bag, tossing to the side the Styrofoam sleeves I put on my wine, emptying a gift can of its contents and putting it back in, UPSIDE DOWN, with the end sticking out of the can and unrolling all of my carefully packed clothing I have to wonder how much "dignity, respect and courtesy" (this comes as a direct quote from my reply letter, as to how customers and their items should be treated) they have for anything. I was under the impression that these are professional people, earning a decent wage. I see no reason for them to act like animals, or children. I am a tourist. I have nothing to hide. Please, feel free to do your job and look through whatever you need to. But have some RESPECT for my belongings and for the time and effort I put into taking care of my belongings.

I am thoroughly disgusted with the lack of professionalism.

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

ID Date Added\_Date Only Contact Details

Phone:

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/23100>

1581 11/1/2015

Thanks for your reply but it does not satisfied me.  
My luggage has been inspected by one of your agent, as I had the leaflet in my luggage. Nothing has been stolen, one of your agent has just broken the zipper of my luggage instead of opening the TSA lock I have on my luggage.  
This one is a new one \$400 cost.  
What's the point to use a luggage with a TSA lock if you prefer to damage the luggage of the passenger ?

I have a priority tag on my luggage and I do get it very fast at the arrival, which do give much time to someone to have a look at it.  
Your agent certainly have it longer in hand especially when you check it.

Regards

(b)(6)

Début du message réexpédié :

De : (b)(6) <HYPERLINK  
"mailto:(b)(6)"

Objet : comments

Date : 1 novembre 2015 13:28:43 HNEC

À : HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov

Hello from France,

My suitcase was control by your services at the Washington Dulles airport on the 28 November 2013, flight AF055.  
I own a brand new Samsonite suitcase equipped with a TSA lock  
I am very unhappy because the zipper was broken to open my suitcase  
This bag is expensive and I have bought it because it is equipped with this TSA lock

I understand the fact you search our suitcase for our security but you could have more respect for our property.

Regards,

(b)(6)

1582 11/2/2015

Hello,

My name is (b)(6) and I travelled from Dulles Airport in Washington DC two days ago on Saturday Oct 31, flying to Beijing on Air China. On unpacking my baggage after arrival in Beijing, I was disappointed to find that the package of the new set of kitchen knives I had bought for my wife in Beijing (packed in my checked baggage) had been opened, and two of the best knives in the set were missing. This is now the second time that I have found items missing from my baggage inspected by TSA (the first time was last year, when a laptop computer (I had bought 2 as gifts for our housekeeper, but only one was left in the baggage) went missing. Needless to say, I am very disappointed by these items having gone missing, spoiling the present I had been looking forward to give to my wife. In future, is there any way I can have my baggage inspected in my own presence to avoid such occurrences from happening again?

thanks, (b)(6)

1583 11/2/2015

To whom it may concern:

I flew from Dulles Airport to Abu Dhabi on 10/30 and my bag was inspected. I received a notice of the baggage inspection in my suitcase when I opened it in Abu Dhabi. I have had my bag inspected before, but this time the inspector did not put my TSA certified lock back onto my suitcase. I purchased this lock so that I can use the lock in hotel rooms while I travel, and I really don't appreciate that whomever inspected my bag did not put it back on.

Is there any way to recover the lock and have it sent to my house in DC? Or to be reimbursed for the lock since it was taken by TSA and not put back? In the past there has been no issue with my bag being inspected and the lock put back on, so I'm assuming it was just forgotten during the inspection. Regardless, I would really appreciate it if it could be replaced, since I purchased the TSA lock because I thought it was OK to use and did not expect it to be taken from me. Please advise.

Thanks,

(b)(6)

1584 11/3/2015

Caller just returned from South Africa from DC.  
Both his bags were inspected by TSA.  
One bag was wrapped in TSA inspection tape, the other had a lock that was missing and an item that was not his.

Date Time: 11.2.2015 525pm

Gate Terminal: E37

Airport: IAD

Airline: South African Airways

Flight #: 210

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

Bag Description: one is blue hard sided bag and the other was a black soft sided bag, both are about 5 feet long

Missing Damaged item description: item that does not belong to him is a black and yellow strap for clothes

NOI: no writing or timestamp

He did not want a claim, just wanted to make sure that his items were taken care of.

1585 11/3/2015

Caller said his parents traveled overseas last week from IAD and their baggage was selected by TSA to be searched. A valuable item in their bag was broken. The item was a microwave.

The bag was in the name of: (b)(6)

Date Time of Incident: 10.25.15 Checked in Bag around 04:00 p.m. Flight Time: 05:55 p.m.

Gate Terminal: N A

Airport: IAD

Airline: Swiss Air operated by United.

Flight #: 3201

Bag tag #: 00 160 341 33

Bag description: Regular Size, Black, Duffel bag with wheels. The Microwave was wrapped in 3 or 4 blankets.

NOI: YES There was nothing handwritten or stamped on the NOI

Email: (b)(6)

1586 11/3/2015

Good afternoon. I have recently returned from the USA through Dulles airport and I have a very serious issue with the TSA and their handling of my property. We were on flight UA 100 from Dulles to Manchester, UK at 19 10 on Friday 30th October. We received notification of the inspection of our suitcases via the leaflets inserted on top of our items in our suitcases. We have experienced this many times and thought nothing was unusual. Upon a further search of one of our suitcases we discovered that another passenger's property had been inserted into our suitcase. I was incredibly angry and concerned by this lack of professional care of passenger goods and property. I was angry for two reasons. Firstly, I consider the opening of my property outside of my presence as an infringement of my human rights as it is but the very fact that you staff were able to plant property not belonging to us into our suitcase is nothing but disgusting. My brother had an ipad stolen from his case by a member of the TSA staff, who is to say that your members of staff might not plant drugs or other illegal items in suitcases. As we are not present, we are vulnerable to the criminal element that are obviously present on the staff in some airports. The other issue that the item planted was medication belonging to another person. This medication is prescription only and would be so in my country. We have tried to make contact to see if we can return this item via the MD who filled the prescription. If this person needed their medication, they have obviously now lost it and the nature of the medication could be harmful to their health. If this person is outside of the UK, Royal Mail would confiscate the item should we try to post this back to the USA.

I am incredibly unhappy about this and want a prompt explanation and a possible resolution for the passenger whose medication has effectively been stolen by a member of your staff. Should I not receive a satisfactory explanation, I will take this further to the US Government.

Yours sincerely,

(b)(6)

(b)(6)

"Before acting on this email or opening any attachments you should read the Manchester Metropolitan University email disclaimer available on its website <http://www.mmu.ac.uk/emaildisclaimer> "

1587 11/4/2015

Caller flew from IAD with Untied and when he received his luggage, his books were damaged.

Mishandling RFI (claim)

Date Time of Travel: Nov. 4th at 5:25 pm

Gate Terminal: Gate 22 Terminal C

Airport: IAD

Airline: United Airlines

Flight # : 3332

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

Bag Description: Purple rectangular roller bag. There was a traveler ID card in a purple color.

Missing Damaged Item Description: Expensive books from a museum were damaged. The pages and covers are bent and there was a mark on one of the pages.

Was an NOI Present? (Checked only): Yes

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

He also stated that he applied for PreCheck paying the \$85 dollars but he doesn t receive PreCheck anymore.

TSA Application Program CBP Trusted Traveler

1. Have you received TSA PreCheck in the past? Yes
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? Yes
3. Have you committed a violation at the TSA checkpoint? He did about a year ago he was at LAS and he accidentally took an empty magazine from a gun with no bullets.
4. When making a reservation, have you confirmed that your Date of Birth (DOB) is correct? Yes
5. When making a reservation, have you confirmed that your Name is correct? Yes
6. When making your reservation, have you confirmed that your Known Traveler Number was entered in your reservation correctly? Yes
7. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? Yes
8. Do you have a valid unexpired CBP Membership? (CBP TT s only) Yes

Known Traveler Number (KTN): (b)(6)

(b)(6) Notes:

First: (b)(6)

Middle: (b)(6)

Last: (b)(6)

DOB:

Date of flight: 11 04 2015

Time of flight: 5:25PM

Dep airport: Dulles IAD

Arrival airport: TUL

Airline: United

Flight #: 3332

Confirmation Code:

Reservation Method: Airline Website

Participation Method: TPAP

KTN: (b)(6)

1588 11/4/2015

Caller has a personal money check missing from his luggage along with an NOI. He wanted to report it missing, and send to the CSM to investigate.

Date Time: 11.03 7:15 AM

Airport: IAD

Airline: United Airlines

Flight #: 403

Terminal gate#: C-2

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

Bag Description: Black with blue writing Concourse Soft shell

Missing Damaged item description: Missing black check from front pocket.

NOI present (writing on it): Yes

1589 11/4/2015

Caller had a NOI, along with a missing electronic toothbrush, and would like to get her toothbrush back.

Date Time: 11.1 @ 10:00 AM

Airport: IAD

Airline: VA

Flight #: 69

Terminal gate#: Gate B63

Bag tag # 10digit: Unknown

Bag Description: Black hard cased back, charcoal grey, handle was broken.

Missing Damaged item description: Electronic toothbrush

NOI present (writing on it): Yes

1590 11/4/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 11/4/2015 9:39:16 PM  
-----

Name: (b)(6)

Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal 5,  
Jet Blue Airlines, 1507

Comments: I traveled from Dulles to JFK on 11/3/15 and the TSA screeners were very courteous. The screener that I had examined my personal items that were in clear, ziploc bag. She took out one of my personal items and said she was going to weigh the item. Once she returned, the TSA screener said the item was under the amount and that I was "good to go." I asked her if I was going to have this problem again when I travel back from JFK to Dulles.

Tonight, 11/4/15, I went through screening and my bag was checked again. The screener said he was going to have to throw away my item because he said it was over the amount. I informed him that the item was not over the amount and that he could weigh it just like they did at Dulles. The screener said that they don't weigh items. I asked to speak to a supervisor and supervisor Pedder who restated what th previous screener said. After the item was surrendered, my question is what is the protocol for weighing items at TSA checkpoints? Also how can I get my item back? The item was GUINOT hydra tender facial lotion/face wash? It comes in a red and white bottle. I understand that the screeners were doing and job but I just wish there was more consistency and clarity at the airports. I appreciate the final supervisor's patience in explaining the situation.

1591 11/4/2015

Submitted on Wednesday, November 4, 2015 - 03:56 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: 2015-08-20

Approximate Time: 15:00

Airline & Flight Number: BA216

Checkpoint/Area of Airport: Baggage XRay Name of TSA employee (if known): (b)(6)

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

This is my fourth contact with you on the subject. You replied to me yesterday but from a no-reply email address, which isnt very helpful or engaging given the seriousness of the complaint. You have informed me that you have "forwarded a copy of [the] letter to the appropriate Customer Service Manager."

I need confirmation though that the CSM will contact me, and when they will do this by. Without this assurance I will just go directly to the Police.

This has already been going on for nearly 3 months now and you haven't engaged with me once.

==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/24043>

1592 11/4/2015

Mishandling RFI

Reason for the call: Caller wants to know if TSA can break into bags that are locked because her bag has a lock made into the bag

Airport: IAD

Airline: United Airlines

Date and Time: 11 04 2015 8:15 AM, but did not depart until 8:40 AM

Gate and Terminal: Gate c14

Flight #: 762

Bag Description: A large red leather Hartman vintage suitcase with no wheels on it. There was airline sticker on the outside of the bag.

Bag Tag #: (b)(6)

Damaged Missing Item: Lock that was made into the bag on each side of the handle.

NOI: Has not opened the bag, but there was TSA tape on it that says inspected TSA.

ID Date Added\_Date Only Contact Details

1593 11/5/2015

Hazel, flew out of IAD on Oct 21, and she received a NOI. An elastic embodied wrap was missing form her checked luggage and this was a ID tag as well.

Date Time: 10-21-2015 6:55PM

Gate Terminal: 32 or 22

Airport: IAD

Airline: Virgin Atlantic

Flight #:VS022

Bag tag # (10digit: No do not still have

Bag Description: 29 inch black, 4 wheel, pullout handle. An elastic embodied wrap this was a ID tag as well and a return address label.

Missing Damaged item description: An elastic embodied wrap was missing form her checked luggage. This was a ID tag as well.

NOI: Yes, no time stamp.

1594 11/5/2015

I paid for TSA pre-check service but it seems that now that process is broke; when you pay for a service regardless of TSA being a government entity you expect to receive that service. Let me highlight my concerns:

- 10/26 – Dulles Airport (IAD): The line upstairs shuts down at 9:00 PM (several of us were turned away promptly at 9 PM)...why? 9:30 seems like a more appropriate time to close. And when you do close the premium lines down stairs are not appropriately monitored and taped off (incompetent Dulles Staff) so you wait in that line. Again, the consumer pays for a service and expects it.
- 10/30 – Houston-Bush International (IAH): I arrive at the airport at 10 AM and there is an inefficient quasi-TSA pre-check line—they check your boarding pass alternating between, TSA Pre-check, Star Alliance Gold and regular passengers with everyone in line for the scanners. There were several TSA Pre-Check people in line but no dedicated screening. When I asked the manager, he only said words to the effect, I am only working with what I have. You would think that this would be available during the day...again, the consumer pays for a service and expects it.
- 11/1 – Dulles Airport (IAD): The TSA Pre-Check was overflowing with an incredible long wait which was probably due to understaffing. Again, the consumer pays for a service and expects it.
- 11/4 – Chicago O’Hare (ORD): System worked as designed at 11:00 AM—WOW!! Lost valuable work time as I arrived extra early given my TSA experiences.

I must admit that I used to be empathetic toward TSA and the work you were trying to do. No more empathy from me as the organization is truly trending toward highly inefficient and bureaucratic; just look at my last 4 trips to the airport. I wish I was not wasting my time with this email but that probably is the truth.

(b)(6)

1595 11/5/2015

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

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Remote Client IP: (b)(6)  
Date Time: 11/5/2015 2:56:55 AM

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Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing items in Checked or Carry-on Baggage

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

Comments: On November 4 at approximately 9:30 PM, I passed through the checkpoint to make my united airlines flight 554 at 10:35 pm. I placed my jacket, purse, shoes, belt, and briefcase on the conveyor belt and passed through the screening checkpoint. I was selected for additional screening and they took trace samples from my hands to run through the computer. Meanwhile someone removed the Microsoft surface tablet from my briefcase and reran it through screening without my knowledge. Since my bag was zipped and I was unaware any items have been removed I proceeded to my gate. I have NEVER had a TSA agent remove items from my bag and rescreen it without notifying me first. In fact the agent usually request any suspicious items for rescreening to be removed by the passenger. I contacted in the lost and found office who has limited hours and cannot guarantee when I receive a response. This is a work tablet with sensitive information and I need to know asap if it is secured. I left a message with the local lost and found but the hours are limited and they could not estimate when I would receive a response. I would like to file a formal complaint against the agent who removed my surface without my knowledge and would like immediate confirmation of my surface is secure in the IAD lost and found. I look forward to your response to my complaint .

1596 11/5/2015

Dear Sir/Madam

I am writing to complain the condition of my bag during my last trip.

I traveled yesterday (04 November 2015) from Bremen Germany to Charlotte North Carolina (via MUC and IAD).

When I arrived in IAD and had to recheck my bag, It was in the same condition as I had checked it in my departure location. However, as I received my bag in Charlotte, there were a number of issues that I found:

1. The additional strap (neon green in color) that I had used to secure the bag was missing when I received my bag
2. One wheel was broken (the second wheel was also broken but it was already partially broken previously - however it looked in worse condition as before)
3. the zipper was broken - (on the main section there are two zippers - one of which seems to be broken off and missing)
4. A second strap that I had used to tie the bag seemed to be cut as both ends were still on the bag but cut or stripped off
5. I had used a box (specifically a banana box with very rigged sides and top) to securely pack and protect the items inside the bag since the sides of my bag were soft rather than rigged - of course the frame/bottom of the bag was rigged/firm. I found the box ripped open. This was not a damage that could have occurred in transporting the bag, this could only have happened if whomever opened my bad had physically ripped it rather than first remove the box.
6. All items were moved and not replaced as I had packed them. Due to the nature of fragile items, many of them gift-wrapped, I had taken very good care to pack my bag in a manner to protect them all. It seems like this was carelessly disregarded by the TSA agent and many of the items were damaged, or at least the packaging on the items was damaged.

This is not the first time my bag was carelessly placed back together after inspection, but it is the worst and it is getting very annoying to receive my bag in such condition.

I am especially concerned that the box inside my bag was ripped open completely damaging the box and thus the items that the box was supposed to protect.

Furthermore, due to the broken wheel and broken zipper, I can no longer use this bag to travel with.

I have attached a picture of my luggage tag so you can identify it. Also here are the details of the luggage tag in case you cannot open the attachment:

(b)(6)

(b)(6)

and in smaller letters

(b)(6)

Flights taken on this trip:

1. BRE to MUC on LH2109
2. MUC to IAD on UA0107
3. IAD to CLT on UA3995

As mentioned previously, when I re-checked my bag through security on arrival at IAD, the bag was fine and seemed to be in the same condition as I packed it.

I look forward to your response,

(b)(6)

1597 11/5/2015

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

Remote Client IP: (b)(6)

Date Time: 11/5/2015 6:51:06 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): KE 094 ,  
from IAD to ICN, departure date November 4 2015.

Comments: New Montblanc mens wallet is missing from my checked baggage that  
was inspected by TSA. Price if wallet is \$400.

1598 11/6/2015

Submitted on Friday, November 6, 2015 - 00:52 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: Wed, 2015-11-04

Approximate Time: 15:00

Airline & Flight Number: United Airlines Flight 644 Checkpoint/Area of Airport:

International Transfer Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: I rechecked my bag which I had claimed after UA Flight 914 from Paris and all was in tact from the outside, and the bag was locked as it was when I left Paris. When I received the bag in San Francisco, the first thing I noticed was the TSA/IAD

sticker on my baggage routing check. Then I noticed that my new TSA-approved lock was missing. When I got home (after 15 hours of flying) and unpacked I was appalled at what I found when I opened the suitcase. In complete compliance with TSA regulations I had put a full bottle liquor, too large for carry-on, well wrapped in a plastic bag and further protected by a waterproof zipper bag. In the same zippered bag, I had a bottle of body lotion which was oversize for hand luggage and a 3.6 oz container of truffle oil. They were in the container to prevent any spillage from damaging my clothes. Safety is my first concern, of course -- and I somewhat thought that I might have a TSA check of the bag because of the liquid (I have had this before -- but never with the results of this "examination."). My clothes were wrinkled and twisted; the bottle of liquor was out of the plastic and out of the protective bag and just stuffed in the bag. My trousers were so wrinkled from the way they were stuffed in that they were/are unwearable; and my black wool (value \$495) Brooks Brothers jacket -- a very important item of clothing, which had been on top was underneath and some white substance was on the collar -- the cleaners today at first thought the color was gone, but then said it looked like "tracing powder" used to detect explosives. I consider this to be a violation of my passenger bill of rights -- I am very happy that you are keeping the airlines safe, but it should have been obvious that the liquor was what it was -- and why could you not have put it back the way it was? All three items had been removed from the zipper bag and just left -- I am grateful the things did not spill -- but so saddened that someone would treat my clothes and things with such disrespect. I am a 1K, 1.9 million mile flyer on United and travel other airlines as well. I am TSA PreCheck and Global Entry. I will hope to receive financial coverage for the cleaning of the jacket and pressing of the trousers (3 pair) but also for the lock which was a new TSA-approved lock and should have been put back on the suitcase when the examination was done. I can only assume that someone took it off -- or broke it to get it off. This is the second bad experience I have had with TSA -- last time I did not even get the courtesy of a response. I am hoping for different results this time.

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at: <https://www.tsa.gov/node/2257/submission/24714>

1599 11/6/2015

Submitted on Friday, November 6, 2015 - 10:45 Submitted by anonymous user:

Submitted values are:

Categories: Screening

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

Date: Fri, 2015-10-02

Approximate Time: 17:00

Airline & Flight Number: AF 055

Checkpoint/Area of Airport: Xray

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

We were leaving to France on Air France and there were not enough supervisors to check the persons leaving. People were screaming because they might have lost their flight.

While I was being revised, the official was very rude. I mentioned that I had the Global Entry, and therefore a trusted flier and he said that it was to access the USA, not to exit. My wife and I bought the Global Entry to enter into the USA after the trip, however in the webpage also suggest that it could be used to go through TSA without being revised. I understand that the service is given to American lines and not to other lines. It happens that american lines and european lines work together, in this particular case Air France and Delta. The people who bought their tickets from Delta did not have to go through the revision previous to access the plane, whereas people who bought their tickets from Air France had to go to a complete revision Both type of passengers flew on Air France plane. Is this a democratic decision? What difference does it make to buy the ticket from one line or another, From the point of view of the flier, it may be service.

It seems to me ridiculous that you do not give the same options

Sincerely

==Passenger Information==

Name:

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/24788>

1600 11/7/2015

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

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Remote Client IP: (b)(6)  
Date Time: 11/7/2015 11:59:57 AM  
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Name: (b)(6) (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): OS94  
Austrian Air (outgoing to Vienna, Austria)

Dulles Airport, DC

Terminal B

Gate 49

Friday, Oct. 30th

Comments: I had a scarf (black & white) with a pewter "edelweiss" heart attached  
stollen from my checked luggage. There was NO card put in my luggage that it was  
searched. I am positive that this was taken from my luggage after it was checked at  
Dulles. My luggage was large, & was a brighter green color with a multi-colored  
security strap around it.

1601 11/8/2015

07093982515

Caller flew from Dulles to London on Virgin and there is a NOI inside his bag, but the  
combination lock on his bag is missing.

Mishandling RFI

Reason for the call:

Airport: IAD

Date and Time: 11 07 2015 7:10 PM

Airline: Virgin

Gate Terminal: GateA32 Terminal 3

Flight #: 22

Bag Description: A standard canvas navy blue rolling suitcase with 2 outside pockets  
and 4 wheels, Virgin Premium Economy tag on the outside and a bag tag, Brand: Dejunio

Bag Tag #: (b)(6)

Damaged Missing Item: A silver metallic TSA approved combination lock

NOI: Yes,

1602 11/8/2015

Dear TSA,

I would like to draw your attention to some rude and aggressive behavior by one of your officers. I was passing through security at Washington Dulles at 11:15 pm on 11/7/2015, traveling to Mexico to speak at a conference. Because it was late, the security check had no line and one of the belts was closed, so it was not immediately clear which way to proceed, and I briefly hesitated. I looked towards an officer hoping for some guidance. Instead he yelled very loudly, aggressively and sarcastically, "This is an airport! All property must be screened!" and glared at me as though I were causing trouble or was an idiot. I was extremely taken aback, as I had been there for just a second and had been completely calm. I am a frequent traveler and am always very cooperative. The majority of TSA officers are polite and helpful but this officer was an upsetting exception. I can't explain his behavior, unless he feels the need to be extra aggressive towards young brown men like myself.

[Sent from my phone]

1603 11/8/2015

Dear Madam/Sir

My wife – (b)(6) – returned, this evening, from Vienna, back home to Cleveland, with connection in IAD (Washington DC).

Unpacking the suitcases, at home, we found out that both bags were opened for screening by TSA (A Notice was left inside each of them) .

Unfortunately, 2 things were missing in one of the bags:

A special lotion for cosmetic treatment – see below (A picture was taken a day before...) – 45\$

A sweatshirt – new one – 20\$

We understand that these may be considered “small money” – but, sorry – that shouldn't have happened – no one supposed to remove personal items from the bags, without returning them.

Please , I strongly asking you to check that TSA station in IAD, and hopefully you can find these 2 items and return them.

Or, If not – at least, please, compensate adequately.

Sincerely

(b)(6)

(b)(6)

1604 11/9/2015

The caller states that she recently traveled from Johannesburg to IAD then to Canada and states that she is missing two items from her luggage, one being a Calvin Kline sweat shirt and a small bottle of Alcohol she stats that there was a NOI inside her luggage as well.

Date and time: 11-08-2015 320 PM

Gate\Terminal: Don t Have

Airport: Johannesburg to IAD to Ottawa Canada

Airline: South African Air

Flight: 209

Baggage Tag: (b)(6)

Bag Description: Travel Pro Spruce dark green

Missing\Damaged item: Gray Kalvin Cline Sweat Shirt, Small Bottle of Vodka

NOI: YES

Any information on the NOI. Nothing

1605 11/9/2015

Caller traveled from Dulles to Charlotte, NC then onto Manchester, New Hampshire. Caller found an NOI present in her luggage. Caller is missing a bag of cosmetics. Caller was flying on American Airlines. Caller is wanting to know if we would have removed items from the baggage because of the weight of her bag.

Date Time:11 7 2015 9:20 AM

Gate Terminal: does not have it.

Airport:Dulles

Airline: American Airlines

Flight #:5373

Bag tag (b)(6)

Bag Description: Red bag with wheels, it is a Trousdle Recardo Beverly Hills bag.

Missing Damaged item description: A bag of cosmetics

NOI:YES

Anything on the NOI any special markings:no

1606 11/9/2015

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

From: webmaster@tsa.dhs.gov [mailto:webmaster@tsa.dhs.gov]  
Sent: Monday, November 09, 2015 9:11 PM  
To: TSA-ContactCenter  
Subject: Complaints

Submitted on Monday, November 9, 2015 - 21:10 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date: Fri, 2015-11-06

Approximate Time: 05:30

Airline & Flight Number: United Flt 543

Checkpoint/Area of Airport: TSA precheck in main terminal Name of TSA employee (if known): N/A Please provide a description of your inquiry/comment.: There were no lines in the regular security lines, but a long 20 minute line for TSA pre check at 5:45 AM. It would have been better if more lanes had opened, or we were at least redirected to the adjacent security lines. Is there a protocol to shorten wait times in this kind of scenario? Thank you.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/25676>

1607 11/10/2015

Reason for the call - Caller said that both of his TSA-recognized locks are broken.

Airport - IAD

Airline - United Airlines

Flight Numbers - 778

Departure Times - 12:30 pm

Date And Time of Incident - 11 10 2015

Baggage Tag Numbers - (b)(6)

Description Of Luggage

Color - Red

Style - Hard-sided roller bag

Size - Medium

Brand - American Tourister

Was There An NOI - Yes

Was Anything On The NOI - No

Missing Damaged item description - He does not know what kind of locks he has. He said that they are TSA-recognized locks.

Location Of Incident

Gate - 17

Terminal - C

Phone Number - Not Provided

Email - (b)(6)

Special Notes - He flew from IAD to Orlando. He wanted a claim form emailed to him.

1608 11/10/2015

TSA Contact Center,

I traveled on Nov 8 on Flight EY 130 from Dulles to UAE and I received a TSA Notice of Bag Inspection.

I very carefully backed three Silver U.S. Capitol Bowls, but noticed upon receiving my luggage that they were not repacked the same.

As a result, I believe these bowls were bent and dented. I also noticed that my luggage lock was used which I purposely did not use when I packed.

The handling of my baggage has resulted in unforeseen damage and I'd like to know the process for being compensated and reimbursed.

Very Respectfully,

(b)(6)

-- Sent via BlackBerry --

1609 11/10/2015

Submitted on Tuesday, November 10, 2015 - 17:11 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date: Sun, 2015-10-11

Approximate Time: 15:00

Airline & Flight Number: United #2111

Checkpoint/Area of Airport: Security

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: My friend and I were in First Class from Paris through Dulles to our home in San Antonio. We were shocked to find that there was NO TSA Pre line in that airport - we almost missed our connection because of that, and many people did because there were several international flights that landed at about the same time. Surely the airport in our nation's capitol can set up a TSA Pre line for the thousands (many TSA Pre certified) connecting through there! We ended up RUNNING to our connecting gate, which is no small feat because she is 70 and I am 62!

==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/25967>

1610 11/11/2015

Dear Sir,

When I returned from Washington a couple of weeks ago (Air France Flight AF027, Washington Dulles -> Paris CDG, Sunday October 11th, 9:30pm), I discovered that locks of my bag had been broken by TSA. I found a TSA notice inside the bag.

This notice says "if the TSA security officer was unable to open your bag for inspection because it was locked, the officer may have been forced to break the locks of your bag".

In my situation, breaking the locks WAS NOT JUSTIFIED, s

ince my bag was equipped with the TSA-approved lock system, compliant with TSA rules, and designed to allow TSA officers to open a locked bag without being forced to break the locks.

I would like to obtain reimbursement from TSA to cover the cost of repair since the lock was TSA-compliant (taking into account the current Euro/USD rate at the time where I write this mail, the EUR 52.00 of the invoice are equivalent to USD 56.58). Kindly advise me of the procedure for obtaining this reimbursement.

I await your instructions.

Attached to this mail :

- The baggage tag of my bag for the return flight
- A picture showing locks broken by TSA as well as the TSA notice
- The invoice for the repair of my bag.

Sincerely

(b)(6)

1611 11/11/2015

REASON for the call; Caller came in from Mexico and her boarding pass was flagged with SSSS. She went through CBP and then she was sexually assaulted by a TSO when she went through TSA at Dulles. She had to have a patdown. She told them she is not comfortable with this. She had a connection in 30 minutes. She had on a skirt and panties. The TSO ran her hands up her legs and touched her vagina and they touched her under her breasts. They offered her a private screening and tried to explain what they were doing but she kept telling them she was not comfortable with this. They got a supervisor. Finally, she told them to just do it.

The TSO conducting the patdown was very rough with her and had an attitude because the caller was questioning why this was happening.

She was crying and upset and could not sleep last night and said she is going to have to get counseling over this.

She also wants to know why she has SSSS on her boarding pass and how to stop it.

Date and Time:November 10th at about 9:30 pm  
Airport:Dulles  
Gate and Terminal:C2  
Airline:United  
Flight Number:1133

1612 11/11/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 11/11/2015 3:01:51 PM  
-----

Name: (b)(6)  
Email: (b)(6)  
Complaints:Disarrayed Items in Checked or Carry-on Baggage  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 2380 IAD to DEN today.  
Comments:I have a photo of how I opened my bag when I got home. My gift bottle from the Dominican Republic which was obviously wrapped carefully to prevent damage was unwrapped and placed at the very top of my luggage. The lack of care from your inspection employees is un-fucking-acceptable. Worthless.

1613 11/11/2015

Hello,

On 11/9/2015 I took an Aeroflot flight SU 105 from Dulles International Airport to Moscow, Russia. One of my checked pieces of luggage had a broken lock and a note inside that it was inspected by the Transportation Security Administration. 3 items of clothing (1 brand new wool sweater, 1 brand new wool turtleneck, and 1 cotton sweater) were missing from the luggage suitcase that was inspected by the TSA. I have been flying frequently between Washington, DC and Moscow Sheremet'yevo Airport for 15 years, and this is the first time anything was ever missing from my luggage, and this incident seems to be directly related to the TSA inspection (this was the first time my luggage as "randomly inspected" by the TSA as well). Please advise if it would be possible to initiate some kind of investigation to find out what happened or file a claim with the TSA to recover the cost of the missing items.

Thank you,

(b)(6)

1614 11/12/2015

REASON for the call; Caller flew from DC to St Louis a couple days ago. He is a video journalist and had all his camera equipment and video monitor in his bag. His Voltrox video monitor is broken. The HDMI port is completely pulled out of the monitor and the sun blocker is broken off on the sides. He is upset and wants to know if TSA is going to pay for a replacement or pay to get it fixed.

NOI present (writing on it):Yes

Date and Time:November 5th at about 11 am

Airport:Dulles to Lambert

Gate and Terminal:NA

Airline:United

Flight Number:UA335T

Bag tag #: (b)(6)

Bag Description:It is a blue gym bag looking kind of bag. TCL sportsgear brand on it.

Missing Damaged item description: His Voltrox video monitor is broken. The HDMI port is completely pulled out of the monitor and the sun blocker is broken off on the sides.

email: (b)(6)

1615 11/12/2015

Caller got back from a 2 week trip to Japan. He says they had souvenirs packed in his checked bag. He says all of the belongings were just thrown back in the bag. There was a bottle of wine that was broken and wine was spilled all over his belongings. He says he had 5 checked bags and all of them were left a disarray. He is very upset. He says the entire bottom on the bottle was broken off and it had spilled out in the bag. He says they did not put the bag back where he had packed it and left it on the bottom of the bag and not back in the middle of the bag. He had several gifts for his family and they were crushed and handle roughly.

CSM RFI-----Mishandling RFI

REASON for the call: Broken bottle of wine

Date Time: 11-12-15 at 12:20 pm

Airport: Connecting to Dulles

Airline: United Express

Flight #: 2902

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

Bag Description: Dark brown bag with a flower prints, in green and turquoise and pink flowers, soft sided bag, large in size

Missing Damaged item description: Disarrayed bags and a bottle of broken wine that spilled on clothes and books

NOI: Yes, in all 5 bags

1616 11/13/2015

REASON for the call; Caller came back from France and she had bought champagne. She put four bottles in secure bubble wrap. TSA took the bubble wrap off one of them and did not wrap it back. It did not break but she is mad because it could have. She wants to report that they did not wrap it back.  
Her connection was at Dulles. CBP did not open her bag.

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

Date and Time:November 3rd at about 5 pm

Airport:Dulles

Gate and Terminal:NA

Airline:United

Flight Number:NA

Bag tag #:NA

Bag Description:Red Samsonite soft side case

Missing Damaged item description:

email:Not Provided

1617 11/13/2015

The caller stated that she had a brand new suitcase that has a TSA recognized lock on it. When she reached her destination her lock had been cut off and there is a zipper missing. She has traveled with this suitcase before and the lock had not been cut off.

Date Time: November 11, 2015 8:21 am

Gate Terminal: D10

Airport: IAD

Airline: United Airline

Flight #: 3800

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

Bag Description: A 25 inch Samsonite with 4 four wheels, navy blue in color.

Missing Damaged item description: Her zipper is broken off, and also her TSA recognized lock is missing.

NOI: Yes

1618 11/13/2015

The caller s wife was traveling from Washington, D.C. to India, and one of her suitcases was inspected by TSA, as there was an NOI inside the luggage. The caller advised that there was an article of clothing missing from their bags.

Date\Time: 11\11\15 at 20:20hrs

Gate\Terminal: Not provided

Airport: IAD

Airline: Qatar Airways

Flight Number: 708

Baggage Claim Number (10 digit): Not provided

Description of Bag: Blue suitcase

Missing Item Description: Party frock (clothing item)

NOI: Yes

1619 11/14/2015

Caller had a NOI in his checked baggage and his original flight left Dulles to JFK and then overseas. He is missing his laptop and would like it back. Said he called earlier and is going to be sent a claims form.

REASON for the call:

Date Time..... Nov. 13 6:30 AM

Gate Terminal..... Gate B 70

Airport..... Dulles

Airline..... Jetblue

Flight #..... 1208

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

Bag Description..... Color of bag was

Missing Damaged item description.....Missing a 13Inch Mac Book Pro

NOI..... YES

1620 11/14/2015 The caller travel today and a bottle of wine was broken in his bag. It was unwrapped and just thrown back in his bag causing it to be broken.

Date Time: 11 14 2015 12:40  
Airport:IAD  
Airline: United  
Flight #: UA 484  
Bag tag # (b)(6)  
Bag Description: Gray Ricardo Brand  
Damaged item description: \$57 bottle of red wine Barolo Brand  
NOI: Yes

1621 11/15/2015 Mishandling RFI  
REASON for the call: Caller s friend arrived at the Washington-Dulles airport through CBP and TSA, then to LA. Caller states that he went through the AIT and they asked him what was in his pockets, and he removed his money in the amount of \$4350 from the pockets and the TSO took the money and took two steps out of his sight and as he was putting his shoes on he came back with the money and returned it to him, but he has now noticed that \$1000 of that is missing.

Date Time: 11 14 2015 he went through screening at approximately 7:00 AM  
Gate Terminal: Gate C23  
Airport: IAD  
Airline: United Airlines  
Flight #: 860

1622 11/15/2015 (b)(6) just went from Dulles. However, she received an NOI. She stated that her peanut butter is missing.

Date and time of travel: November 15th at 8:00 AM  
Gate or Terminal: Gate B73, Terminal 6  
Airport: Washington Dulles  
Airline: American  
Flight #: 1736  
Baggage Tag # ( checked only): N A  
Bag description: Black, 2 wheels, handle extends  
Missing Damaged Item Description: Kirkland Peanut butter  
Was an Notice of Inspection (NOI) Present? Yes  
Was there a timestamp or written notice on Notice of Inspection (NOI)? No

1623 11/16/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 11/16/2015 9:36:50 PM  
-----

Name: (b)(6)

Email: j(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 495 IAD to MSY November 3rd, 2015

Comments: Many of the items in my checked baggage were damaged as a result of TSA screening. I had carefully double-bagged several liquids in my checked luggage. The TSA agents who screened my luggage failed to return these items to their original packaging, and instead haphazardly dumped them on top of my clothing. The items leaked, causing permanent damage to nearly half of the clothing items in my checked luggage.

In the future, please have agents return items the way they were originally packed.

1624 11/17/2015

He said he flew from Rome to Dulles to Kansas City on Oct. 20 and got a noi in the check bag. He said the Search Alert lock is missing and he asked if we have a master key for the locks. He said we have opened the lock in the past and he got it back and that it is a TSA lock. He said his wife is missing her eyeglasses that cost \$725.00 from the check bag. He requested that we email the claim form to him.

Mishandling RFI

REASON for the call: Missing Lock and Eyeglasses

Date Time: 10-20-15 at 6 pm

Gate\Terminal: unknown

Airport: Dulles

Airline: United Express

Flight #: 4037

Bag tag #: unknown

Bag Description: black and silver suitcase with his name tag on it

Missing\Damaged item description: Missing Lock and missing his wife's light silver purple rimless Silhouette brand eyeglasses

NOI: Yes

1625 11/17/2015

The caller flew on American flight 641 from IAD to LAX. The callers has a NOI and he has broken items and his luggage was not returned to the way it was found. The caller checked in 5 hours before his flight.

Date Time: 11-16-15 departing at 5:10pm

Airport: IAD

Airline: American Airlines

Flight #: 641

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

Bag Description: Large soft Antler bag, black with red pin stripes, and 4 wheels.

Missing Damaged item description: The caller picture of New York sky line, hard cover books had dents, snow globe with TSA inspection tape on it, and his luggage is disarrayed.

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

1626 11/17/2015

Hi TSA,

I was on flight UA42 from Washington Dulles to Rome Tuesday, October 6. When I landed in Rome found that my luggage lock was cut open - see attached.

I'm dismayed by the cut of my luggage lock. My luggage is TSA approved. The lock combination is 000. I've been traveling with this luggage since 2009 and it has been inspected a numerous number of times with no problems.

My luggage is a smasonite luggage. It's ruined as one of your TSA agents destroyed it. Again my luggage has been opened numerous number of times with no problem since 2009. I'm writing this to seek compensation of \$300 for my damaged luggage.

I look forward to your response.

Many thanks,

(b)(6)

I

Sent from my iPad

1627 11/17/2015

REASON for the call: Caller wants to know the scoop IAD to GSP and his lock was missing and he wants to know why.

Date Time: 11 17 2015 10:30 am  
Gate Terminal: Terminal B Gate 74  
Airport: IAD  
Airline: Delta  
Flight #: 1160

Bag tag # (10digit): (b)(6)  
Bag Description: It was a black rolling suitcase about 24 inches.  
Missing Damaged item description: The pink TSA approved lock.  
NOI: No

Special Notes:

1628 11/18/2015

REASON for the call: Caller states she flew out of Dulles and received a NOI inside her bag. Caller states she is now missing jewelry from her bag and asking what can she do about this.

Airport: Dulles  
Airline: Southwest  
Flight #: 4074  
Date Time: 11-15-2015 7:00 am

Bag tag # (10digit): (b)(6)  
Bag Description: Black Samsonite suitcase with red name tag and wheels  
Missing Damaged item description: Jewelry that was inside a boot in her bag  
NOI: Yes  
Anything on NOI: No  
Gate Terminal: NA  
Email Address and phone: (b)(6)

1629 11/18/2015

He said his wife and daughter flew from Dulles to India yesterday and they are missing 6 Indian dresses and 12 bars of soap from the check bag. Now (b)(6) is on the phone and she said it is a check bag and that they got the noi. She requested that we email the claim form to her. She said she and her dad are flying tomorrow from Dulles to India and they need the clothes before they go to India.

Mishandling RFI

REASON for the call:Missing Items  
Date Time: 11-17-15 at 8:20 pm  
Gate\Terminal:B gate  
Airport:Dulles  
Airline:Qatar  
Flight #:708

Bag tag # :unknown  
Bag Description:dark blue suitcase with the name tag of (b)(6)  
Missing\Damaged item description:missing 6 Indian dresses and 12 bars of soap  
NOI:Yes

1630 11/18/2015

Reason for the call: Caller traveled from IAD to Toronto. His checked bag had a TSA approved lock TSA missing. He believes the TSOs did not put it back. He wanted to file a complaint.  
Date and Time (departure time): 11-17-15 10 pm  
Date and Time (arrival time): 11-17-15 @ 11:30  
Gate Terminal: D30  
Airport: IAD  
Airline: United  
Flight Number: 3785  
Baggage tag number (10 digits): (b)(6)  
Description of Baggage: Green, khaki, Travel Pro bro, 29 inches  
Missing Damaged item description: TSA approved Lock  
NOI: Yes  
Anything on the NOI: No  
Special Notes: He requested to be contacted for follow-up.

1631 11/18/2015

Submitted on Wednesday, November 18, 2015 - 18:33 Submitted by anonymous user:  
(b)(6) Submitted values are:

Categories: Professionalism/Customer Service  
Where did this happen? VIRGINIA - IAD - Washington-Dulles International  
Date: Wed, 2015-11-11  
Approximate Time: 03:30  
Airline & Flight Number: United 542  
Checkpoint/Area of Airport: TSA  
Name of TSA employee (if known):  
Please provide a description of your inquiry/comment.:  
TSA took perscription drugs without telling me they were taking them - some include asthma rescue inhaler and pain medication - also took vapor e-cig

I now can not replace these as they are perscription drugs and controlled so I have to go to doctor and try to explain this

These were clearly marked, so I do not know why they were taken other than the TSA agent reselling controlled drugs...please look in to this!

I feel that this is a wieldspread problem that perhaps should be brought to the attention of the DEA

==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/28365>

1632 11/19/2015

Reason for the call - Caller presented her Air Wales boarding pass at the checkpoint. The TSO told her that it looked liked she printed it at home. He walked her downstairs and had her luggage removed from the plane. She had to pick up her luggage and go to the United Airlines ticket counter and purchase a new ticket from IAD to PHL. She said that the TSO stayed with her the whole time. She stated that the airline agent told the TSO that he remembered her and that he checked her in. After she purchased the new ticket the TSO walked her back to the checkpoint.

Airport - IAD  
Airline - Air Wales  
Flight Numbers - 6G0053  
Departure Times - 4:30 pm  
Date And Time of Incident - 11 16 2015  
Location Of Incident  
Gate - Does not know  
Terminal - Does not know  
Phone Number - (b)(6)  
Email (b)(6)

Special Notes - She wants to be compensated for the cost of the ticket She said that it cost under \$400. She did not get the name of the TSO.

1633 11/19/2015

November 19, 2015

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

United Flight UA360 from Dulles(IAD) to Tampa(TPA)

Dear TSA,

I have no problem at any time that you search my bags. I'm all for any & all types of security! BUT I would really appreciate if you could do the following things that I feel would only be courteous on your part;

- 1) If you break the zipper (no lock was on my bag) at least wrap it in something so that when I pull it off the baggage belt all contents are not strewn across the floor & belt.
- 2) Make sure all items are put back in the bag. They don't have to be neatly packed back into it, just let all items I left with be in my bag when I get to where I'm going & retrieve my bag. (missing one blouse)

Sincerely,

(b)(6)

1634 11/19/2015

Submitted on Wednesday, November 18, 2015 - 23:18 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: Mon, 2015-11-09

Approximate Time: 21:30

Airline & Flight Number:

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

Please provide a description of your inquiry/comment.: Screening personnel did not know what to do about my wrist splint. Finally, I had to remove it, a painful process that should not had been required (torn ligaments). Also, the scanner hiccuped on my breast prosthesis--thought you all fixed that.

During the delay, a TSA worker knocked my blazer on the floor, then wadded it up and stuffed it between my bins where it could get hung up and damaged by the rollers. My electronics were roughly handled, included a government computer. The screening took over 30 minutes despite signs saying the process was under 10 minutes.

==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/28446>

1635 11/19/2015

Submitted on Wednesday, November 18, 2015 - 23:10 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date: Mon, 2015-11-09

Approximate Time: 21:00

Airline & Flight Number:

Checkpoint/Area of Airport: TSA pre-check Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Pre-check was closed.

Hours are too limited. Regular screening subsequently took over 30 minutes despite an electronic sign predicting under 10 minutes. Something is wrong with your metric collection and prediction techniques. Pre-check hours should be extended,

==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/28443>

1636 11/19/2015

The caller flew in October and she had a knife with other tools in her carry-on bag. They found it and told her to place it in her checked baggage. He never gave it back to her to put it in her checked baggage. She is wanting to know what happens to the items that are left at the checkpoint.

Date\Time: 10.5.15 3 pm

Gate\Terminal: A1

Airport: Washington Dulles

Airline: United Airlines

Flight #: NP

Missing Damaged item description: it folds up to a long U-shape. It is all metal. There is a screwdriver and small knife in it.

1637 11/19/2015

Yesterday I flew from Dulles to Seattle, and then on to Vancouver- flights UA357 and UA8246. On picking up my bag in Vancouver I noticed that the padlock was missing and the suitcase was not totally closed. The lock was a TSA approved lock and in the past has been opened without any difficult and put back in place to lock the bag. I would like to know why the lock was not put back on my suitcase yesterday.

I should add that I have no problems with baggage being searched and I support the work you are doing. It was for this reason that I purchased a substantial lock that would work with, and meet the requirements of, your inspection program.

with many thanks

(b)(6)

1638 11/20/2015

The caller traveled from IAD on United airlines when she noticed an item was opened in her bag and salt went everywhere (NOI present).

Date Time: 11-17-2015 17:30

Gate Terminal: Terminal C

Airport: IAD

Airline: united

Flight #: UA106

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

Bag Description: Black Duffel bag.

Missing Damaged item description: two items were opened and the contents spilled everywhere.

NOI: Yes

1639 11/20/2015

The caller flew from Washington Dulles and he had two growlers that were taken from his bag. He is wanting to know how to get them back. He does not care about the beer, he just want the containers back.

Date\Time: 11.20.15 6 am

Gate\Terminal: NP

Airport: Washington Dulles

Airline: Delta

Flight #: 1520

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

Bag Description: The bag is big grey Swiss Army bag. It had his information attached to it with a heavy sticker.

Missing Damaged item description: He is missing two stainless steel growlers.

NOI: Yes, no timestamp.

1640 11/21/2015

It has been one week, I am still waiting for an answer.

Enviado do meu iPad

> Em 16 de nov de 2015, às 13:26, TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov> escreveu:

>

> 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<<https://www.tsa.gov/travel/frequently-asked-questions>> 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 "When I fly, can I bring my...?" tool located on the [www.tsa.gov](http://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 page<<https://www.tsa.gov/travel>> 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 access [TSA.gov](http://www.tsa.gov) from any smartphone by typing [www.tsa.gov](http://www.tsa.gov)<<http://www.tsa.gov>> in the web browser. You can download the MyTSA iPhone app for free on iTunes.

>

>

1641 11/22/2015

The caller states they flew into the U.S. out of Tokyo and had a layover flight at IAD and noticed an NOI inside their bag, however an item was improperly re-wrapped that cost \$1,000 was completely broken. The caller wants to know what is going to happen.

Email: (b)(6)

Date Time: 11 19 15 around 5:00 pm

Gate Terminal: Not Provided

Airport: IAD

Airline: United

Flight #: 360

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

Bag Description: A blue hard sided, large Arnold Palmer bag containing rolling wheels.

Missing Damaged item description: Two wrapped items were damaged and one item costing \$1,000 was completely broken. The items were expensive type ornaments containing marble.

NOI: Yes

Time Stamp:

1642 11/22/2015

Hello,

I understand it is necessary to search selected pieces of luggage.

I write this email to let you know that some of your inspectors are not treating passengers luggage with the respect every traveler deserves.

On Friday, November 20, 2015, two of my suitcases were opened and inspected at IAD. We were on a Virgin America VX 16 to San Francisco.

All my luggage is black with a bright green strap, so we can easily identify each piece from all the other black suitcases at baggage claim.

On this trip, one of the suitcases came with the strap replaced, but the second suitcase came without the strap. Whoever inspected the second suitcase didn't take the time or have the respect to replace the strap after looking through my belongings. As a result of the strap missing, we didn't realize our suitcase had been delivered to baggage claim for a long time and we were considering making a claim for a lost bag.

I know this is minor, but the TSA states on the Notice of Baggage Inspection that "At the completion of the inspection, the contents were returned to your bag" I assume that would mean reattaching the strap which is so bright it couldn't go fully unnoticed. In fact, the strap doesn't fully come off when opened as it is put under the retractable handle, so somehow my strap was fully removed (perhaps yanked off), despite it being partially attached to the suitcase.

I realize TSA has a very important job to do...and the travelling public is compliant with the rules and screenings at the airport, so it is important the inspectors remember that and be respectful when they search our luggage.

(b)(6)

(b)(6)

1643 11/23/2015

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

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Remote Client IP: (b)(6)  
Date Time: 11/23/2015 4:43:23 PM  
-----

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

Complaints: Damaged or Missing items in Checked or Carry-on Baggage  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United flight 229 from IAD to SAN on 23 November 2015  
Comments: One of our checked bags was opened for screening. Our daughter's infant vitamin drops were in this bag, asking with our other daughter's chewable vitamins - both were contained in a zip lock bag. Apparently the infant vitamin drops were opened but not resealed (loose cap), and the vitamin drops leaked on other contents of our luggage, to include gifts we were transporting. In short, the vitamins are gone (and expensive to replace), and clothing items are stained.

1644 11/23/2015

From: (b)(6)  
Sent: Monday, November 23, 2015 9:47 AM  
To: TSA-ContactCenter@dhs.gov  
Subject: Broken luggage from Maryland to London heathrow

Dear TSA

On my flight back from Maryland to London my bag was inspected and damaged as you can see from the pictures attached to this email. At baggage collection I was given your information by staff from American Airlines and told that due to my bag actually not being locked that the damage incurred to possession was not justified and therefore I was entitled to reimbursement.

The I received states ' if the TSA security officer was unable to open your bag for inspection because it was locked the officer may have been forced to break the locks on your bag. TSA sincerely regret having to do this, however TSA is not liable for damage to you locks resulting from this necessary security precaution'. As my suitcase simply had a zipper which I think you agree didn't warrant the force used.

I look forward to hearing from you soon.????????????????????????????

Kind Regards

(b)(6)

- HYPERLINK  
"https://drive.google.com/file/d/0BydLiqNoFq\_EM2N4aXBNUm9Pdmc/view?usp=drive\_web" \nImage removed by sender. DSC\_0269.JPG  
??
- HYPERLINK  
"https://drive.google.com/file/d/0BydLiqNoFq\_ES0IzMkJmZjZSeG8/view?usp=drive\_web" \nImage removed by sender. DSC\_0296.JPG  
??
- HYPERLINK  
"https://drive.google.com/file/d/0BydLiqNoFq\_EdWg2b3ZpWk13Zlk/view?usp=drive\_web" \nImage removed by sender. DSC\_0295.JPG  
??
- HYPERLINK  
"https://drive.google.com/file/d/0BydLiqNoFq\_EZUYyUFNpMFFoakk/view?usp=drive\_web" \nImage removed by sender. DSC\_0294.JPG  
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 b" \nImage removed by sender. DSC\_0359.JPG  
 ?  
 Attachment:  
 Baggage tag with departure IAD  
 United 918

1645 11/23/2015

The caller stated that her son is at Dulles right now and someone took his laptop off of the conveyer belt at the checkpoint.

Date Time: November 23, 2015 around 4:45 pm  
 Gate Terminal: N A  
 Airport: IAD  
 Airline: Delta  
 Flight #: N A

Missing Damaged item description: The caller stated that her son s MacBook was stolen off of the conveyer belt at the checkpoint.

1646 11/24/2015

Caller: He traveled from Dulles to California. He had some folding knives inside his checked baggage and the knives were missing. Wanted to know what he can do to get them back. He did not find a NOI inside his suitcase.

Date Time: 121 23 2015 12:30PM  
 Gate Terminal: 13  
 Airport: Dulles airport  
 Airline: Virgin airlines  
 Flight #: 879

Bag tag # (10digit: (b)(6))  
 Bag Description: Silver and black color, Pier Cardin Brand  
 Missing Damaged item description: 11 folding knives  
 NOI: Dint have one

1647 11/24/2015

From: (b)(6)  
Sent: Tuesday, November 24, 2015 2:28 PM  
To: TSA.Civilrights@dhs.gov  
Subject: TSA Contact Us: Complaints

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

-----  
Remote Client IP: (b)(6)  
Date Time: 11/24/2015 2:27:32 PM  
-----

Name:

(b)(6)

Email:

HYPERLINK "mailto:(b)(6)"

Complaints:

Civil Rights

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

Virgin America #69 November 12  
Delta #5850 November 15  
Delta #4520 November 19

Comments:

I had requested wheelchair assistance for all the flights, and had called ahead of time, as I was on crutches.  
I have TSA clearance, as well as Global Access.  
I have no criminal record.  
I have not traveled to a Middle Eastern country or one with a history of terrorism.  
I have traveled for years to the two destination cities, San Francisco and Jackson.  
I travel often on both Virgin America and Delta.  
But I was treated with the suspicion of a terrorist, not with rude behavior by agents, but with such intense scrutiny that it made a mockery of what a screening should be.  
In DC I was made to wait for a female who didn't show up for quite some time due to a misunderstanding. My bags, purse and crutches had already gone through screening; I was patted down by a guard, made to stand up, had to take my sweater and shoes off. The guard changed her gloves to check my shoes. The wheel chair was checked, despite it being an airline wheelchair. My suitcase was lying in an off area and I was

asked if that was my suitcase, as if they had already forgotten it was mine. It was then screened again by a second guard and the liquids run through for another test. In San Francisco, the same thing happened; intense pat down, two guards involved. In Jackson, I was patted down by one guard who then repeated the whole pat down, with another guard standing by. My shoes were checked separately, my bags checked again.

I have no idea what the difference between me and a potential terrorist is for the TSA. If two agents are required to check someone in a wheelchair and with crutches, with a known clear history and no suspicious behavior, this seems a serious breach of common sense and respect of what should be a serious undertaking. There has to be reason involved on the part of agents, and each time it seemed that the wheelchair somehow provoked this absurd overreach of attention. Perhaps this is a way to prevent unwarranted use of a wheelchair, but I have great sympathy for those who might be disabled and would receive the exhausting, frustrating experiences which I did. I hope that the extra attention which I received did not result in less attention given to someone who should have warranted it. Thank you, (b)(6)

1648 11/24/2015

The caller flew from Dulles connecting in Charlotte, NC to Seattle, WA on Sunday and his baggage was searched. One of his zippers was cut that had a lock on it.

Date Time: 11.22.2015 12:30pm

Gate Terminal: Not Provided

Airport: Dulles

Airline: American

Flight #: 609

Baggage Tag #: (b)(6)

Bag Description: large duffle bag, green and tan in color, Dakine brand

Missing Damaged Item Description: one of his zippers was cut and his lock was missing.

NOI: yes, nothing written

Email Address: (b)(6)

1649 11/25/2015

Submitted on Wednesday, November 25, 2015 - 09:42 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: Sat, 2015-11-21

Approximate Time: 09:30

Airline & Flight Number: United Airlines flight 352 Checkpoint/Area of Airport: Dulles

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: We were flying in from Guatemala City, Guatemala. Planes were to connect at Washington-Dulles International heading to Boston, MA. I brought a container of honey in my luggage wrapped in a plastic Christmas table cloth. I container of honey and table cloth were missing from my luggage. TSA placed a notice of baggage inspection in the bag. I did not know that honey is a prohibited item.

Please advise if this is true. I was greatly disappointed that the honey was taken, but more so that the tablecloth was also missing. I know that table clothes are not prohibited. TSA should be more aware of their employees and let them know what should be taken and let passengers know what items were confiscated.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2257/submission/30317>

1650 11/25/2015

Ladies and Gentlemen,

after returning from a flight from Washington D.C. (Dulles Airport) to Hamburg via Copenhagen, I found your leaflet in my suitcase informing me that it had been inspected by the TSA. I absolutely understand and appreciate that you inspect the baggage of travellers, but I was rather displeased noticing that an item I had packed into my suitcase was missing.

The missing item is a college notebook I had bought at a CVS pharmacy in Washington D.C.:

format presumably 7,25 X 10,5 inch (as we have other formats in Europe I am not quite sure about this), paper with lines, on the left side two separate spirals, cover and back: rather thick cardboard in dark red imitating snake leather, first sheet made of thicker yellowish paper with two bags.

Flight data:

SK926, 22 Nov 2015, projected departure time 17:15 (actually, there was some delay) from Washington, Dulles Airport to Copenhagen connecting flight: SK1647, 23 Nov 2015, departure time 12:10 from Copenhagen to Hamburg

I would really appreciate if you could try to find the missing item described above and send it to my home address (see below). In terms of money, it is of course not a great loss, but it is a rather beautiful and solid notebook in a convenient format which I was rather happy to spot in the CVS, especially because you don't find notebooks of this quality in Europe.

Sincerely,

(b)(6)

--

\*\*\*\*\*

(b)(6)

1651 11/25/2015

Caller just flew in from Dulles to Frankfort to Te la vie and when she arrived her bag had a NOI and she is missing her small bag with her contact lens solutions and a spare pair of contacts. How can she get it back?

Date Time..... Nov. 24 5:20 PM  
 Gate Terminal.....Terminal 4  
 Airport.....IAD  
 Airline.....United  
 Flight #.....989  
 Bag tag # (10digit).....(b)(6)  
 Bag Description.....Color of bag was black soft sided stand up with a orange ribbon  
 Missing Damaged item description.....Missing her contact solution (two bottles) and a case that you put your contacts in and a spare pair of contact lens and the black case they were in.  
 NOI.....Yes

1652 11/26/2015

From: (b)(6)  
 Sent: Thursday, November 26, 2015 11:06 AM  
 To: TSA-ContactCenter@dhs.gov  
 Subject: I have some missing stuff after the baggage inspection.

Dear whom it may concern,

I had a notice of baggage inspection in my bag.I found some of my stuff were missing. One is a pouch of my makeups and the second one is my son's hoodie jacket. It's grey and size 4 and it's my boy's favorite.

Do you guys have cameras at the inspection areas?Are there any ways I can get my stuff back? Please let me know if you can find them or what you can do for me.

I am sending you the photos of the flight ticket and the receipt of the baggage too.

Thank you in advance,

(b)(6)

Image removed by sender.

[Benge, Rachel M. <CTR>]  
 Attached was her boarding pass. She departed IAD at 5:00PM  
 On November 13th Virgin America

1653 11/27/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 11/26/2015 10:38:16 PM  
-----

Name: (b)(6)  
Email: (b)(6)  
Complaints:Discourteous/Rude Employee  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):This is a resubmission because I omitted the airport on the first submission:

American Airlines Flight 4953 on Thanksgiving morning (26 Nov 15). Incident happened at Dulles International Airport (IAD) TSA Pre-Check at 3:50am

TSA Employee (b)(6)  
TSA Badge Number (b)(6)

Comments:On or about 3:50am on 26 November 2015 (Thanksgiving Morning) TSA Agent (b)(6) TSA Badge Number (b)(6) was overly rude and obnoxious to me as I entered the TSA Pre-Check area. There were numerous people going through the screening but what wasn't obvious was they were Airport employees. I didn't notice any signs stating that TSA Pre-Check was closed and the American Airlines gate agent told me to proceed to TSA Pre-Check because it was on my ticket. As soon as I approached the area (b)(6) took the opportunity to be very rude and obnoxious by saying, "what's your problem....you can't read boy?" I was very shocked and alarmed at his choice of words and how he was loud and disrespectful while I had no idea that TSA Pre-Check was closed. I quickly said I was sorry and let him know what the gate agent told me and just got loud and very disrespectful with me again. I told him it was a honest mistake, and it was 3:50am in the morning and there was no need for that type of language.

I'm a 20 year Active Duty Army Officer (LTC) and I've flown to numerous countries and cities and I've never been treated with this type of disrespect. I made it a point to file this complaint as soon as possible because we don't need people like (b)(6) protecting people in our airports. Instead of being helpful he choose to be demeaning and disrespectful, and that's totally unacceptable...especially during Holiday travel when I was obviously no threat to him or his operation.

1654 11/28/2015

Hello I flew from Dulls international airport to San Diego airport nonstop this morning. While unpacking my suitcases when I got home I noticed a TSA baggage inspection form which I am okay with because your doing your job. What I am not okay with is the fact one of my shoes is missing. This happened while TSA was inspecting my luggage. Please get back to me with how you will return my personal belongs to me. You can reach me by email (b)(6) or my cell (b)(6) Thank you

(b)(6)

1655 11/29/2015

Caller flew from Dulles to Dayton OH and when she got home she was dismayed about the inside of her luggage. She is wanting to complain about how the security officers handled her checked luggage. She stated the straps that keep her items in place were not reconnected. They removed the plastic wrap off of a desk calendar and placed the wrap and a bag just on top of her items in a wad. She said this is not acceptable, nothing was broken but TSA shouldnt have treated her items like they did.

Date: 11 28 15

Time: departed at 10:10pm

Airport: Dulles

Airline: United

Flight: 3366

Bag Tag: (b)(6)

Bag Description: Black with leather handles. She said there was a green piece of ribbon on the handle so she can find it.

NOI: Yes, nothing written or stamped

1656 11/29/2015

The caller had a bag that had a built in lock and somehow it got locked. She is wanting to file a claim for it.

Date\Time: 11.28.15 7:30 am

Gate\Terminal: B

Airport: Dulles

Airline: Delta

Flight #: 2645

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

Bag Description: The bag is a large, grey bag. It has two built in locks. It is metal with two latches.

NOI: Yes, no timestamp.

1657 11/30/2015

REASON for the call: Caller travels a lot and they have TSA PreCheck through GE. He stated that on his flight from IAD to LAX was the last straw. He stated that his golf bag was opened and the strap that holds the golf clubs was not re-secured, the towels he used to protect the clubs were not replaced, the zippers that contained his tees and balls were opened and not re-zipped. His bag did not make it on his flight even though he was there 2 hours early and he had to wait over an hour airport for the next flight to arrive. He wants to make a complaint about this in hopes that it will not happen again in the future.

Date Time: 11 27 2015 06:35 am

Gate Terminal: Gate C9

Airport: IAD

Airline: United

Flight #:470

Bag tag # (10digit): Doesn t have but it ended in 37.

Bag Description: It is a black Nike golf bag. He has his name on the outside and a orange tie on it.

Missing Damaged item description: Nothing missing or damage just in complete disarray.

NOI: Yes

Special Notes:

1658 11/30/2015

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

Remote Client IP: (b)(6)

Date Time: 11/30/2015 4:08:29 PM

Name: (b)(6)

Email: (b)(6)

Complaints:Disarrayed Items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA924  
Friday 27th November 2015

Comments:I travelled from Washington Dulles on the above flight and when I opened my suitcase, back in England it was obvious it had been searched. Naturally I realise there are times when luggage is searched and have no objection to that. However I had packed my laptop and iPad securely inside a padded case, in a padded bag and wrapped in bubble wrap and in a plastic bag to protect them. After they had been inspected they were not wrapped up again in the secure way I had prepared them. Luckily they are still intact, but no thanks to whoever inspected them. Please train your staff to respect the care travellers take of their items. Thank you.

1659 11/30/2015

I'm missing a couple of sheets of Jamberry nails from my bag that was inspected. While it's not very much dollar-wise, it does make me wary of ever checking a bag when I pack things and someone takes them when the bag is inspected (there was a paper in my suitcase saying it was inspected, which I expected because one of the hair products in my bag looks like a ball with a pump). The packaging for the nails is in the suitcase, however, the actual nail sheets are missing. Yes, I'm positive they were in there - they were new and had not been out of the package. The package was opened when I got my bag today.

There was also a big mess from the hair products - I guess they opened them and squirted some out - all over everything in that compartment of the suitcase (even though it was originally in a plastic baggie). Rather annoying since it's expensive, but at least it was still in the bag in the end.

I realize there's probably nothing you can do, just wanted to bring it to your attention that someone is taking things from bags. This was flight UA470 from IAD to LAX this morning.

I will say this is my first bad experience - other times my bag has been inspected, things have been jumbled, but in the same condition/nothing missing as when I packed.

Thanks

(b)(6)

1660 12/1/2015

Caller traveled yesterday and he had a beer thermos that was full of beer. He got his checked bag and it looks like someone had smashed the thermos, the cap was broke and there was a dent in the metal. He had a bottle of gin and it wasn't damaged so he feels this wasn't done by the baggage handlers.

CSM RFI-----Mishandling RFI

REASON for the call: Damaged thermos

Date Time: 11-30-15 at 5:05 pm

Airport: Dulles

Airline: United

Flight #: UA419

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

Bag Description: Dark green duffie bag with black on the bottom and black handles, it has FEV on the side of the bag

Missing Damaged item description:

NOI: Yes

1661 12/1/2015

Hi,

My bag got inspected at the Dulles airport in DC and the lock ledges are broken. The bag cannot be closed properly for my future travel anymore. Is it possible to get compensation? WHO should I contact?

Thanks,

(b)(6)

--

(b)(6)

Department of Economics  
University College London

https://(b)(6)

1662 12/1/2015

The caller is missing a bag of e-cigarette items out of his checked baggage. There is an NOI.

Date Time of Travel: 11 23 2015 Departed sometime in the late afternoon

Gate Terminal: Not Provided

Airport: IAD

Airline: United

Flight #: Not Provided

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

Bag Description: Black Jeep suitcase, on wheels

Missing Damaged Item Description: A plastic grocery bag containing two mods, an RDA, and six bottles e-liquid

Was an NOI Present? (Checked only): Yes

Was there a timestamp or written notice on the NOI? (Checked only): There is a stamp but he cannot read it well. It says 533 but there is something before those numbers.

1663 12/2/2015

The caller said a bottle of wine was missing for his luggage. He has a NOI. He wants to know what he can do about this.

Date Time of Travel: 12 2 2015 at 11:50 AM

Gate Terminal: C23

Airport: IAD

Airline: United Airlines

Flight #: 221

Baggage Tag #: (b)(6)

Bag Description: The bag is a black Dockers bag with wheels on the bottom. It is a soft bag.

Missing Damaged Item Description: There is a bottle of wine missing from his baggage.

Was an NOI Present? Yes.

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

1664 12/2/2015

REASON for the call; Callers bag did not come with her on November 15th. She received it the next day. She had just bought a phone charger. She had two things in her bag.

NOI present (writing on it):Yes, she has two and nothing written on them.

Date and Time:November 15th at about 4 pm

Airport:Dulles to Amarillo

Gate and Terminal:NA

Airline:American

Flight Number:NA

Bag tag #: (b)(6)

Bag Description:It is navy blue with pockets on the front with wheels and a pull up handle.

Missing Damaged item description:brand new cell phone charger worth about 28.15 dollars. It is pink and black.

email: (b)(6)

1665 12/2/2015

Submitted on Wednesday, December 2, 2015 - 14:56 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: Fri, 2015-11-20

Approximate Time: 21:00

Airline & Flight Number: UA260

Checkpoint/Area of Airport: Oversize luggage inspection Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: I checked a set of golf clubs for a trip to Orlando and had all head covers on the clubs, shoes, and a towel in the top area to secure the clubs tightly to prevent damage during handling and flight. When I arrived in Orlando and opened my golf bag, my shoes fell out with an inspection card. All head covers were off the clubs, some covers falling out of the bag, and the golf bag itself was not buckled in the travel case anymore. My new driver and 3 wood had scratches and chips due to not being protected during handling and flight. I totally understand the need to inspect baggage for security purposes, however, having respect for consumer property should also be a priority of TSA/inspection staff. Treating someone's baggage like dirty laundry is not acceptable! At least have the courtesy to put the large head covers back on the woods to protect them. Golf clubs are a significant investment to avid golfers and this type of handling is unacceptable.

==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/32042>

ID Date Added\_Date Only Contact Details

1666 12/3/2015

The caller had a flight from IAD to ATL. When she arrived in her final destination she had a hair styling item inside of her bag with the top broken off from it.

Date Time:11-29-15 at 1:55 pm

Airport: IAD

Airline: Delta

Flight #: 200

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

Bag Description: Purple suitcase

Missing Damaged item description: Instyler hair product used to curl hair, bristles like a brush, and a barrel that spins when heated up.

NOI present (writing on it): Yes. No time stamp

The caller wish to have the SF-95 emailed.

1667 12/4/2015

The caller traveled yesterday from Dulles to London on UA and her lock was broken.

Date Time: 12 03 2015 6:40 PM

Airport: IAD

Airline: United Airlines

Flight #: 918

Bag tag # (b)(6)

Bag Description: Samsonite black wheeled with a knitted small slipper shaped colored white and purple in color attached to handle.

Damaged item description: Luggage with TSA recognized lock that was built into it was damaged.

NOI: Yes

1668 12/4/2015

THIS GENERATED EMAIL HAS BEEN SENT FROM

<http://www.tsa.gov/contact/index.shtm>-----  
Remote Client IP: (b)(6)Date Time: 12/4/2015 4:43:39 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): Dulles, Jet Blue flight B6 356

Comments: I was selected for a screening because the K9 showed "interest in me." It was clearly a false alarm. I courteously followed all protocol and direction that the TSA officers notified me of. They did not let me touch my belongings so I didn't notice they had negligently left my laptop out of my bag. Part of my lack of awareness was due to the fact I was being surrounded by three officers at once; one to search my bag, one to pat down my person, and one questioning me simultaneously. It was overwhelming. I was very annoyed when I got to my gate after a train ride and noticed my computer was gone. After a fifteen minute walk and train ride I went back down to TSA and told them I was very upset and they did not have the right to hold my personal belongings since I was deemed not suspicious. Most people were understanding but Supervisory Officer (b)(6) was very rude, cold, and unempathetic. He demanded I sign a lost and found receipt. I told him I did not lose my laptop, it was withheld from me, even if by simple negligence without bad motive. I wanted the record to reflect that. He said I must sign the lost and found log or I would not get my laptop back. I signed the log under duress and fear I would be removed from the airport for being difficult and I felt I had no other choice if I wanted my computer. I put an asterisk next to my signature to signify my allegation that I did NOT lose or forget my laptop, but for TSA's questioning, I would have had it in my bag the whole time... The officer never returned it to me (and it turns out it was never even screened prior to that moment... What if it was an explosive?!?!). When Supervisory Officer (b)(6) saw me writing this, he physically removed the binder from my hands and shouted "give me my pen back!" I encourage you to find a recording of this event if possible from your security cameras to corroborate my allegation of maltreatment. I am very upset that I alarmed a K9 and your staff seemed more concerned about getting me to sign a lost and found log than apologizing for the full hour I lost or being alarmed that an item flagged as dangerous was never screened during that time.

1669 12/6/2015

Caller left Dulles and flew to LAX on American Airlines and he checked some camera batteries in checked luggage. But he traveled from LAX to Washington on United Airlines, while he was at the gate they called his name to let him know they had to remove 6 batteries from his luggage. The only option he had at this point was to miss the flight he didn't have any time to do anything about it. Caller said there were 6 batteries taken. He understands if it's a regulation but it should be the same at both airports.

Date and Time: 12 3 15 at 7:50am

Airport: Dulles

Airline: American

Flight: 1736

Bag Tag: (b)(6)

Bag Description: 2 camera cases and one trip container, all black.

NOI: Yes, nothing written or stamped

1670 12/6/2015

To whom it may concern,

My wife (b)(6) and I flew from Dulles airport early Friday, 27 November. Our flight info is as follows:

Delta Flight #2645 leaving IAD @0700 to Atlanta Connecting on Delta Flt# 571 leaving ATL @ 9:59 to St. Thomas, USVI

When we arrived in our accommodations and unpacked our bags my wife found that someone had rummaged through her belongings and her large ziplock bag containing her toiletries was open. Missing from her ziploc bag was a brand new bottle of Chanel Chance Perfume. Upon closer look she found a TSA notice of inspection card under several layers of clothing not directly on top as would be expected. Not knowing who all has access to our bags once they are checked we felt it was important to let you know.

Sincerely,

(b)(6)

Sent from my iPad

1671 12/6/2015

To Whom it May Concern,

I was recently on a connecting flight (Delta 1160) to Atlanta, GA from Washington Dulles International on December 1, 2015, which left Washington DC at 11:30am and arrived in Atlanta Hartsfield Jackson airport at 1:27pm.  
When I received my luggage off of the carousel, I noticed a tear in the bag.  
I received a notice of baggage inspection in the bag.  
Your agents had cut my bag, which now makes it unusable and un-closable as one can see in the attached photos.  
All it had on it keeping it closed was a small plastic wire tie.  
I purchased the bag 4 years ago in the amount of \$170.00.  
I can no longer use this bag because of the damage, and feel that I would like it to be repaired or replaced by your agency.

Many thanks,  
Regards,

(b)(6)  
HYPERLINK "te (b)(6)  
(b)(6)

1672 12/7/2015

Call Reason: - Caller is upset the calendar in her checked bag was unwrapped. The wrapping paper was still inside the checked bag with the calendar.  
She had other presents which were not opened. How could it be a threat? Do we have Xrays?

Date Time of Incident: 12 06 2015 12:45 pm  
Gate Terminal:  
Airport: Dulles to DFW.  
Airline: United  
Flight #: 3735  
Bag tag #: (b)(6)  
Bag description: Burgundy, Medium suitcase  
NOI: Yes

1673 12/7/2015

Hello,

I am emailing to file a complaint about the TSA Precheck office/location at the Dulles International Airport. The employees were late by more than an hour. We were told that one of the employee did not show up. So one employee had to catch up with appointments which were scheduled at 8:15.

This is a great issue for me as I left work thinking it would take 30-45 minutes (commute and interview). This is a big inconvenience as there are 20+ people ahead of me and I will be late getting back to work as well as pay extra for parking as it will take more than 1 hour.

TSA needs to take action on this since this is causing so many people inconvenience.

(b)(6)

Sent from my iPhone

1674 12/7/2015

Submitted on Monday, December 7, 2015 - 09:02 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date: Mon, 2015-12-07

Approximate Time: 08:00

Airline & Flight Number:

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: I have been standing in the pre check line after confirming an appointment last week and no one is here... There are people with me that have been standing here for longer than an hour... Absolutely ridiculous.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/33049>

1675 12/7/2015

Submitted on Monday, December 7, 2015 - 13:47 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: Sat, 2015-12-05

Approximate Time: 06:30

Airline & Flight Number: TK 007

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

Please provide a description of your inquiry/comment.: I am very disturbed at the lack of professionalism and actual vandalism performed by one or more of your baggage inspectors. I had no objection to my bag being searched as I was just returning from Egypt via Turkey. My complaint is that when they searched my bag and apparently my cosmetic/toiletries bag that was inside of the larger bag they showed no respect for the contents. They apparently had to check that the J&J baby powder was in fact just that. That was fine however they never bothered to reclose the top. In addition they apparently had to check that a partially used bottle of eau de parfum was also in fact that. I had no problem with that inspection either, but it was packed with rubber bands around it and secured that the top could not accidentally come off. In short the inspector(s) never bothered to twist the top of the baby powder to close it and never bothered to resecure the top to the perfume bottle. The baby powder totally covered the entire interior of the toiletrie case and also got in the top of the bottle which had the squirter dislocated from the bottle and the top. The mess it created caused me to need to discard much of the contents including he baby powder which is now empty and had been full. I can only hope that I can clean the perfume bottle so as to be able to use it again. It is extremely expensive perfume and I am totally disgusted with whomsoever it was who did this. I honestly consider it more than a prank but instead vandalism. I would hope that the . responsible employee would take responsibility for his/her/their action, issue me an apology and replace the damaged contents. My estimate of the damages runs to approximately \$80. (The perfume was a 100ml bottle - approximately 1/3 full

- of Chanel 5 Eau de Parfum and the other contents discarded included baby powder - small travel size (new), a bottle of body lotion -also left open and a small package of J&J band aids as well as the couple of hours labor cleaning up their mess.).

==Passenger Information==

Name (b)(6)  
Email:  
Phone:

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/33169>

1676 12/8/2015

Caller; She traveled from Dulles to Dubai. When she arrived at Dubai her power cord for the laptop was missing. She did not find a NOI. She contacted the lost and found and was told to call TSA.

1677 12/8/2015

Caller wanted info on a MAC book computer. She had the laptop in the middle of the bag bubble wrapped and wrapped in a blanket. The laptop was placed on top of the clothing.

Date Time: Dec.03.2015, 5:33pm

Airport: IAD

Airline: United Airlines

Flight #: 326

Bag tag # (10digit ): She did not kept the tag

Bag Description: The bag is black, the zippers were all the way at the bottom. The brand is Samsonite, suit case. Black cloth. Two wheels.

Missing Damaged item: MAC Book was turned on and no visible cracks are visible.

NOI present ( writing on it ): NOI, nothing was written

The MAC book does not look damaged, she turned it on and no damage was made to her understanding.

She prefers to talk to someone on the phone and not just an e-mail. She would like to advise that the TSA officer continue in training for the checking inspection on the bag.

1678 12/8/2015

Submitted on Tuesday, December 8, 2015 - 21:23 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: TSA Pre?®

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

Date: Tue, 2015-12-08

Approximate Time: 21:00

Airline & Flight Number: UA554

Checkpoint/Area of Airport: Pre-check

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Please keep the pre-check open until at least 9:30 p.m. It is a big inconvenience to arrive at the airport expecting pre-check, only to find it closed at a time that is still busy.

==Passenger Information==

Name (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/33642>

1679 12/9/2015

Caller; She traveled from Dulles airport to Bolivia via La Paz Bogota, When she arrived at her destination she found a NOI inside her checked baggage. The suitcase was damaged and some perfumes were missing and wanted to file a claim.

Date Time: 10 05 2015 4:36PM  
Gate Terminal: Not available  
Airport: Dulles international  
Airline: Avianca Airlines  
Flight #: 0628  
Bag tag # (10digit: Not available  
Bag Description: Blue in color, American Tourister  
Missing Damaged item description: Damaged suitcase and some perfumes missing.  
NOI: No info

1680 12/10/2015

REASON for the call: 4 shock absorbers are missing from his sister s checked baggage. Air France advised that they were removed by TSA.

Date Time: 12 8 15 6:55pm  
Gate Terminal: NA  
Airport: IAD  
Airline: Air France  
Flight #: 55  
Bag tag # (10digit: (b)(6)  
Bag Description: NA  
NOI: Present with nothing indicated.

1681 12/10/2015

The caller was in Dulles airport and when he went through the screening he had a lamp shade. There was a TSO helping people with there carry-on items, she placed his lamp shade on the x-ray machine and it broke it. She didn t put it in a bin, it was placed directly on the belt. The TSO didn t take any responsibility for the event she just walked away.

Date Time: 12.10.2015 8:30pm  
Gate Terminal: Terminal C, Gate C4  
Airport: Dulles  
Airline: United  
Flight #: 861  
Email Address: (b)(6)

1682 12/10/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 12/10/2015 9:33:15 PM  
-----

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight out of Dulles on 30 Nov. TSA agent at the PreTSA screening section.

Comments: Formal Complaint against (b)(6) (sp?) who was charged with reviewing bags that didn't pass the first screening through the xray at the PRE TSA site at Dulles.

He was grossly incompetent. When I waited for him to review my bag, he was paying attention to anything but my bag and looking around for a crying baby, looking over at another lady or something of the like and then talked to another about it. He was taking so long he asked me when my flight was to ensure I didn't miss it as he was not going to ensure to be efficient about it?

He then looked through my small bag very very slowly, taking out pens, paper, my work laptop etc and laying them all over the table...then he ran it through the belts again...when complete he proceeded to open up more pockets again and the like when it came out the 2nd time! I asked him if I could help him as I'm a military officer and travel a lot and didn't realize that TSA PRE required more time than the routine route. He then asked what time my flight was as he was surely not going to get through this in reasonable time. I went and sat down on the couches in the waiting area. There was another agent who asked what I was waiting on as I was just sitting there watching the time as I came closer to boarding time and told the nice lady I was waiting for my inspector to finish his second inspection of my bag. it was at least another 5 min and then he said it was ready. I went over and he began to lecture me on not appreciating me telling her it was taking two inspections and inordinate time to do my single small computer sized bag. This was the final straw. I do not appreciate his lack of capacity and efficiency as well as his utter lack of attention and detail to the job and then he quickly ran off and hid around a corner?? I looked down on the table and all my items were left in a pile for me to place back into my bag!? I couldn't believe management was allowing this to happen. I asked for a manager and the lady pointed to the same individual who did this to my bag and gave me his attitude instead of apologizing to me for his obvious lack of attention and gross incompetence. I had to have her find out his name as it was worth missing my flight to ensure TSA addressed this as its completely unacceptable. I would most certainly like a response and to know who the POC to bring it to if this is not the correct location to get his attitude and disrespect address. A formal apology would be appropriate. Customers should never be treated in this fashion as we are the ones flying, paying to do so and supporting without question, the needs of TSA and airport security needs. This was a very poor and disappointing experience and I have never had this happen and assuming something is actually done about this, won't have to go through this again.

1683 12/11/2015

Caller just had a keychain taken from him because it was considered a self defense item. This was at Dulles. They looked at it and gave it back. Then they came back and took it from him. His keychain has a self defense item on it. It is a martial arts item. He is with 7 TSA agents at the gate area wanting to go through his bag. He is upset and told me that he has traveled with this before.

He seemed to be asking if they could do this but I could not clearly get what he was wanting.

1684 12/12/2015

Submitted on Saturday, December 12, 2015 - 16:52 Submitted by anonymous user: (b)(6) Submitted values are:

Categories: Prohibited Items

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

Date: Sat, 2015-12-12

Approximate Time: 16:00

Airline & Flight Number: UA 325

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

Please provide a description of your inquiry/comment.: I have an arc lighter which I fly with multiple times a week. It has never been a problem, as it is an approved carry-on item and has no liquid fuel. It was flagged during screening and the supervisor on duty simply told me "I'm not letting this through because I've never seen it before." I informed him that according to the published guidelines it was allowed but I didn't have time to stay and argue so they could keep it. The staff then decided that all of my other belongings needed to be rescanned. I was delayed for approximately 10 minutes. The screeners isolated the issue to a specific section of my bag and rescanned all the contents except the item (an RFID-shielding identification badge holder) which I suggested would be causing the anomaly, then returned and rescanned it separately.

==Passenger Information==

Name: (b)(6)

Email: a

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/34676>

1685 12/13/2015

Dear sir/madam,

I'm writing to you with regards to damages incurred to my luggage during an inspection today. My name is (b)(6) and I traveled from the Dulles airport at Washington DC with United Airlines & Swiss Airlines to Pristina via Zurich.

My check-in bag [a Samsonite violet bag] of the reference number 001 600 19 69 was inspected by the Transportation Security Administration.

While I respect the professionalism of the TSA staff and have no complaints about the inspection in and of itself, I must note that the zipper of my luggage has been damaged during the said inspection.

I did not lock my baggage, it was only zipped shut, and one of the zippers has been damaged in the process. I'm not entirely sure whether you have procedures for complaints but I would like to file one. Please let me know how to proceed.

Best regards,

(b)(6)

1686 12/14/2015

Reason for Call.....Baggage inspected, Lock Missing from Bag. NOI in bag.

1. Date and Time of Travel.....December 12, 2015 at 3:05 pm
2. Gate Terminal....Unknown
3. Airport.....IAD
4. Airline.....Southwest
5. Flight #.....2869
6. Baggage Tag #.....(b)(6)
7. Bag Description.....Plastic Gray Roller Bag
8. Missing damaged items.....Lock Missing.
9. Was NOI Present....Yes
10. Was Time stamp note....No
11. Phone....(b)(6)
12. Email Address...(b)(6)

1687 12/14/2015

Submitted on Monday, December 14, 2015 - 16:44 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: Mon, 2015-12-14

Approximate Time: 06:30

Airline & Flight Number: Delta - 2645

Checkpoint/Area of Airport: Passenger screening/security Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: The TSA screener took my backpack out of the plastic bin and sent it through. I specifically put it in a bin so that it would stay clean. The rollers on the conveyer belt are very dirty, I've had dirt xfer onto my backpacks/purses in the past and prefer to keep them clean. I asked her to put it back and she would not. This was a tall black young lady with braids in her hair, she did not respond to my request or look me in the face. If I take the bins and use them I don't feel it is appropriate for someone to take something out of a bin and send it through. My personal articles are mine to care for and I shouldn't have to explain it or have the screener override my actions to care for my personal articles. Very rude and no reason for it. Part of what makes traveling so unpleasant is the TSA screeners when they do stuff like that. This isn't the first time it has happened.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/35198>

1688 12/14/2015

Dear Sirs:

My Swiss Army knife, that I placed in my checked luggage this morning for a IAD departure at 7:20AM on Delta 1697 to ATL, was not in my luggage when I picked it up from baggage return in Tallahassee. I have traveled with this knife in this same fashion since 9/11 and I have been Inspected numerous times, including traveling to IAD just four days ago.

I also traveled on Delta 4889 from ATL to TLH. My luggage was inspected by TSA who left their Notice of Baggage Inspection, see attached Inspection form.

Please return my knife to me at the address below. Thank you for your attention to this matter.

--

(b)(6)

1689 12/15/2015

Caller arrived at her destination, and noticed she received a NOI. Her makeup and facial oils are gone. They were in Tupperware containers.

Date Time: 12.15.15 @ 6:50 AM

Airport: IAD

Airline: Virgin America

Flight #: 83

Terminal gate#: B-63

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

Bag Description: Mid-sized beige soft shell, briggs and riley, 2 wheels

Missing Damaged item description: 2 Tupperware containers full of cosmetics

NOI present (writing on it): Yes, no note.

1690 12/15/2015

Caller traveled on 12 11 2015 from Washington and realized that there were missing items on her checked baggage.

Date Time: 12 11 2015 3:40PM

Gate Terminal: N A

Airport : IAD

Airline: Avianca

Flight #: N A

Bag tag # (10digit): not provided

Bag Description: Black suitcase

Missing Damaged item description: Tools that were in a yellow bag and an electric razor

NOI: Yes

1691 12/15/2015

Submitted on Tuesday, December 15, 2015 - 10:08 Submitted by anonymous user:

(b)(6)

 Submitted values are:

Categories: Screening

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

Date: Mon, 2015-12-14

Approximate Time: 15:00

Airline &amp; Flight Number: UA400

Checkpoint/Area of Airport: International Arrivals - Domestic Transfer, Past US

Customs Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

1. Please first know that I am a frequent traveler and have been in the Global Entry program for a number of years. I support all the efforts of the TSA to keep us safe and am thankful for its work.

2. Approximately 15% of the time the TSA bag screeners open my bag and when they do 50% of the time I am unhappy with the way in which my items are cared for / respected. (I travel to developing world nations often and never carry anything that is illegal or hazardous, by the way.)

3. Yesterday, when my bag arrived at RDU, it was open and the contents were clearly moved and not re-packed as I had carefully packed them.

4. I started my journey in Tunisia and locked my bag with my TSA lock. My bag is a modified duffel bag with four straps with clips on the top four corners, so that one can clip closed the straps and cinch them tight preventing movement inside the bag. The strap and clip fit nicely over my TSA lock so that it is not accidentally ripped off in the transit process.

5. In Tunisia they were not able to check my bag all the way through to my final destination so I collected it in Istanbul. The bag was closed and locked and all 4 clips secure. I did not open it but simply checked it in again with Turkish Airline desk agents.

6. I then traveled from Istanbul to Munich and then to Washington Dulles. There I picked up my bag and re-checked it following customs. It was in good shape. The lock was still under the strap/clip and all 4 clips secure.

7. When I arrived at Raleigh Durham and found my bag, it was OPEN. The zippers were not fully closed and the lock was missing.

8. I opened the bag to check the contents and found that someone had been inside my bag and had searched through it and opened zip-lock baggies, removed contents, and NOT re-packaged them in the zip-lock baggies. I was carrying a few small tubs of liquid soap from Tunisia. They were sealed well but I also added the protection of the zip-lock bags in case they were damaged in transport and my bag filled with liquid soap. (Thankfully that did not happen.) I spoke with the TSA supervisor at RDU and she told me to contact you via the web. She was very understanding.

9. Whoever opened my bag showed no regard at all for me as the owner of the bag. They did not repack the soap. They did not care if they might be damaged. Then they did not close the bag... with the 4 clips being re-secured and they did not re-lock my bag with my TSA lock.

10. Note that my bag was not mistreated or opened in Tunisia, Turkey, nor Germany. Only in my home country was it opened and my rights violated.

11. This is not the way one wants to enter into the world's greatest country. It leaves such a negative feeling.

I would be grateful for an investigation and to know how TSA employees are trained relative to handling our bags.

Thank you in advance.  
==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/35363>

1692 12/16/2015

Caller phone number, from Dubi : (b)(6)

Caller states his Mom s bag was opened, states she received NOI inside the bag. Caller states the zipper was broken and could not close the luggage any more. States they took the luggage to claim office at airport and was advised since she received NOI nothing they could do to assist her that she would need to contact TSA.

Date Time of Travel : 12 03 2015 10:00pm flight departed at 10:15pm  
Gate Terminal : 7c does not know the terminal  
Airport: IAD  
Airline: United

Flight #: 976  
Baggage Tag # (Checked only – 10 digits): (b)(6)

Bag Description  
Damaged Item Description: pink maroon color , rolling and expandable , new condition.  
Was an NOI Present? Yes:

ID Date Added\_Date Only Contact Details

1693 12/16/2015

She said she flew last night from Frankfurt, Germany to Dulles to Detroit and she is missing 1 plastic bottle of olive oil and 2 bottles of homemade honey from check bag. She got the noi. She requested that we email the claim form to her.

Mishandling RFI

REASON for the call:Missing Food Items

Date Time: 12-15-15 at 9:37 pm

Gate Terminal:D 30

Airport:Dulles

Airline:United

Flight #:3772

Bag tag # : (b)(6)

Bag Description:black suitcase with her name tag on it

Missing Damaged item description:missing 1 plastic bottle of olive oil and 2 bottles of homemade honey

NOI:Yes

1694 12/16/2015

Submitted on Wednesday, December 16, 2015 - 08:06 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

Where did this happen? WASHINGTON - SEA - Seattle-Tacoma International

Date: Sat, 2015-12-12

Approximate Time: 12:30

Airline & Flight Number: UNITED AIRLINE FLIGHT NO 950 Checkpoint/Area of Airport:

IAD CHECK IN AREA FOR UNITED AIRLINE Name of TSA employee (if known): NOT

KNOWN Please provide a description of your inquiry/comment.: FIRST OF US, I AM

SORRY IF I SELECTED A WRONG AIRPORT NAME IN THE COMPLIANT. THE AIRPORT THIS

HAPPENED IS WASHINGTON DC DULLES INTERNATIONAL AIRPORT (IAD). I PURCHASED

A STABILIZER BAR FOR MY 2001 TOYOTA CAMRY FROM THE UNITED STATES TO

REPLACED THE DAMAGED ONE ON MY 2001 CAMRY IN LIBERIA. UNFORTUNATELY, IT

WAS TAKEN AND MY BAG WAS BROKEN INTO. THE STABILIZER BAR WAS PLASTIC

WRAP ON MY BAG. THIS POSE NO SECURITY TO THE UNITED STATES, UNITED AIRLINE

CREW OR THE PASSENGERS ON THE FLIGHT. WHY WAS IT TAKEN AWAY? I NEED TO

KNOW. IF YOUR EXAMINATION IF ANY PROOF NO DANGER TO ANYONE, PLS SEND IT

TO ME IN LIBERIA VIA THE SAME AIRLINE -UNITED AIRLINE AND BRUSSELS. THIS PART

IS NOT AVAILABLE HERE. I LIVED IN THE UNITED STATES FOR CLOSE TO 13 YEARS WITH

NO CRIMINAL RECORDS WHATSOEVER. I LIVE IN LIBERIA AT THE MOMENT AND REALLY

NEED THE PART TO FIX MY 2001 CAMRY. MY WIFE AND MY CHILDREN ALL IN

JACKSONVILLE, FLORIDA. PLEASE SEND THE PART TO ME OR TO MY FAMILY IN THE

UNITED STATES. MY US ADDRESS IS:

(b)(6) YOU MAY CONTACT MY DAUGHTER,

(b)(6) AT (b)(6) OR MY WIFE (b)(6)

OR EMAIL ME AT (b)(6) AGAIN, THE AIRPORT THIS TOOK

PLACE IS WASHINGTON DC DULLES (IAD). THE BAG WAS WRAPPED WITH TSA TAPE

WITH NO EXPLANATION. It will be in my interest if you can send it through the airline

(UA) via Brussels airlines to Monrovia, Liberia. I beg you. This has no security

implication for anyone. I bought only because i can't find one in Liberia.

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2257/submission/35696>

1695 12/16/2015

Mishandling RFI

REASON for the call: Caller s father s bag has a NOI inside of the bag and there are some items missing.

Date Time: 12 15 2015 10:00 PM

Gate Terminal: Gate C19

Airport: IAD

Airline: Turkish

Flight #: 260

Bag tag #: (b)(6)

Bag Description: A large black rolling suitcase with 4 wheels, the bag had a golden ribbon that had Mont Blanc written on it.

Missing Damaged item description: A pair of bright pink shoes for a 3 year old little girl with the alphabetic letters on them.

NOI: Yes, nothing was written or stamped on the NOI.

1696 12/17/2015

Caller wants to report some damaged and missing items from their checked luggage. He said they departed from IAD on 12/16/15 around 6:00pm. They are very upset that these items are broken and missing.

Date Time: 12 16 15 6:00pm

Gate Terminal: Gate B 49

Airport: IAD

Airline: Austrian Airline

Flight #: 0094

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

Bag Description: Purple (big) rolling bag.

Missing Damaged item description: A very expensive letter opener with ivory handle (damaged). A big plastic bag full of small presents. (missing). (Separate bag) Small presents were damaged and are not gift able. She said 2 vials of salts are shattered and chocolates.

NOI: Yes

Email: (b)(6)

1697 12/18/2015

Reason for the call - She has an expensive pair of sunglasses missing.

Airport - IAD

Airline - United Airlines

Flight Numbers - UA3761

Departure Times - 10 pm

Date And Time of Incident - 12 16 2015

Baggage Tag Numbers (b)(6)

Description Of Luggage

Color - Black

Style - Hard-sided roller bag

Size - Large

Brand - Seque

Was There An NOI - Yes

Was Anything On The NOI - No

Missing Damaged item description - She has a pair of Tom Ford sunglasses missing.

Location Of Incident

Gate - D30

Terminal - Does not know

Phone Number (b)(6)

Email (b)(6)

Special Notes - She flew from Istanbul to IAD and then to Charlotte, NC. She wanted a claim form emailed to her.

1698 12/18/2015

The caller traveled yesterday and an item is missing. An external battery for an iphone case.

Date Time:12 17 2015 10:10 PM

Airport: IAD

Airline: United

Flight #: UA 808

Bag tag # (b)(6)

Bag Description: Samsonite brand tan color with her name on the tag.

Missing item description: external battery for an iphone case

NOI: Yes

1699 12/18/2015

Dear sir/madam

I write to complain about my suitcase which was mishandled by your staff.

I travelled out of Dulles airport Washington on BA flight 261 to Lagos Nigeria via London with 2 suitcases. One of my cases was broken into by your staff as a notice of baggage inspection was left in my suitcase and the lock was badly damaged thereby rendering the suitcase totally useless and unfit to travel with again and then in addition to this, some contents namely 2 Nivea body creams lotions were stolen from my suitcase.

Im sure you will agree with me that whilst security checks indeed are in the interest of all, the very act of theft is not only deplorable but in itself bridges and contradicts the trust and confidence that the security system is meant to instill in passengers and the whole country alike.

My question: is it the prerogative of the United States transport security administration to remove items from passengers suitcases under the guise of security inspection? and how do you replace these stolen items ?

Thank you for your cooperation and I look forward to your kind and prompt response

Yours faithfully

(b)(6)

Jesus is Lord????

1700 12/18/2015

Dear TSA,

I'm glad that the services you are providing increase the safety of air travel for everyone. I understand this means some bags have to be opened for a physical inspection of their contents. However, I think it is a must that the contents are put back into the bag in a similar fashion as they were prior to the inspection, especially when there are fragile items.

I flew back home yesterday (IAD to DEN) and my bag was inspected both by customs and by TSA. I was present when customs inspected the bag and was impressed how carefully this was done and how things were put back where they came from by the customs officer. When I received my bag at DEN I found the TSA notice of bag inspection. The inspection was very obvious even without this notice. The contents looked like they were thrown into the bag in a random fashion and the musical instrument (ukulele) that I carefully placed so it was padded by the surrounding clothing was bumped by other larger items in the bag. The result are several bruises on the ukulele.

Again, I'm glad these inspections are performed but I think these inspections have to be performed with respect to the passengers and their belongings.

Thanks and best regards,

(b)(6)

1701 12/18/2015

The caller flew from IAD with some Turkish and American cash in his Laptop case. When he get home, the cash was missing from the case. It was about 300 in Turkish Currency and 50 in American.

Date: 12-16-15  
Time: 3:15pm  
Airport: IAD  
Gate: B73  
Airline: American  
Flight: Not Provided  
Bag Description: Black and Red laptop Case

1702 12/19/2015

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

-----  
Remote Client IP: (b)(6)  
Date Time: 12/19/2015 4:20:16 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): KE094  
Flight out of Dulles International airport  
12/18/15

Approximate time of incident: 10:30am

Comments: Dear Sir/Madam,

I flew from Washington DC to Seoul this morning and, unfortunately, while going through security my laptop was damaged. I placed my laptop and tablet in a separate bin and went through the screening. As I waited for my body scan to be verified, the operator in charge of the x-ray machine lost sight of how many trays had yet to be removed from the end of the conveyer belt, and as a result, the bin containing my laptop and tablet, along with a bin containing another persons laptop, fell onto the floor. During the fall, my laptop was damaged cosmetically and also has a constant loud whirr, which wasn't there before. I didn't mind too much, which is why I didn't complain on the spot but I now find that my laptop also restarts randomly, which is a major inconvenience. Please let me know as soon as possible how these situations are usually rectified.

Best,

(b)(6)

1703 12/19/2015

Dear TSA Team,

Yesterday, Dec. 18th, I flew from IAD to LHR on flight UA918, arriving Dec. 19th. I fly very often and as I experience many times, I received the TSA notice in my checked luggage that my bag had been searched. I am well aware of this TSA protocol, but am writing to report that this time, as has happened in the past, clothes that I had packed carefully were wadded back up after being unpacked by TSA, completely wrinkled up and rearranged in a big heap. I also had a jar of jam that I had secured in protective wrap to avoid any potential leaking if there was any breaking in the flight process, that would have been easily opened for TSA searching. However, instead of just opening the packaging, it was completely ripped apart and damaged. This seems extremely unprofessional, inconsiderate, and unacceptable. I know that this holiday season is a very busy time for TSA and that they are under a lot of pressure to keep us safe in flight, efforts which I very much appreciate. I'm not sure why an X-ray machine is not used similar to how our carry on bags are scanned, but I just ask that some respect is taken during the search and rummaging through people's personal property. It is already an awkward experience to know that someone is going through and handling someone's personal belongings, but it feels very violating when things are not respected and/or damaged. I ask that this is please considered during TSA training and practices.

Thank you very much for your time, and I wish you a happy and safe holiday.

Best,

Frequent traveler (b)(6)

Sent from my iPhone

1704 12/19/2015

Caller flew from IAD, and noticed that out of her 2 bags, 1 bag has a NOI but no missing items, but the bag that does not have an NOI, has at least 6 missing items missing items.

Date Time: 12.18.15 @ 7:15 PM

Gate Terminal: C-4

Airport: IAD

Airline: United Airlines

Flight #:982

Bag tag # (10digit: (b)(6) (NOI but no missing items)

Bag Description: Samsonite black hard shell bag.

Missing Damaged item description: Missing 2 gift bags, 2 NYCO white tops, 1 brown blouse, 1 white top and 1 black blouse.

1705 12/19/2015

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

Remote Client IP: (b)(6)  
Date Time: 12/19/2015 9:16:05 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): Ua932/united/iad on December 17, 2015  
Comments: Protective cardboard from an item was removed and an item was as a result damaged.

1706 12/19/2015

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

Remote Client IP: (b)(6)  
Date Time: 12/19/2015 3:25:58 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): 977/United/IAD/Customs after baggage claim, returning on an international flight and trying to connect to a domestic flight  
Comments: After landing at IAD from a 16 hour flight everything went very well, until I went through the final two checkpoints. The first is where they collect the customs card and the second was screening to get back into the terminal. At the first, it was understaffed with confusing signage and no one providing direction. I wound up in the Global Services line (by mistake) and did not know it until I got to the checkpoint. I was sent to the back of the other line because I was in the wrong line. This cost me at least 30 minutes. I watched several others ordered to do the same. Then when I got to the screening there were only two lines open. Which took another 30 minutes. I missed my connection and had to spend 8 additional hours at the airport.

From now on I guess I will plan at least 3 plus hours between flights at IAD. Maybe I will be able to actually make a connection.

1707 12/20/2015

(b)(6) stated that she received an NOI in her checked luggage. She stated that she is missing some clothes.

Date and time of travel: December 15th at 3:50 PM

Gate or Terminal: N A

Airport: Wahsington Dulles

Airline: Southwest

Flight #: 259

Baggage Tag # ( checked only):

(b)(6)

Bag description: Black 27 inch bag, 2-4 wheels, handle extends, red fabric ribbon

Missing Damaged Item Description: long dresses, sleeveless, they re very colorful

Was an Notice of Inspection (NOI) Present? Yes

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

1708 12/21/2015

Caller flew from IAD to SFO yesterday and his luggage was inspected. When he tried to open it he could not. He and his friend tried to open it by prying it open because the combination lock had not had the key turned completely back to its correct position. They did find a key to turn it and it was very difficult for them and he would like to file a complaint because he was so close to having to break it and pay to have the luggage repaired.

RFI-

Date Time:12 20 15 Departed at 12:14PM

Airport: IAD

Airline: UA

Flight #: 525

Bag tag #: (b)(6)

Bag Description: Its a large grey rolling suitcase with a pull out handle.

Missing Damaged item description:

NOI: Yes, nothing on it.

Contact : Did not want to provide

1709 12/21/2015

Call Reason: Caller flew from IAD to SFO and states that his checked bag got searched and now a new book was damaged. There was a NOI.

Baggage Checked Date and Time: 12 21 6:30 am

Flight Date and Time: 12 21 8:15 am

Gate Terminal: C3

Airport: IAD to SFO

Airline: United airlines

Flight #: 492

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

Bag Description: It is a chocolate brown Liz Claiborne suitcase with LC all over it and tan trim.

Missing Damaged item description: It was a special Imagineer a Disney Classic book about the Haunted Mansion.

NOI: Yes - nothing extra on it.

1710 12/21/2015

Hi there,

Upon my return to Australia from the United States last Thursday the 17th of December, I discovered that my baggage was inspected by TSA whereby I am missing two swimwear tops and one pair of bikini bottoms. I flew first from IAD to LAX on the 15.12.15 (flight UA719), then from LAX to MEL (flight UA098), arriving to Melbourne on the 17.1.15.

As the TSA inspection was the only time my checked luggage was accessed, at this point in time I believe they may have been removed. Is there any way to confirm that this was the case or perhaps be reimbursed for the loss?

Thanks,

Regards,

(b)(6)

1711 12/21/2015

To Whom It May Concern,

I was on flight BA216 Saturday night into Sunday morning (from Washington Dulles, USA to London Heathrow, UK).

While the flight went well, the same cannot be said of the baggage handling. One of my suitcases was searched which, in and of itself, isn't a problem. This suitcase contained WRAPPED Christmas presents for my son and my family. It also contained three expensive tiles for my mother, wrapped carefully in bubble wrap and towels to protect them.

Once I got off the plane I was one of the first to the baggage claim, and am quite thankful for this as the suitcase that was searched came out onto the belt WIDE OPEN. While I understand that for safety purposes random pieces of luggage are searched, I am appalled at the fact my suitcase was left open!

The open suitcase, it turns out, was the least of my problems.

Of the three tiles (costing \$50.00 per tile) two were broken - see attached photos. This means a \$100.00 loss.

The 5+ towels wrapping the above mentioned tiles were ALL missing. This means another \$100.00 loss.

Of the wrapped gifts 3 have disappeared:

A rather large present with a label: To (b)(6) Love SANTA - containing some fluffy slippers for my son (6 yr old) with a cost of \$25.00.

A smaller present with label: To (b)(6) Love SANTA - containing a Snuggie (wearable blanket) costing \$35.00. This was also for my son (6 yr old).

A wrapped plate in a box with label: Happy Chis-Nukkah with a cost of \$15.00.

The gifts were WRAPPED in gift wrap, clearly labeled as gifts, and stolen CHRISTMAS WEEK.

The towels were OBVIOUSLY protecting the tiles from breaking, and the tiles were CLEARLY wrapped in bubble wrap and towels so as to prevent them breaking due to their value.

Unfortunately due to lack of care on TSA's behalf, I am facing a loss of \$275.00 and some emotional distress as my son's gifts were stolen. I'd like some clarification as to why this happened and what you are planning on doing to remedy the situation.

It is unacceptable that these gifts be stolen by TSA staff members and the lack of care shown by said employees to others' belongings. Security searches are all well and good as long as one's belongings aren't harmed in the process. There are scanners that can clearly see the insides of gift wrap without having to open or break said gifts. And when gifts are fragile and clearly wrapped to protect against them being broken, common courtesy would rule that care be applied to the handling of said gifts.

Looking forward to a response and explanation.

Happy Holidays

--

(b)(6)

(b)(6)

DC Law Students In Court  
HYPERLINK "http://www.dclawstudents.org/" \nwww.dclawstudents.org  
4340 Connecticut Ave, NW, Ste 100, Washington, D.C. 20008

Phone: (b)(6)

Direct Line: (b)(6)

Fax: 202-638-0304

Email: HYPERLINK "(b)(6)"

Get social with LSIC!

HYPERLINK "http://www.facebook.com/dclawstudents" \nFacebook | HYPERLINK  
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"http://www.pinterest.com/l sicjustice" \nPinterest | HYPERLINK  
"http://twitter.com/l sicjustice" \nTwitter |

1712 12/21/2015

Caller states she wants to speak with a supervisor about an experience she had at Dulles, but asked for a supervisor.

Notes from (b)(6):

The caller was flying from IAD, and received a pat down while at the security checkpoint. After the pat down was complete, she noticed that her carry-on luggage had been placed to the side for additional screening. She asked the TSO why her bag was being screened, as she had to catch a flight soon. The TSO was extremely rude to her, and said that the bag tested positive for traces of explosives. Ms. (b)(6) said the only thing in the bag that was out of place was a container of Victoria's Secret lotion, and told the TSO to throw it away if that would help. The TSO refused, and proceeded to take out every item in the bag. She swabbed each piece with a cloth, but took a great deal of time between objects. After completing this, she informed Ms. (b)(6) that another pat down was required. After receiving a second pat down, Ms. (b)(6) missed her flight. She had to pay \$224 for another flight, and wants to file a complaint and a claim form.

Flight Information:

Date and Time of Flight: December 20, 2015; 1:40 PM

Departure Airport: IAD

Airline: JetBlue

Flight Number: N A

Time of Incident: Between 1:10- 1:15 PM

Description of TSO: A short, young, Hispanic female with black hair.

1713 12/21/2015

Issue:

Caller says TSA went through her bag in Dulles and everything was dumped out. There is a shoe missing from her bag. She's never had it this bad before.

Date Time: December 21 at 7:00AM

Gate Terminal: B71

Airport: Dulles

Airline: American

Flight #: 5327

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

Bag Description: It's a brownish tan, it's an Atlantic, soft side bag.

Missing Damaged item description: The shoe missing is OTOT, it's a kind of bronze color, a leather slingback Mary Jane style shoe. The heel is about an inch high

NOI: Yes, no notes or stamps.

Email: (b)(6)

1714 12/22/2015

Submitted on Tuesday, December 22, 2015 - 17:26 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Broken Locks

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

Date: Mon, 2015-12-21

Approximate Time: 15:30

Airline & Flight Number: SK925

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

We are frequent visitor to the USA (grandkids).Our luggade has been searched several times and our TSA-approved locks have been opened without any problem. We also pack our things in such a way to make it easier for the inspecting officer. This time one lock was missing, one was found in the suitcase forced open (destroyed). The officer must do his/her job but we expect it to be done without causing damage. Probably this e-mail will result in nothing but I still want to make my point.

Yours Sincerely,

(b)(6)  
==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/37567>

1715 12/22/2015

Submitted on Tuesday, December 22, 2015 - 15:49 Submitted by anonymous user:

(b)(6) Submitted values are:

Select a Category: Screening [1]

Please provide a description of your inquiry.:

This message to you started as a letter of complaint. Since the first draft I learned from my son that he does not lock his luggage. He said locked luggage is an invitation to inspection. I'll revisit this question below.

Here is my original draft:

My baggage was opened on the morning of 21 December at Dulles Airport where I took Virgin American flight 69 to San Francisco. I found the NOI in the suitcase after arrival at my destination, but this only after I realized that the lock I had placed on it was missing. The bag went through without a lock. The NOI said the screener ID was 1388 and the flight VX 84D (sic). I can scan it for transmittal if you wish.

My complaint is that this was a TSA approved lock, the kind with tumblers which have to be lined up in a certain order to be opened and with a key lock provision. Now, it never occurred to me that I would need to provide proof of purchase of such a lock in order to identify it better to you. In the future I'll have to do that.

I am going to assume no prohibited items were found. If so I would like to request reimbursement for the loss of property. I am sure you are aware of the prices of TSA-approved luggage locks on the market. Your claim form requests a lot of data which is not relevant to this claim, so I am short-cutting the process by sending this directly to the above address.

One other curiosity: the NOI I have is from Covenant Aviation Security. This is based in San Francisco. How did an NOI from the destination airport get into my bag at the departure airport? I have no idea.

Now back to the question. Is my son right? I see some rationale for it.

If the TSA oversight of baggage in transit is such that thievery from luggage is a thing of the past, it makes sense. But if it is so this is a brand new concept to me.

If your answer is that my son is right, there is no longer any need for locks to protect luggage from theft, then we can let this whole matter drop.

No need to replace an item that no longer has a purpose.

If locks still have a purpose, then I guess I have to go through your entire claims process, although your form looks rather daunting for such a trivial item as one lost lock.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2255/submission/37523>

[1] <https://www.tsa.gov/travel/security-screening>

1716 12/22/2015

To whom it may concern,

Hello, this is (b)(6) a passenger used United Airlines 106 from IAD to MUC on December 18th. And my suitcase was broken by your baggage inspection, and I was deeply disappointed with the inspection for multiple reasons. I regret that I was not able to send an e-mail immediately because of my internet connection circumstance.

I would like to make a claim about my suitcase destruction. Defending country from threats is one of the most critical part for the U.S., and I totally agree with that policy. I accept that my baggage is being inspected to protect the U.S. However, what TSA has done for me and my suitcase this time is rude, irrational, and unacceptable indeed for multiple reasons.

First of all, how can my suitcase be broken? In my situation, my suitcase is not locked, and seem to be broken when my suitcase is closed after the inspection. The TSA officer seems to close one of the suitcase keys forcibly. (See the attached photo) What inspector needs to do is, open the suitcase, search for some items, and simply close it again. It is very simple. Why can't TSA officer do such an easy operation? Having an indulgence of breaking baggage doesn't mean that TSA can treat baggage roughly. How can a person who can't do a simple operation, open and close the suitcase, protect the country?

In addition, why is it impossible to show the name of the person who searched the baggage? Even though TSA is not liable for damage to locks, it should be possible to show the name of the officer who searched the baggage. I assume this is one of the reasons that TSA officers are treating baggage very rough. TSA definitely should show the names of officers who inspected baggage and make owe them responsibility of treating baggage politely.

For last, how can TSA ensure the safety of travelers who got inspection and broken baggage overseas? In my situation, I am going to travel to some of the regions that stealing from vehicles is popular, so that I was intending to lock my suitcase when I leave my suitcase in the car. However, it became impossible because of this issue. Will all the liability come to me if I confront with stealing from vehicle? If so, it is too irrational. I really would like to ask TSA to cover at least for this prospective risk that may happen to me.

As I mentioned, even though I understand the necessity of protecting our country, this is way too inappropriate. Is it possible to get reimburse by TSA? If not, please provide me an explanation I can be convinced and show the counter-plan that same thing won't happen again.

I hope many baggage packed and locked in right ways are treated politely, and no more passenger like me will appear. I look forward to hear you immediately.

Sincerely,

(b)(6)

1717 12/23/2015

Reason for Call.....Checked bag inspected, NOI, luggage damaged, pair of shoes missing and a glass vase broken.

- 1. Date and Time of Flight.....December 22, 2015 at 6:35 pm
- 2. Gate Terminal.....Unknown
- 3. Airport.....IAD
- 4. Airline.....United
- 5. Flight #.....505
- 6. Baggage Tag #.....(b)(6)
- 7. Bag Description.....Dark Blue Roller Bag
- 8. Missing Damaged Item....damaged luggage, pair of shoes missing and glass vase broken.
- 9. Was NOI Present.....Yes.
- 10. Was Time Stamp Note.....No
- 11. Phone.....(b)(6)
- 12. Email.....(b)(6)

1718 12/24/2015

Caller traveled out of Dulles and found a NOI inside his luggage in really bad shape , items damaged and broken, bottles not closed correctly.

Date Time: 12 23 15 at 6:15 pm  
 Gate Terminal: B 44  
 Airport: IAD  
 Airline: British Airways  
 Flight #: 216  
 Bag tag # (10digit): (b)(6)  
 Bag Description: Black Briggs and riley bag with orange oval tag on the handle.  
 Missing Damaged item description: Bottles broken and all items were placed in disarray  
 NOI: YES - no

1719 12/24/2015

REASON for the call: Caller is missing a knockoff Rolex watch out of her checked luggage and there was an NOI in her bag. She flew from Dubai to Dulles to Chicago to Cedar Rapids.

Date Time: December 23 2015, 0730 am  
 Gate Terminal: Gate D14  
 Airport: IAD  
 Airline: United  
 Flight #: UA485  
 Bag tag # 10 digit: (b)(6)  
 Bag Description: black suitcase with 4 wheels, fabric, Ricardo brand, large, gold ribbon on it, blue name tag with a cruise ship on it.  
 Missing Damaged item description: Missing a knockoff Rolex watch.  
 NOI: Yes, blank.  
 Special Notes: N A

ID Date Added\_Date Only Contact Details

1720 12/24/2015

Dear sir/madam

i have just opened my suitcase after flying to heathrow this morning from dulles. i have seen the notice that you had inspected my bag which of course is also ok. However on carrying out the inspection it appears a package was cut open carelessly and the garment inside the package has also been cut. i have attached images so you can see the blade cut. This was a christmas present so you can imagine how disappointed i am that i can now not give it. A search should not mean damage to my belongings.

please can you let me know how this issue will be rectified.

i look forward to hearing from you

regards

(b)(6)

Sent from HYPERLINK "<https://aka.ms/blhgte>"Outlook Mobile

1721 12/24/2015

Hi,

My name is (b)(6) and I'm writing to you about an unpleasant experience I had with TSA Officer (b)(6). This occurred at Dulles Airport in Washington DC between 9:00 pm and 9:20 pm on December 22nd, 2015. I arrived at Dulles from Heathrow on United Airways flight 925, picked up my luggage, went through customs and back through security to get on United Airways flight 3785 to Toronto.

At security, (b)(6) took one of my bags to a table to check the contents. I was anxious about how she'd handle it because her demeanor (through facial expressions and her tone of voice) from the start was smug, arrogant and condescending. She was also obnoxious in that she was loudly chewing her gum and making smacking noises with it continuously.

She behaved unprofessionally from the very beginning by pushing my hands away from the bag, glaring at me and providing no explanation as to why I couldn't remove the contents of my bag. I wanted to do that because I thought she would be careless. She took out a bottle of Pims from my bag that was clearly, obviously sealed in its duty free bag. She poked a hole in it with her pen and then put the bottle in some kind of scanner. While I waited, she and another agent fiddled, ridiculously, with a roll of tape, "cutting" it into strips with a pen. Ms. (b)(6) moved exceedingly slowly--I'm assuming she's intelligent enough to know that people going through security need to get to another plane. When I said that I needed to get going to catch my flight, she again gave me attitude with what I can only describe as a ridiculous "regal" glare and raised eyebrows.

I don't know how she got hired, but you should fire her. She was disrespectful and totally unprofessional-- not what I'd expect from people who are supposed to be protecting us....

Thanks,

(b)(6)

1722 12/25/2015

The caller had a computer in its case, but it was left outside of its case and placed onto of her clothes. She also had an NOI.

Date Time: 12.24.2015 3:13pm

Gate Terminal: Terminal B

Airport: Dulles

Airline: Avianca

Flight #: 247

Bag tag #: (b)(6)

Bag Description: bright black rolling suitcase, Brigson Riley Brand

Missing Damaged item description: damaged laptop, it was dented and the screen looks broken. its an HP pavilion laptop

NOI: yes, nothing written

Email: (b)(6)

1723 12/26/2015

Submitted on Saturday, December 26, 2015 - 13:20 Submitted by anonymous user: 184.28.17.23 Submitted values are:

Categories: TSA Pre?®

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

Date: Wed, 2015-12-23

Approximate Time: 07:00

Airline & Flight Number: UA2002

Checkpoint/Area of Airport: TSA PRE CHECK, CHECK POINT Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: I have artificial knees. There was not a full body scanner in the PreCheck line I was directed to. It would have been very helpful if the TSA person at the begining would have advised those with implants to stand in the line with the full body scanner. Since there was not a full body scanner in my line, I had to go through a full pat down, which took a very long time because they did not have a "male assist" person available. When the "male assist" person was available, I had to listen for several minutes while he read me his procedure. I tried to explain I had a plane to catch, and that did not matter. I suggest that signage and directions be improved to help the traveler.

==Passenger Information==

Name (b)(6)  
Email:  
Phone:

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/38363>

1724 12/26/2015

As a regular traveler I deal with TSA much too often. I've had TSA destroy personal property with careless disregard for repacking. On one occasion, a hat crushed while on another occasion a couple of items missing from an incompletely closed bag. Most recently, on 25 December, TSA at Dulles airport either lost or stole a strap I had arpund my luggage. While just \$12, the theft or disregard for property was inexcusable. The bag also had the zippers changed to the bottom of the bag and were no longer usable. I do not have these issues at other airports.

I find the lack of regard for property, whether by carelessness or by malice, inexcusable. At Dulles, I think it is done with malice. TSA has not yet succeeded in its assigned goal, stopping terrorism a single time. However, it clearly infringes on our rights and has a complete disregard for the public.

I have also sent this complaint to my congresswoman.

(b)(6)

1725 12/27/2015

Mishandling RFI

REASON for the call: Caller flew from Dulles to Frankfurt, and his delayed bag just now arrived. Caller states that his bag and belongings was vandalized and it was all government property with the U.S. Air Force. Caller would like to be reimbursed for these items.

Date Time: 12 24 2015 5:20 PM, caller checked his bag about 2 hours prior

Gate Terminal:

Airport: IAD to Frankfurt in Germany

Airline: United

Flight #:989

Bag tag #: (b)(6)

Bag Description: A large blue gray duffle bag with 2 wheels on the bottom and a handle to pull it. Caller s name tag was attached to the handle, that is now detached to the bag.

Missing Damaged item description: The handle was ripped off the bag and the bag is damaged as well, children s books, another soft back book that now has red markings on it for some reason, (these items have water damage, CD s were thrown and cracked, clothing items were ripped (vest and blazer), money that was in the bag is wet, black military dress shoes are now scuffed up badly. Missing: military items (card reader for the CAC cards), missing Christmas cards with money in them, missing pair of white Nike running shoes are missing.

NOI: Yes, nothing written or stamped on the notice

1726 12/28/2015

Caller, is in TPA with his sister who came in from Austria, to IAD then to TPA yesterday. She did receive a NOI from TSA and the zipper was ripped out of her suitcase.

Date Time: 12-27-2015 4:45 PM

Gate Terminal: D23

Airport: IAD

Airline: United

Flight #: UA 360 230

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

Bag Description: Blue suitcase, 4 wheels, handle, blue belt around it to keep it together.

Missing Damaged item description: Zipper was ripped out.

NOI: Yes, no time stamp

1727 12/28/2015

My suitcase was opened for inspection at IAD, however, is it too much to expect for it to be closed/locked properly after inspection? It of course had a TSA approved lock. The lock was missing, so anyone could have helped themselves to any of my belongings. Not a good thing and very worrisome. I don't think it would have ended well had I travelled from IAD to a country in the hemisphere such as any country in Central America. What are the rules and who takes responsibility for such a breach had anything been missing?!

(b)(6)

1728 12/29/2015

(b)(6)

REASON for the call: A brand new, expensive, empty Coach wallet is missing from his checked baggage. The wallet was wrapped in Coach paper. His checked bag was delayed by two days. He asked if it is normal that the wallet is missing, if there would be documentation indicating that the item was removed, and if the removal of the item would be documented and recorded.

He expressed concern that the item was removed in China due to tax reasons.

Date Time: 12 24 15 Originally scheduled to depart at 7:55pm, however it was delayed by four hours.

Gate Terminal: B67

Airport: IAD

Airline: American

Flight #: AA2074

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

Bag Description: His suitcase is a purple cloth suitcase with a red string tied to the handle.

NOI: Present with nothing indicated.

1729 12/29/2015

REASON for the call; He had a brass machine part that he deliberately packed so it would not get scratched. Callers bag was not packed back properly and as a result he has a polished piece of brass that is scratched. He is very upset that they do not take better care when they conduct these inspections. He has had issues in the past.

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

Date and Time:December 28th at about 2:00 pm

Airport:Dulles to DFW to Salt Lake

Gate and Terminal:NA

Airline:American

Flight Number:1556

Bag tag # (b)(6)

Bag Description:It is a silvery bronze color soft top suit case with hard sides. It has wheels and a pull up handle. It has black plastic id tag on it.

Missing Damaged item description:

email: (b)(6)

1730 12/29/2015

Caller states that he flew in last Wednesday and he keeps spare insulin in a case so he always has some. Caller states that he went to the case this morning to get his insulin and it is missing. The caller states that he has an NOI in his luggage. The NOI has no writing on it.

IAD-TPA

12 23 2015 at or around 230

Gate D32

Airline: United

Baggage Description: Lightweight case that are multicolored with blues, reds, and pinks

Baggage Claim #: (b)(6)

1731 12/29/2015

REASON for the call:

Caller stated that he received a NOI and he has items that are damaged in his baggage.

Date Time: 12 21 2015 around 7:30 AM

Gate Terminal: NA

Airport: IAD

Airline: Ethiopian Airline

Flight #: ET51E

Bag tag # (10digit): NA

Bag Description: It was a red rolling suitcase with a smaller bag located inside

Missing Damaged item description: His flash drive was damaged because they spilled his protein powder all throughout his luggage

NOI: Yes

Anything on NOI: No

1732 12/29/2015

To Whom It May Concern:

On Monday, December 14, 2015, I flew from Washington Dulles to Boston Logan on United Airlines Flight 1187.

When I arrived at my destination, I found that my checked bag had been opened and inspected by TSA. I HAVE NO PROBLEM WITH MY BAG BEING OPENED AND INSPECTED. However, in my bag I had 2 jars of specialty jam which I was carrying to give as a Christmas gift. I had wrapped the glass jars in paper towels to cushion them against breakage and each jar had been placed in a plastic Ziplock bag in case the jars were broken during transit. When I opened my suitcase, the Ziplock bags had been opened and the jam was unwrapped. AGAIN, I HAVE NO PROBLEM WITH THAT. The reason I am contacting you is that the jam jars were just put back in my suitcase and the Ziplock bags were tossed in the suitcase. If the TSA is going to go through my suitcase they should return things the way they were found. It should have been obvious as to why the jam jars were in sealed Ziplock bags. The agent should have at least put the jam back in the bags from which they were removed. It would have been disastrous if the jars broke and the contents got all over my clothes and the suitcase which is why they were in sealed bags to begin with.

In summary, I have no problem with my luggage being opened and inspected by TSA. However, the inspector should make an attempt to put things back in the suitcase as close to how the items were found. In my case, the jars of jam were in Ziplock bags for a reason. It would have taken less than a second to put them back in the plastic bags.

I understand that this is a busy time of year and with the current state of terrorist activities, luggage has to be inspected. But the TSA inspectors should also be respectful of honest people's possessions.

Thank you for addressing this matter.

Respectfully,

(b)(6)

HYPERLINK "mailto:(b)(6)"

1733 12/30/2015

Submitted on Wednesday, December 30, 2015 - 07:07 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: Wed, 2015-12-30

Approximate Time: 06:00

Airline & Flight Number: Delta 5792

Checkpoint/Area of Airport: TSA Security Check Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Your security checkpoint at IAD was under-staffed this morning with just one screening machine in operation. People including my son waited over 25+ minutes to be screened and he missed his flight because of it. He was otherwise on time this morning and able to check his bags with Delta, but due to TSA's poor management numerous people were affected and inconvenienced. It is ridiculous that TSA can't adequately staff a security checkpoint at a major airport like Dulles during the holidays.

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/39480>

1734 12/30/2015

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

Remote Client IP: (b)(6)  
Date Time: 12/30/2015 4:10:51 PM

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

Complaints:Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Dulles international airport, carry on baggage screening, officer (b)(6). I did not see her first name but she under the supervision of officer ededon. She looks about late 20s with Brunette hair, dyed blonde in the front. She also has visible tattoos and is a smoker.  
Comments:First off I would like to acknowledge the fact that there is at least a way for me to make an official complaint and I'm happy about that.

About 10 or 11 years ago I had my rights violated by a TSA agent who took me into an unmarked room without cameras, made me get naked, tossed my stuff all over the floor and trampled on it, and held me up so long I missed my flight. There was no way for me to officially complain and I sent letters to the mayor, senators of my home state and the head of homeland security. Nobody ever responded.

Regardless, the point being my anxiety level going thru one of these checkpoints since the incident where TSA officers violated my rights, is very very high.

My complaint today is about being treated rudely by a TSA agent named officer (b)(6), at your Dulles Washington DC international airport.

Since my anxiety level is so high going thru these checkpoints due to past experiences, I was prepared in advance to be thru the checkpoint in the most efficient and timely manner. I placed my laptop in a bin by itself, my backpack in a bin by itself, and my shoes and jacket into a 3rd and final bin. I also had one carry on baggage not placed in a bin.

Officer (b)(6) was standing at the point in which the bins move onto the automatic belt to be moved thru the scanning machine, and I noticed her placing bins on the automatic belt. I moved my bags up as far as I could and went to stand in the line where you put your hands over your head for 3 seconds and the scanner spins around your body. The moment I was about to step into the machine (I waited about 2 or 3 minutes) officer (b)(6) yells "Hey you!" I wasn't sure who she was yelling at but turned to see anyways. She then pointed and said "do you think I'm responsible for your bags?" Uh.. no I don't think that, but I didn't say anything. She then said "you need to come back over here and push your bags onto the belt" in the most rude, I can't stand my own job kinda tone I've ever heard before.

My bags were literally on the cusp of the automatic belt (which means somebody had moved them forward from the position I left them in, because I wouldn't just push them all the way up to the belt and not then push them onto the belt). I moved the bins the inch they needed to move in order for the automatic bins to be taken.

Why did officer (b)(6) decide to pull me out of line to question me about the responsibility of my bags like I'm some little kid? Who's bags was she placing onto the automatic belt, and why are they treated special? Who moved my bins from the original position they were in? What kind of sense does it make to move my bins an inch away from the belt and then not onto the belt? If the policy is to not touch any body's bins, I didn't see it posted anywhere and she most certainly did not state it. Why did officer (b)(6) wait until I was nearly thru the line to pull me out of it when there was only one passenger behind me?

When I asked to see her I'd badge to get her name she said "there. Are you satisfied sir? You need to move from here now." She has visible tattoos and smells badly of cigarettes and is the most unprofessional looking and rude acting TSA agent I've encountered since the first incident I mentioned.

Why should I have to deal with that kind of crap when I'm already very anxious getting thru security due to past experiences with TSA.

This is an extension of homeland security is it not? Officer (b)(6) does not make anything more "secure" by being as unprofessional as she is and most certainly does not represent my "homeland" with her absolutely rude behavior. I'm an American. We are nice people even when our job is crap in my version of america. We aren't rude to anxious airline passengers because they misunderstood the policy of moving bins onto automatic belts in my version of america.

Please look into this. I'm a registered nurse and this level of unprofessionalism is astounding considering the setting.

Sincerely, anxious passenger and Healthcare professional

(b)(6)

1735 12/31/2015

REASON for the call: Caller says that TSA had inspected her bag and there was an NOI. She had some loose items in a bag and they were ripped in half. She had put a large trash bag in the suitcase and put everything in it and it had a hole torn into it. She flew from Dublin to Dulles to Denver. She had a cord through the zippers where they overlap. When she picked it up it had been removed and there was nothing holding them together and the zippers had been opened on the bottom right side. The caller is wondering if the baggage handlers had opened the bag and stuck something in it because nothing had looked like it had been inspected and nothing was shifted around.

Date Time: December 30 2015, 4 pm

Gate Terminal: Gate C26

Airport: IAD

Airline: United

Flight #: 505

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

Bag Description: 22 inch black spinner bag with red piping, soft sided, Olympia brand.

Missing Damaged item description: N A

NOI: Yes, blank.

Special Notes: N A

1736 12/31/2015

(b)(6)

Caller s mother flew from IAD, and when she arrived from IAD into China, she noticed her cooking pan inside of her luggage was broken. He wanted to know what could be done about this.

Date Time: 12.14.2015 @ 3:35 PM

Airport: IAD

Airline: China Air

Flight #: 818

Terminal gate#: Unknown

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

Bag Description: Dark purple, 2 wheels

Missing Damaged item description: Broken cooking pan, Metal

NOI present (writing on it): Yes

1737 12/31/2015

Submitted on Thursday, December 31, 2015 - 11:06 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: Wed, 2015-12-30

Approximate Time: 19:30

Airline & Flight Number:

Checkpoint/Area of Airport: security gate 50/51 Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

person who was checking boarding pass before security check at gate 50/51 was so rude with elderly people. traveler with other person on wheelchair when give both boarding pass & passport to tsa employee he ask only one boarding pass but when traveler give one boarding pass if he see it is not wheelchair traveler then he ask first boarding pass for wheelchair person. mostly elderly person get confused that time due to language problem then he start yelling , moving his head. this happen continue with three elderly wheelchair travelers. please give him proper training so in future other elderly person don't feel bad.

thanks

==Passenger Information==

Name (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/39838>

1738 1/2/2016

Hello,

We flew United flight 1443 from Dulles to St. Thomas yesterday (Jan. 1st) and found a note in one of our bags that said it had been inspected by TSA. The bag was also missing two shoes! One of our son's Croc sandals and one of my Birkenstock sandals. Not only are we on vacation without the shoes we wanted, but we are out quite a bit of money and need to be compensated.

Thank you,

(b)(6)

1739 1/3/2016

Submitted on Sunday, January 3, 2016 - 07:48 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: Sat, 2016-01-02

Approximate Time: 17:30

Airline & Flight Number: American Airlines 2536 Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: A suitcase that came from MIA was broken into and items in there were either stolen or horribly damaged. The entire suitcase itself was just trashed and this is outrageous, and disgusting for this to have happened, especially during the end of the holidays.

==Passenger Information==

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

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/40424>

1740 1/4/2016

Caller will be flying from Dulles International and wants to know how much money he can travel with to MCO.

He says that a while back he was traveling and his carry on bag was broken during screening. He wanted to get reimbursed for this. He wanted to go down to the airport and show the officers at the checkpoint his broken bag. He thought they would be able to reimburse him on the spot.

Date Time: 11.18.15 8:30 a.m.

Gate Terminal: Gate 6

Airport: IAD

Airline: JetBlue

Flight #: He doesn't have this.

Bag tag # (10digit): N A

Bag Description: This is a dark blue carry on bag with 9 zippered pockets.

Missing Damaged item description: There is a strap that goes over the shoulder and the clip that goes with this strap is broken. The zipper is broken as well. \$419

NOI: N A

1741 1/4/2016

Caller says every time he travels he locks his bag and every time he gets home his TSA locks are cut off. He always gets the NOI in his bag. He says they cut off his locks at every airport he travels from. He traveled internationally in to he US to IAD to Durham.

What kind of lock does he use? Travel Sentry

CSM RFI-----Mishandling RFI

REASON for the call: Damaged lock

Date Time: 01-01-16 at 12:45 pm

Airport: IAD

Airline: United

Flight #: 4033

Bag tag # (10 digit): NA

Bag Description: Olive green bag, large, soft sided, no ribbons

Missing Damaged item description: His TSA locks, Travel Sentry is always cut off

NOI: Yes

1742 1/4/2016

Caller flew out of IAD and received a NOI inside of his luggage. Nothing was missing or damaged, however there was a bag filled with white powder mush like substance that was not inside of his luggage before, and he wanted to know if TSA would place items inside travelers luggage, and what this was.

Date Time:12.29.2015 @ 7:20 Am

Airport: IAD

Airline: Virgin America

Flight #: Unknown

Terminal gate#: Unknown

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

Bag Description: Black Tumi roller bag

Missing Damaged item description: there was a bag filled with white powder mush like substance that was not inside of his luggage before, but was left there

NOI present (writing on it): No

1743 1/4/2016

Submitted on Sunday, January 3, 2016 - 18:43 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: Wed, 2015-12-30

Approximate Time: 06:30

Airline & Flight Number: AA263

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: One of my items was missing.  
Sony Xperia Z2 cellphone inside its retail box packaging.

==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/40577>

1744 1/4/2016

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

From: webmaster@tsa.dhs.gov [mailto:webmaster@tsa.dhs.gov]  
Sent: Monday, January 04, 2016 8:17 AM  
To: TSA-ContactCenter  
Subject: Complaints

Submitted on Monday, January 4, 2016 - 08:16 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Prohibited Items

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

Date: Sun, 2016-01-03

Approximate Time: 17:00

Airline & Flight Number: ua 4006

Checkpoint/Area of Airport: wash DCA

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: i buy dutyfree wine and the seler place the wine and the seal plastic bag from montreal to washington ,when arrive to washington i have a conecting fly to houston and i have to pass security again and the girl say she have a hit on the dutyfree bag and toll me i have to give up the wine or have a complit patdown ????

they didnt give me explanation or nothing and make me look like i am no good ,after 45 min they let me go and say there sorry without no explanation at all???

==Passenger Information==

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

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/40685>

1745 1/4/2016

REASON for the call; Caller flew to France two weeks ago and she had belongings broken. She has a NOI in her bag. She is not sure who to complain to. Her luggage was hard shell and she had gifts wrapped in bubble wrap. She had candles and a mug and bath products that were damaged.

NOI present (writing on it):Yes

Date and Time:December 20th at about 4 pm

Airport:Dulles

Gate and Terminal:NA

Airline:Air France

Flight Number:55

Bag tag #:NA

Bag Description:It is a large black hard shell Delsy Brand bag with four wheels.

Missing Damaged item description:She had candles and a mug and bath products that were damaged.

email: (b)(6)

1746 1/4/2016

Sirs

We travelled from IAD Jan 3rd 2016 on Icelandair FI644 to KEF, arriving at our destination today

My daughter's checked case (barcoded 0 108 304381) was inspected by TSA (Notice found in the case) and a jigsaw package inside was evidently opened and not re-sealed.... a large number of pieces were found loose in the case but 6 jigsaw pieces are still missing.

The case's zip was also damaged and the case was not relocked after the search.

A second bag (barcoded 0 108 304379) has evidently also been searched as its lock was removed and this lock was missing on arrival (TSA padlock). This second bag did not have a search Notice put inside.

How are you able to resolve these issues?

- Ruined jigsaw (was new)
- damaged zip
- missing padlock

(b)(6)

1747 1/4/2016

Dear TSA Office,

My wife and I traveled from Dulles (IAD) to Addis Ababa, Ethiopia (ADD) on Dec 30, arriving Dec 31 on Flight 501. We brought several boxes of supplies, and just opened one box that had TSA tape and a card indicating it had been inspected. We understand the safety need for boxes to be inspected. This box, however, had a 28 oz. plastic container of shampoo completely empty and the soap covering almost everything in the box. Now I could understand if the container had a pop-open lid (although we taped all of those we packed so they couldn't open). But this bottle had a screw lid that couldn't have popped open, and it was in a zip lock bag when we packed it. We had bubble wrap filling the empty space at the top so items would have minimal opportunity to shift. The empty shampoo bottle was right under the bubble wrap and the lid (with a pump top and straw) and bag were completely separated from the bottle in the large box. The lid had to have been unscrewed, separated from the bottle and the the contents emptied in the box.

Again, we appreciate the need for baggage to be checked for safety, but this was a deliberate act by someone who had access to the box once it was checked. Please let us know what will be done about this.

Thank you,

(b)(6)

1748 1/4/2016

Caller is at IAD, and the AIT machine set off an alarm in her groin area. She feels like the 11th AIT machine is calibrated incorrectly. She is very frustrated and feels violated. She wants to speak with a person, and wants me to assure her our AIT machine is calibrated incorrectly. The TSO whom gave her a pat-down, did not warn her before patting down her groin area, and she is quite upset by this.

1749 1/4/2016

Submitted on Monday, January 4, 2016 - 21:52 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening Process

Please provide a description of the security issue.: I am in a wheelchair and frequently travel by air. I think that TSA does a remarkable job keeping the public safe but I have recently discovered a glaring hole in the inspection process. While departing from Dulles Airport (IAD) on United Airlines today I was given preCheck status because I was flying first class. I was brought through to the inspection table beyond where the able-bodied passengers pass through the metal detectors and my hands and chair were swabbed. The inspector also performed a physical inspection on my chair but my jacket and body were never checked. The result was that my jacket was not x-rayed, inspected by hand, nor made to pass through the magnetometer. I could have easily had a firearm or other weapon on my person and it would have gone through security undetected. This happened to me in early November at Newark (EWR) under similar circumstances but I thought it was an anomaly. I no longer feel it is an anomaly. I have enrolled in pre check and like the program but I feel that if this weakness were discovered by someone with ill intentions that it could be easily exploited with disastrous results. I take this very seriously, as I'm sure TSA does too. Thank you.

==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2256/submission/41121>

1750 1/5/2016

Callers parents traveled out of the US and their bag was checked, they had a NOI and they are missing some items.

REASON for the call: Missing Items  
Date Time: 01 01 16 @ 9:10 PM  
Gate Terminal: A 16  
Airport: IAD  
Airline: Etihad  
Flight #: EY 130  
Bag tag # (10digit:) N A  
Bag Description: Grey with Wheels  
Missing Damaged item description: External Hard Drive  
NOI: Blue Line

1751 1/5/2016

Caller recently flew and when she checked her luggage, the luggage itself was damaged

Date Time: 01 02 2016 8:05AM

Gate Terminal: B 64

Airport: IAD

Airline: American Airline

Flight #: 4947

Bag tag # N A

Bag Description: black American tourist our bag

Missing Damaged item description: The zipper on the luggage is completely broken off and

NOI: No

1752 1/5/2016

The caller flew from Africa to IAD to DTW. When he retrieved and rechecked his luggage in IAD, the bag was unopened. However, when he received the bag in DTW, the zipper was broken and a collection of African magnets were missing. He was very upset because he had spent a lot of time collecting them.

Date: 1-5-15

Time: 9:40AM

Airport: IAD

Gate: B74

Flight: Delta

Flight: 4670

NOI: Yes

Bag Tag: (b)(6)

Bag Description: Large green backpack

1753 1/5/2016

?Hello,

Upon my arrival in Singapore and unpacking my luggage I found in my bag a card informing me that you inspected it.

My cheese was missing and it seems some empty spaces in my suitcase indicated that other items were also missing.

Is a hermetically sealed cheese posing a national security threat? When you remove items from personal luggage, you should list them and explain why they were removed, otherwise I will plan on bringing my favorite cheese next time I pack my luggage.

I expect an explanation as to what items you removed from my luggage and viewed as not suitable for shipment.

Thank you

(b)(6)

Luggage was on a flight LH 419 from Washington Dc to Frankfurt and ended in Singapore.

Date: Lv January 3rd, 2016.

1754 1/6/2016

Caller flew out of IAD and someone opened his small bag with shower gel and lotions. He had two bottles of gel taken from his luggage. And he is very upset! Will file a claim and wants to know if they might still have them and forgot to put back in his bag.

Date Time.....Jan. 5 6:52 PM  
 Gate Terminal.....Terminal C 11  
 Airport.....IAD  
 Airline.....United  
 Flight #.....719  
 Bag tag # (10digit).....(b)(6)  
 Bag Description.....Color of bag was black with a yellow ribbon and light green  
 Missing Damaged item description.....Missing two bottles of body gel they were Sweet Delight caramel  
 NOI.....YES

1755 1/6/2016

The caller flew from IAD, and she has a NOI. Her baggage was not locked, but it was ripped open. The caller wants to know what she can do about her bag being opened.

Date Time of Travel: 11:55 AM at 01 05 2016  
 Gate Terminal: B76  
 Airport: IAD  
 Airline: Delta  
 Flight #: 1160  
 Baggage Tag #: (b)(6)  
 Bag Description: The bag is a red. It says (b)(6) on the front of it, and it has four wheels. It had a Wilson Tennis ball on it with her information.  
 Missing Damaged Item Description: The zipper is damaged on her suitcase. It is ripped all the way around the bottom.  
 Was an NOI Present? Yes.  
 Was there a timestamp or written notice on the NOI? No.

1756 1/6/2016

Caller flew from Vienna to Dulles to SFO.

Her bag was opened and her lock is damaged. She has a suitcase with a built in lock and they told her that this is one that TSA can open. She is upset. She said it was fine when she picked it up in Dulles.

1757 1/6/2016

(b)(6) flew from IAD 1-5-2016 9:45 PM on a United flight, she received a NOI and glue was all over her clothes.

REASON for the call:

Date Time: 1-5-2016 9:45 PM

Gate Terminal: Don t have

Airport: IAD

Airline: United

Flight #: Don t have

Bag tag # (10digit): Don t have

Bag Description: Silver, roller, large, red ribbon, Samsonite

Missing Damaged item description: Glue was opened and leaked on clothes and suitcase.

NOI: Yes, but no time stamp

1758 1/6/2016

Caller is missing some items from her baggage. She did have a NOI. She has printed out the claim form but does not have the receipts because they were presents.

Date Time.....Jan 2. 6:06 AM bag was checked around 4:00AM

Gate Terminal.....

Airport.....IAD

Airline.....United

Flight #.....567

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

Bag Description.....Color of bag is sky blue

Missing Damaged item description.....Missing a ball pen from Harrods from London that looks like a globe on top; necklace from Rwanda; and a sun catcher from England

NOI..... YES

1759 1/6/2016

The caller traveled from Johannesburg to Dulles then to SEA, and she bought two liter bottles of Bailys Irish Cream. She was told she needed to place it in checked baggage. The package was ripped open, and a bottle was cracked on the bottom, and leaked in the bag.

Date Time: 01 06 2016 08:10 am

Gate Terminal: C11

Airport: IAD

Airline: United Airlines

Flight #: 389

Bag tag # (10 digit): Unknown

Bag Description: It is a Wilderness travel bag, that is purple. It has additional clips on the side of the bag as well, and is heavy canvas.

Missing Damaged item description: It is a bottle of Bailys Irish cream liquor.

NOI: Yes, nothing on it.

1760 1/6/2016

Hello,

My Name is (b)(6) and I was a passenger on United Flight 3955 from Washington Dulles to TF Green Airport.

My Bag was opened for inspection by the TSA (as evidenced by the tag in my bag)

I always lock my bag with the built-in TSA approved lock. When I retrieved my bag from the carousel at TF Green, I noticed that my bag was no longer locked.

I would like to know if this is the typical TSA procedure. If a traveler takes the time to lock their bag, and that bag requires inspection, does the TSA take the time to lock the bag post-inspection?

If so, I would like a written explanation as to why the processes and procedures were not followed.

Thank you for looking into this matter.

1761 1/6/2016

Reason for Call.....Prescription Glasses got caught between 2 bins going through screening and the frames came out at the other end twisted and the lens were broken in the middle. The Prescription glasses were completely destroyed.

- 1. Date and Time of Flight.....January 3, 2016 at 9:44 am
- 2. Gate Terminal.....Unknown
- 3. Airport.....IAD
- 4. Airline.....United
- 5. Flight #.....UA1500
- 6. Baggage Tag #....NA
- 7. Bag Description.....NA
- 8. Missing Damaged Item....Prescription glasses totally destroyed
- 9. Was NOI Present.....NA
- 10. Was Time Stamp Note....NA
- 11. Phone.....(b)(6)
- 12. Email.....(b)(6)

1762 1/7/2016

REASON for the call; Callers brother traveled yesterday from Dulles. His bag was opened and he is missing an item. He is missing shock absorber. There is a notice of inspection in the bag.

His name is (b)(6)

NOI present (writing on it):Yes with no stamps

Date and Time:January 6th at about 11:20 am

Airport:Dulles

Gate and Terminal:NA

Airline:United

Flight Number:803

Bag tag #: (b)(6)

Bag Description:It is a small carry on size bag, navy blue, Izod brand, and has wheels.

Missing Damaged item description:

email: (b)(6)

1763 1/7/2016

From: (b)(6)  
Sent: Thursday, January 07, 2016 10:00 AM  
To: TSA-ContactCenter@dhs.gov  
Cc: BA.CustSvc@email.ba.com  
Subject: Flight BA216 IAD to LHR Thursday 6th January  
Importance: High

BA ref 23P2T3

Dear Sirs,

One of our suitcases was searched for security, whilst we have no objections for security searches we have big issues with the way it was re-packed.

Whoever searched it, threw things back anyway it could go in, my husband walking shoes are a tad distorted, some of my shells are broken, and what's more the books bought for us by our daughter for Christmas were re-packed unprotected. We had put all our books in a small suitcase inside the big one, to make sure that they would not be able to move in transit. The books were not put back properly and the suitcase was totally unzipped which meant that some suffered.  
The big suitcase zips were not fastened all the way back either.

Yours HUGELY disapointed with the lack of thoughts with whomever searched it, this was not a security search, it was vandalism the way it was packed back.

The people who carry out searches should be trained to respect other people properties.

With my thanks and kind regards,

(b)(6)

=====  
=====

(b)(6)

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

Attached:  
NOI

1764 1/8/2016

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

From: (b)(6) [mailto:(b)(6)]  
Sent: Friday, January 08, 2016 8:12 AM  
To: TSA-ContactCenter; TSAClaimsOffice  
Subject: Re: Messed up late bag and missing medicine

Forms and documents attached

---  
(b)(6)

Carnegie Institution  
5251 Broad Branch Rd., N.W.  
Washington, D.C. 20015

(b)(6)  
office: (b)(6)  
skype: (b)(6)  
[https://twitter.com/\(b\)\(6\)](https://twitter.com/(b)(6))  
[https://www.linkedin.com/profile/view?id=\(b\)\(6\)](https://www.linkedin.com/profile/view?id=(b)(6))

On Thu, Jan 7, 2016 at 10:48 AM, TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov> wrote:

- > 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<<https://www.tsa.gov/travel/frequently-asked-questions>> 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 "When I fly, can I bring my...?" tool located on the [www.tsa.gov](http://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 page<<https://www.tsa.gov/travel>> 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 access [TSA.gov](http://www.tsa.gov) from any smartphone by typing [www.tsa.gov](http://www.tsa.gov)<<http://www.tsa.gov>> in the web browser. You can download the MyTSA iPhone app for free on iTunes.

Attachments:

A claim form was attached. Apparently there was a box of toe fungus medication removed from the luggage. The incident occurred on 1/4/16 at 4:20PM Name is (b)(6) and he provided the address above. There was also a lighter removed from the luggage as well. He flew on United from IAD to MUC on flight number 104

1765 1/8/2016

Caller: She traveled from Dulles, Va to , Tx. with American airlines. When she arrived at her destination the stroller for her baby was damaged. Wanted to know where she could file a claim, She dint have a NOI.

Date Time: 01 07 2015 3:18PM  
Gate Terminal: B73  
Airport: Dulles international  
Airline: American Airlines  
Flight #: 1556  
Bag tag # (10digit: No available  
Bag Description: Stroller  
Missing Damaged item description: Stroller was damaged  
NOI: No available

1766 1/8/2016

To whom it may concern,  
I have a question on a missing item from my checked baggage after a TSA search. The search was on checked baggage on a flight IAD-DUB on Friday Dec 18th. Very happy to see security in operation and have no problem with the search of my bag – however it seems when it was repacked 1 item seems to have been misplaced. It was a xmas gift (bottle of CK Emporium), is there a process to get reimbursed for the item. When I opened my bags in Ireland the contents had been repacked and the TSA leaflet was in the bag, it was then that I noticed the item was missing.  
Many thanks for your help, best, Ian.

Chair, ECA ACS Regional Leadership Team  
"Committed to professional excellence to meet our clients' expectations with integrity and dedication"

(b)(6)  
Europe and Central Asia  
The World Bank  
phone: (b)(6)  
fax: (b)(6)

ID Date Added\_Date Only

Contact Details

1767 1/9/2016

(b)(6) was traveling from Washington DC. However, he stated that he received an NOI and is now missing 3 cologne.

Date and time of travel: January 8th at 5:30 PM

Gate or Terminal: Gate A3F

Airport: Washington-Dulles International

Airline: United Airlines

Flight #: 3986

Baggage Tag # ( checked only): NA

Bag description: Small baggage, black, has pink circles, 2 wheels, handle extends

Missing Damaged Item Description: 3 colognes, one was Tom Ford, 2nd was Burberry, doesn t know what brand the 3rd one was.

Was an Notice of Inspection (NOI) Present? Yes

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

1768 1/9/2016

Dear TSA Officials,

I travel frequently to Africa, Asia or Latin America as part of my work. I used to drop off my checked in luggage to the Washington Dulles International Airport (IAD) TSA Screening area that used to be in one corner of the main terminal which was recently relocated somewhere else. To ensure my checked in luggage is secured when I collect the luggage in my destination country/city, I finally bought a TSA approved lock after some agonizing months without any locks. However, my first attempt to use the lock was unsuccessful as the "TSA approved" lock was cut with a note (along with the cut off lock) in my luggage that TSA opened the luggage for security inspection. I am thankful that there was nothing missing from my luggage especially since it changed so many hands from DC to Jakarta.

My flight departed from IAD on Jan 7, 2016 via Doha and I collected it in Jakarta today (Jan 9, 2016). If the TSA approved lock is in fact not approved (else, I would assume it would have not been cut off), is there an alternative (e.g., taking my luggage to screening place like I used to do, but not sure where it is in IAD anymore as the airlines tell me we do not have access to it)? If there are only specific brand of TSA approved locks that are actually TSA approved and others are merely a marketing scam that the lock manufactures have used to trick us in buying their products, it will be good to know so I do not waste additional dollars buying another not approved "TSA approved" lock. The one I used and was cut off is Austin House lock (see attached photo).

Thank you for your understanding and looking forward to receiving your guidance.

(b)(6)

HYPERLINK

"[http://isearch.worldbank.org/skillfinder/ppl\\_profile\\_new/](http://isearch.worldbank.org/skillfinder/ppl_profile_new/)(b)(6)

(b)(6)

Environment & Natural Resources

Global Practice II

(b)(6)

(b)(6)

(b)(6)

E HYPERLINK "mailto:(b)(6)

1769 1/9/2016

The caller said the security guide held his baggage. They found a violation of toothpaste. It was under 3.4 ounces. They took his toothpaste. The guy held his baggage with a beard, and he did not give him a reason. It happened at 11:10 AM. It was with United Airlines.

Date Time of Travel: 1 9 2016 at 11:10 AM  
Gate Terminal: C7  
Airport: IAD  
Airline: United Airlines  
Flight #: 807

1770 1/9/2016

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

Remote Client IP: (b)(6)  
Date Time: 1/9/2016 1:20:55 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): UA flight 106 from Washington Dulles to Munich on Friday 8th January 2016  
Departed at 5:20pm

Comments: When I arrived at the baggage claim my bag came out open with the zipper broken and my personal belongings visible and items hanging out. There was a TSA card inside indicating that my bag had been searched.

I believe TSA opened my bag to search, broke the zipper and did not reseal the bag correctly and then just sent the bag on to my airline.

In the end I have lost items out of the bag that I have no way of recovering!!

I am very upset about this and would like to file a complaint. Please let me know how to do this

(b)(6)

1771 1/9/2016

Dear ma'am or sir,

I'm writing because I discovered this afternoon a card from the TSA saying my bag had been physically inspected by your personnel yesterday at Dulles Airport. I was also shocked to find that a vintage tie of my grandfather's -- which I had packed in this suitcase -- was no longer there.

As a gift from my grandfather, I can't describe how valuable this tie was to me and I'm extremely distressed by its disappearance. It should be easy to spot, and must have been found after getting misplaced in your inspection facilities. Please, I urge you to contact any TSA staff in Dulles who might be able to recover it for me. My luggage came in on flight U925 from London, arriving at 7:50 PM. The bag was en route to Toronto on UA3785, which left at 10 PM. The tie is an orange geometric pattern on a light brownish background, with a small tag on the back that says "Firenze Italy."

Please contact me if there is any further information that might help. Thanks in advance for your help!

Yours truly,

(b)(6)

1772 1/9/2016

Hello,

My bag was opened and physically inspected--I think it was when I arrived into IAD from FRA and rechecked my bag on to JAX. I found the notice inside when I got home. I have no problem with bag inspections and it happens regularly to my bags. However, I paid a lot for the TSA approved locks and I request that these locks be replaced/locked to prevent any loss or theft to belongings in my checked luggage after inspection. In this instance, the searched compartment was not relocked with the TSA lock that was on the zipper. This is the 2nd time I have experienced this occurrence. It's very worrisome to find an open compartment and wonder if/what is missing from my luggage, especially when it contained gifts for my family and coworkers.

Thank you for allowing me to share my concern.

(b)(6)

1773 1/11/2016

Hello Sir / Ma'am,  
Hope this letter finds you well, my name is (b)(6) and I have been visiting my brother and sightseeing in the United States for few months between June - December 2015. Anyway, I had a flight from Dulles Intl Airport on Dec 8, 2015 arriving in Charles De Gaulle Intl Airport in Paris the following day for my connection flight to Cairo Intl Airport on Dec 9, 2015. For the past month, I have used minimal items from my baggage, when I was organizing my baggage today, I noticed a piece of paper with a title "NOTICE OF BAGGAGE INSPECTION" first, I want to thank you for the notice, it is a very nice gesture. Moreover, I understand your concerns and I support the security checks your team carry out and their effort to insure my safety. But I noticed that I have a tie and a bracelet missing from my bag, however insignificant the value of those 2 items, I am extremely disappointed with the mishandling of my baggage and I want to report such careless and unprofessional behaviour by your administration, so if you please, help me reach out to file my complaint.

Thank you for your cooperation,  
I am Waiting for your reply!

Best Regards,

(b)(6)

1774 1/13/2016

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

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Remote Client IP: (b)(6)  
Date Time: 1/13/2016 7:28:51 AM

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Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): IAD airport  
United Flight # UA0229

Departure 1/13 8:50 am

Comments: I'm arrived early to the airport and travel regularly. I had priority boarding and came into security with only one other person in line. Went through the machine and was told my shirt set off the machine so they needed to pat me down and swab my hands. After my hands were swabbed I was told they had explosive material on them and needed to go to a private room for a full pat down and to go through all my things. The initial TSA agent was rude and didn't explain the process. I asked to have my hands swabbed again because there was certainly no explosive material on them (I am a DoD contractor with a security clearance). They didn't take me to the room first but instead rummaged through my belongings in the open and did not place them back where they were found. Then they decided to walk me to the private room but made me walk barefoot through the airport to the room for another pat down. I felt completely violated. I am pregnant and do not appreciate the way I was treated and the fact that they would not re swab my hands. I was also wearing skinny jeans and do not feel I need my legs and groin area frisked when there's nowhere I could possibly hide anything. The final agent said everyday items like lotion set off the machines. Maybe the TSA should upgrade their machines so this doesn't happen unnecessarily to other people. This is the worst TSA experience I've ever had in any airport.

1775 1/13/2016

Submitted on Tuesday, January 12, 2016 - 22:59 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Prohibited Items

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

Date: Sat, 2016-01-02

Approximate Time: 09:30

Airline & Flight Number: united

Checkpoint/Area of Airport: TSA

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: Tsa took extra security measures by patting me down I was late to my boarding because they did that and took my gift away I understand it was over the ml imitation of 3 Oz but how was it suppose to take back to check in when I was standing in line since 9pm and I was late already held in for over 35 mins, I would like get my item back

==Passenger Information==

Name (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/43768>

1776 1/13/2016

Submitted on Tuesday, January 12, 2016 - 22:48 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: Tue, 2016-01-12

Approximate Time: 04:30

Airline & Flight Number:

Checkpoint/Area of Airport: TSA Pre

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

Hello:

Today, as I entered the first security checkpoint, I gave my ID to the TSA representative. My ID is a Liquor ID issued by the Massachusetts DMV. According to TSA list of accepted IDs, any "state photo identity cards issued by Department of Motor Vehicles" is accepted for security procedures.

The employee that first saw my ID hesitated about it, and asked (I presume) a superior to provide comments on it. The superior took it, look at it and asked me if I had another form of identification. I said no. Afterwards, the superior went past the metal detectors with my ID; I stood for about 10 minutes waiting beside the initial checkpoint screening.

Eventually, the superior came back and said that the Liquor ID could not be used for boarding purposes. I explained to him that the ID was issued by the State of Massachusetts to which he replied that the ID was not federally valid.

Afterwards, the superior took me to the line for people with disabilities. After passing the metal detector, the superior ordered TSA personnel to perform an exhaustive revision of my person that took approximately 7 minutes. After the revision they did on my body, my personal belongings were subject to another thorough revision that took more than 20 minutes.

Overall, this extra security procedure took 45 minutes. Unfortunately, I lost the plane that I was scheduled to take this evening.

I must note that I am not against such revisions. I have in the highest regard the work that TSA employees perform every day to keep travelers safe.

However, I would like to express my complaint as, based on the information published on your site, I believe this was done on mistake.

I would also like to ask for an apology in whatever fashion TSA might deem possible and a revision of the training materials used with TSA personnel to make them aware on the list of approved traveller IDs.

Thank you very much for your time.

Best

==Passenger Information==

Name: (b)(6)  
Email: [Redacted]  
Phone: (b)(6)

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/43767>

1777 1/13/2016

Call Reason: Caller flew from IAD to DEN and checked a bag that had a brand new pair of shoes. She states that she got a NOI and now only one shoe out of the pair is in her bag.

Baggage Checked Date and Time: 1 8 4:00 pm  
Flight Date and Time: 1 8 scheduled 6:25 pm (delayed to 6:55 pm)  
Gate Terminal: T17  
Airport: IAD to DEN  
Airline: United airlines  
Flight #: 980  
Bag tag # (10 digit): (b)(6)  
Bag Description: It is a small red bag.  
Missing Damaged item description: She is missing a black woman s half boot with a cowboy boot heel, brand new, made by Vince Canuto  
NOI: Yes - nothing extra on it.

1778 1/14/2016

Submitted on Thursday, January 14, 2016 - 08:38 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: Wed, 2015-12-30

Approximate Time: 23:00

Airline & Flight Number: TK0007

Checkpoint/Area of Airport:

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

Hi,

One of my TSA certified lock was missing while I claimed my luggage after my trip from IAD on 30 Dec 2015. It had been inspected by TSA as I found a notice from TSA in my luggage. I have never complained so far although TSA had inspected several times in the past and had never returned my locks, I am claiming my lock to be reimbursed to me this time. Because the past locks were not TSA certified but this one. I had paid USD23 + taxes. Thank you.

(b)(6)

==Passenger Information==

Name: (b)(6)

Email:

Phone:

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/44131>

1779 1/14/2016

Reason for the call - Caller s TSA-recognized lock was not locked back after the inspection. She does not know if anything is missing.

Airport - IAD  
Airline - United Airlines  
Flight Numbers - Does not know  
Departure Times - 11 am  
Date And Time of Incident - 11 12 2016  
Baggage Tag Numbers - Does not have  
Description Of Luggage  
Color - Bright pink  
Style - Soft-sided roller bag  
Size - Medium  
Brand - Cellini  
Was There An NOI - Yes  
Was Anything On The NOI - No  
Location Of Incident  
Gate - Does not know  
Terminal - Does not know  
Phone Number - (b)(6)  
Email - (b)(6)

Special Notes - She flew from Johannesburg, South Africa to IAD and then to Charlotte, NC. Her luggage was lost. She got it back on 1 13 2016. She was not happy to find her luggage unlocked. She said that anyone along the line could have taken anything.

1780 1/14/2016

Caller traveled from IAD via Untied to Austin. He is missing 4 knives 2 pair of gloves, 2 tubes of toothpaste, a pair of glasses and 3 flashlights from his bag. He had a NOI in the bag.

CSM RFI-----Mishandling RFI  
REASON for the call: Missing items  
Date Time: 01-14-16 at 8:20 am  
Airport: IAD  
Airline: United  
Flight #: 3748  
Bag tag # (10 digit) (b)(6)  
Bag Description: Pelican case, gray in color, small in size on rollers  
Missing Damaged item description: Missing 4 knives 2 pair of gloves one pair was white and the other was black, 2 tubes of toothpaste, a pair of glasses and 3 flashlights  
NOI: Yes

1781 1/14/2016

Dear Sirs,

my name is (b)(6) and I was the passenger of Flight AF 005 to Paris CDG (Booking reference 70FJ3Y).

I regret to note that during the baggage inspection of the hard-shell guitar case that I checked in Dulles TSA officers have broken the lockers.

I had left the case intentionally unlocked to avoid unpleasant episodes as the one occurred. I understand, from the TSA notice of baggage inspections that if the TSA officer is unable to open the bag for inspection because it is locked, the officer may have been forced to break the locks and that TSA is not liable for damage to the locks resulting from this precaution.

I understand that this procedure is only valid when bags are locked and not in cases like mine where it was not.

Now the problem is that the case was a valuable one with a collector's value as it is the original hard shell case for a Custom Made Schecter guitar.

I would be glad if TSA will consider to repay the cost of the case (as even a repair of the lockers would not fit).

I attach the pictures and I am available for any further details you may need.

I am copying my lawyer, hoping that there will not be the need to activate a formal proceeding.

Many thanks for your cooperation and assistance on this.

(b)(6)

1782 1/14/2016

Submitted on Thursday, January 14, 2016 - 13:53 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Professionalism/Customer Service

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

Date: Sun, 2016-01-10

Approximate Time: 03:30

Airline & Flight Number: United 974

Checkpoint/Area of Airport: TSA PreCheck Screening area Name of TSA employee (if known):

Please provide a description of your inquiry/comment.:

I am a regular flier - almost every week - and have Global Entry. I am very familiar with the rules and practices at airport screening, and always pack accordingly.

My small roll-on case was pulled out at the TSA PreCheck Screening area at Dulles Airport for secondary screening. The officer asked if I had any weapons or sharp, dangerous items in the bag. I said no. He opened the case and began searching. I had no problem with any of this.

However, he clearly became frustrated that he could not locate whatever it was that caused the screening alert. At that point, he started tearing out all my clothes and toiletries and throwing them on the belt. These were work clothes, mostly black, neatly and carefully packed to minimize creases, and needed for an important presentation in Geneva the next day.

I asked him if he could refrain from throwing them on the belt. A second officer then did fetch a plastic bin and they threw them in there - all in a mess.

Still unable to locate anything, the first officer said the contents and bag would have to go back through the machine. Which was fine, except I was not allowed to touch the contents (I understand that) and they just threw everything back in, so they were spilling out and the case would not close.

They caught the zip in some of my clothes.

I have no problem with secondary screening, but it is unprofessional, demeaning and entirely unnecessary to throw someone's personal items all over the baggage belt, show no care whatsoever when the owner clearly cares about them, and be so unhelpful.

Nothing was found the second time either - but then, there was only clothes, a pair of shoes, some work documents and compliant toiletries in the bag. But there was no apology - the entire mess was just left with me to repack in front of everyone - which took a good 10 minutes.

I am a 55-year American business woman who has happily provided the information and fee for Global Entry. I realize this does not exempt me from screening or secondary screening. But, as in all things, I am entitled to professional and dignified service.

TSA service has greatly improved in recent years, so this was an unusual, but still very surprising and nasty experience. Both officers were young males who seemed, frankly, quite cocky. It was witnessed by a work colleague. I bring this to your attention in hopes that, even if not typical, this sort of behavior is logged and addressed. They did TSA, and America, a disservice that day.

(b)(6)

==Passenger Information==

Name (b)(6)  
Email:  
Phone:

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/44230>

1783 1/14/2016

To whom it may concern-

I flew from Dulles to St. Louis and then on to Kirksville on January 13th, 2016. When I opened my luggage the next day, it was clear that my jar of honey had been stolen. In its place was a Notice of Baggage Inspection from the TSA.

Blatant theft. You need to know about this because you have a problem within your organization. While my stolen article was not expensive I felt violated none the less.

MY STUFF! NOT YOURS!

UNACCEPTABLE.

I was on flight UA3360 out of IAD and flight 9K1169 out of STL.

If you have further questions/comments please respond to this email.

Thank you,

(b)(6)

1784 1/15/2016

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

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Remote Client IP: (b)(6)  
Date Time: 1/14/2016 10:34:27 PM

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Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Dulles Airport, Washington D.C, I passed through the East Security Gate at approximately 6PM on 12/14/16 for a return flight to JFK, New York (Jetblue 1808) after traveling for business.

Comments: After the scanner flagged my wrist (I was wearing a watch and bracelet) and chest (I was wearing a necklace), a blonde, heavy-set female TSA agent told me she was going to have to check my chest area. She proceeded to run her fingers over and across my chest twice, lingering on the underwire areas or my bra and pushing on the center of my bra and breasts before swabbing my clothes and my hands.

Despite the tests coming back negative. She requested a second female TSA agent check my chest because "The front of her bra feels funny."

Please note that I have large breasts and was already humiliated at this point because this was done in front of my colleagues. The two female agents then questioned the type of bra I had on (a minimizer with underwire) while the second agent performed a check. When she didn't find any anomalies, the other agent pressed her to check again and then they asked each other if they should swab my clothes for a second time.

I believe in ensuring the safety and security of our skies but I was groped 3x because the center of my bra felt "funny", no other reason was given and the violating pat down ensued and confirmed that this was just my body.

It is my strong belief that there was no reason to continue this emotionally harrowing ordeal after the swab checked out and my bags passed through scanners without any issue.

Instead I believe I was humiliated in this fashion because this agent was not properly trained and because I am a young Hispanic woman. It is unacceptable and I hope you take steps to rectify this so that no woman is treated again in this discriminating and distressing manner.

1785 1/15/2016

Submitted on Friday, January 15, 2016 - 09:51 Submitted by anonymous user:

(b)(6)

 Submitted values are:

Categories: Screening

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

Date: Thu, 2016-01-14

Approximate Time: 11:00

Airline &amp; Flight Number: United 3783

Checkpoint/Area of Airport: Screening

Name of TSA employee (if known): Last name was 

(b)(6)

Please provide a description of your inquiry/comment.:

I have flown no less than 7 times with my SHplate(s) (reference <http://www.shplates.com/#!shplates/c149o> for an example.)

Upon my recent departure from a combat stress retreat, on my way back home, I was traveling with two of them since I didn't want to check them in. One was a memorial to my fallen mentor.

A clown of yours took issue with this, I forget her name, but she was unable to even lift 20 pounds. Are you kidding me? Do you even enforce your job requirements anymore? Why is she working for you if so?

So I ask for her manager, whom ADDITIONALLY can not even lift a 20 pound item without excruciating pain, whom I informed I had flown numerous times with this. According to these two bozos, a 20# steel plate is a bludgeoning device. Since, apparently, the English language is over their heads, let's define a bludgeoning device:

A short heavy club, usually of wood, that is thicker or loaded at one end.

This would NOT be a steel plate with EQUAL WEIGHT DISTRIBUTION. I explained this to your IDIOTS and yet they still would not adhere to logic. Gotta get something on that report that they did something productive today, eh? This bureaucracy is why NOBODY TAKES YOU SERIOUSLY.

But no, let's give the combat veteran a hard time, because clearly, he is going to terrorize that flight. It's not like I've been to war fighting those that have terrorized our nation or anything, right? Please, with physics, explain to me how I'd utilize that plate as a more effective weapon than my bare hands. This logic was not going to be had by them. I was asked what the etching on my plates was. One of them was my fallen mentor. I told them 'you're telling me to discard a plate with my fallen father on it, or miss my flight.' 'Correct.' I was also told 'this isn't my problem' and 'he doesn't care' by Hoffman. He needs let go. I will absolutely unleash the krakken of the veteran advocate community if this dude isn't punished. Absolutely unbelievable humiliation and disrespect.

So I had to SCRAMBLE, check these two items into a small bag I found. I was lucky enough to still make my flight. I wasn't lucky enough to receive my plates intact. Damaged in flight. A priceless memento to my fallen mentor, destroyed.

This is the thanks I get for serving. I come back to a nation that hires incompetent morons.

I expect an email response to this immediately.  
==Passenger Information==

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

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/44442>

1786 1/15/2016

Dear Sirs,

I traveled yesterday (1.14.2016) from Dulles airport, Washington DC to Istanbul on Turkish Airways flight #8. When I opened my suitcase at home I found a note stating that it was opened and inspected by TSA. I also found that a sleeping bag that was in the suitcase was cut through it's cover with a knife (please see the attached photo). I fully understand the need to inspect items that may look suspicious (although the sleeping bag and its cover do not include any metal parts). But, the sleeping bag was not locked or tied in any way that would interfere with opening it for inspection. There was no damage to the suitcase itself or any of the other items, which suggests that this happened in the inspection itself. This was a new item, which makes the damage to it even more frustrating.

thanks

(b)(6)

1787 1/15/2016

Caller traveled internationally yesterday. He says his bag was inspected, he had a lock on his bag. The lock was built into the bag and the bag has been damaged. He traveled for an international flight to Washington, then Jacksonville.

He ask if he wanted to apply for TSA quick pass, PreCheck, how could he qualify? If he had PreCheck would that mean his checked luggage would not be screened?

CSM RFI-----Mishandling RFI  
REASON for the call: Damaged bag  
Date Time: 01-14-16 at 5 pm  
Airport: IAD  
Airline: United  
Flight #: UA3728  
Bag tag # (10 digit): (b)(6)  
Bag Description: White, hard case bag, it has 2 rollers, medium to large in size  
Missing Damaged item description: Damaged bag due to the lock being cut  
NOI: Yes

1788 1/15/2016

Submitted on Friday, January 15, 2016 - 13:33 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Missing or Damaged Items

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

Date: Sun, 2016-01-10

Approximate Time: 07:30

Airline & Flight Number: Qatar airways

Checkpoint/Area of Airport: TSA

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: My cell phones are missing from my luggage. Two of my luggages locks were broken. I need to know if they have been taken out. I kindly request to be informed as soon as possible.

==Passenger Information==

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

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/44526>

1789 1/16/2016

The callers mother (named above) flew out of IAD yesterday and she is missing a camera, her tablet and two cell phones. There is an NOI. She does not currently have any of the flight details.

Date Time of Travel: 01 15 2015

Airport: IAD

1790 1/16/2016

I just had an international flight from Washington Dulles Airport to SFO to Taipei. After my arrival, I found both my luggages have been checked.

One carefully packed protection for an expensive age-old balsamic vinegar was wrapped apart, but was not repacked again. The wrap was simply stuck at an end. The glass bottle could have been broken during the trip!

The other luggage contains many of my books carefully packed to be given to friends and colleagues. It was opened and ransacked with books scattered around in such a way that corners/covers/pages were damaged!

I like to ask you what right do you have to treat my luggages like garbage? I agree you should check to make people save, which I strongly support you. But when you think you are out of touch but abuse your power to ransack passengers' luggages, you will be hated.

I am telling you that you lose one more friend who used to strongly support TSA.

(b)(6)

1791 1/16/2016

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

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Remote Client IP: (b)(6)  
Date Time: 1/16/2016 8:39:56 AM

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Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Dulles  
Airport pre check main entry

Comments: Went into Dulles pre check and had two laptops in my bag. The TSA agents did not ask me anything but removed one of the laptops - sealed the laptop bag back up and ran it through. When I got my bag I picked it up and went to my gate only to discover five minutes before my flight was taken off that I had a missing laptop. I sprinted and was able to reclaim the laptop at lost and found and missed my flight. TSA agents absolutely should let the owner of the bags that they are opening my bags let alone taking things out. I incurred a 300\$ fee for changing my flight - who do I contact for reimbursement for missing my flight ?

1792 1/17/2016

To

Complaints department

Transportation Security Administration

United States of America

I traveled from Washington Dulles airport to Mumbai by Turkish airlines flight number TK 8 on January 12 2016 (PNR No RMCAES)

On reaching home, I found a card stating that my bag was among those selected for physical inspection.

I also noticed that a few items were missing

Two nail paint bottles

Eight crocheted doilies (5 inches diameter)

One Crocheted place mat (19 inches x 10 inches)

On an earlier occasion in July 2015 my bag was similarly inspected and a few items were missing at that time also.

I understand that security is important, but these lowly actions by some unscrupulous staff members bring a bad name to the whole organization.

The value of item number one above is not much but the items two and three were personally hand made by my daughter. They were gifts made with love for family members and were invaluable and their loss irreplaceable.

I request you to investigate the matter and bring the guilty to book and help in retrieving my invaluable items.

I am eager to hear from you on the action taken by your organization.

(b)(6)

1793 1/18/2016

Reason for Call.....Checked bag inspected, NOI. Ann Klein Sunglasses Missing, were in Big Hard Dark Blue Case.

1. Date and Time of Flight.....January 17, 2016 at 10:00 am
2. Gate Terminal....Unknown
3. Airport.....IAD
4. Airline.....United
5. Flight #.....1874
6. Baggage Tag #.....(b)(6)
7. Bag Description....Big Black 26 Roller Duffel Bag EBags Brand
8. Missing Damaged Item.....Sunglasses Missing
9. Was NOI Present.....Yes
10. Was Time Stamp Note....No
11. Phone.....(b)(6)
12. Email.....(b)(6)

1794 1/18/2016

Caller took a flight on Saturday from Dulles on United 403 departed at 8:10. His baggage lock was cut and inside was a NOI. He is a CBP officer and his dirty uniforms were placed in this baggage. He isn't upset about the cutting of the locks. He is concerned that his uniforms could have been removed and that could have been a possible security concern. He was wondering why the TSA agent couldn't see what was in there because it was only clothes. He provided his email and would like to have a response set to him via email.

Date Time: 1-16-2016 8:10 AM

Gate Terminal:

Airport: IAD

Airline: United

Flight # 403

Bag tag # (10digit): Unsure of which bag it was but here are the numbers of his checked baggage (b)(6)

Bag Description: Brown Samsonite Duffel Bag with rollers

Missing Damaged item description:

NOI: Present

1795 1/18/2016

Phone number: (b)(6)

Reason for the call - Caller has a laptop sleeve, a laptop, a hard driver, a lead cable, and an HDMI adaptor missing.

Airport - IAD

Airline - Emirates Airline

Flight Numbers - EK0725

Departure Times - 10:15 am

Date And Time of Incident - 1 16 2016

Baggage Tag Numbers - (b)(6)

Description Of Luggage

Color - Black

Style - Soft-sided roller bag

Size - Medium

Brand - Delsey

Was There An NOI - Yes

Was Anything On The NOI - No

Missing Damaged item description - Caller has a laptop sleeve, a laptop, a hard driver, a lead cable, and an HDMI adaptor missing. She thinks her laptop is a Samsung brand. The laptop sleeve is red. The laptop is silver. It is very slim and compact.

Location Of Incident

Gate - A16

Terminal - 2

Phone Number - (b)(6)

Email - (b)(6)

Special Notes - She flew from IAD to Dubai. The lock was cut on her luggage. She wanted a claim form emailed to her.

1796 1/18/2016

Submitted on Monday, January 18, 2016 - 08:07 Submitted by anonymous user:

(b)(6) Submitted values are:

Categories: Screening

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

Date: Mon, 2016-01-18

Approximate Time: 07:30

Airline & Flight Number: Virgin America VX 89 Checkpoint/Area of Airport: Precheck

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: During TSA security checkpoint next to the TSA Precheck I opted out of the back scatter scanner and was subject to a pat down screening. The TSA rep who conducted the patdown was evidently new and being trained. When he did the groin check part of the pat down he used excessive force when patting upwards against my groin and I was in pain for some time afterwards (even 30+ minutes later).

==Passenger Information==

Name (b)(6)

Email:

Phone

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/45020>

1797 1/18/2016

REASON for the call: The zipper was ripped on her bag when she obtained it and she could not enter the bag without having to cut the zipper.

Date Time: 1 18 16 5:35am

Gate Terminal: C18

Airport: IAD

Airline: Untied

Flight #: 3364

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

Bag Description: The suitcase is a dark gray fabric suitcase.

NOI: Present with nothing indicated.

1798 1/19/2016

REASON for the call: Caller states his friend traveled to China and his bag was inspected and after arriving in China the contents were a mess. Caller states he had powdered formula that was opened and scattered inside the bag on his belongings and wants to file a claim. Caller states he found a NOI inside the bag and asking what can he do about this. Caller states he did not have the passengers flight information.

Airport: Dulles  
Airline: China  
Flight #: CA 818  
Date Time:  
Bag tag # (10digit):  
Bag Description:  
Missing Damaged item description:  
NOI:  
Anything on NOI:  
Gate Terminal:  
Email Address and phone:

1799 1/19/2016

Caller flew from DC to Spokane and they had TSA approved locks on their luggage. Their bag was opened and the lock was not put back on the bag.

Date Time: 1.18.16 1855  
Airport: IAD  
Airline: SW  
Flight #: 2840  
Bag Tag#: (b)(6)  
Bag Desc: Blue bag with nametag.  
Item: TSA Approved Lock  
NOI: Nothing additional on the NOI

1800 1/19/2016

Caller states he just flew in from an international flight and did not receive precheck. Caller states the airport did not have a lane open for precheck and asking why. Caller states he flew into Dulles and the line was very long and they should have had a lane open for precheck travelers. Caller states he wants this information mailed to him why the lane was not open.

1801 1/19/2016

Her parents had a small gift set from NHL and it was not allowed at Dulles. Can she get it back ?

1802 1/19/2016

Disability Description: The caller went through TSA with a cast on (that he cannot remove) and when he went through the AIT, the machine alarmed.

Incident Details: The caller works for the FAA. He went through TSA with a cast on (that he cannot remove) and when he went through the AIT, the machine alarmed. He got out of the AIT and one of the agents that were there wanted it and told him to take it off. He took the boot off and told him to put his leg up which is hard for him due to fractures in the leg. He also stated the TSO was very rude.

Date Time: 7:00am 1-19-2016

Gate Terminal: Gate C9

Airport: Dulles

Airline: United

Flight #: 424

TSO Description: Mid 50 s, tall, sounded like he had a foreign accent, balding with white hair, no facial hair, no glasses. He was the one wandering people on the other side.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

1803 1/20/2016

REASON for the call; Callers bag was checked. One bag had 5 bags of nuts in it and they missing. She flew from Beirut to Brussel and then later two days later they came back to the airport and flew from Brussels to Dulles and then later from Dulles to Cleveland. She had to back and get her bags at the office at Cleveland because they were not on the carousel.

She had perfume in her bag and they opened the bottle and destroyed the box.

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

Date and Time:

Airport:Dulles

Gate and Terminal:NA

Airline:United

Flight Number:NA

Bag tag #: (b)(6)

Bag Description:It is black and it is small and is rectangular with wheels.

Missing Damaged item description:She is missing 5 bags of nuts which were costly and her perfume was spilled out into the bag and the box to it destroyed.

email:She does use email.

1804 1/20/2016

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

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Remote Client IP: (b)(6)  
Date Time: 1/20/2016 1:53:15 PM  
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Name: (b)(6)  
Email: (b)(6)

Complaints: Damaged or Missing items in Checked or Carry-on Baggage  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA641/American Airlines/IAD/B73  
Comments: When my checked bag arrived in Sacramento, the front pocket was wide open, leaving exposed multiple items. When I grabbed the bag, I noticed that the zipper had been broken, and that a few items had gone missing from that area. I opened up the main part of my bag to see that TSA had randomly searched my bag. I question, beyond the lousy 9th district court decision and the massively unconstitutional Transportation and Safety Act, your right to search my bag in the first place. However, that fact that you do it, with no outside witness, damage my property and steal or cause to get lost my property is unacceptable. I am weighing multiple legal options, including filing police reports in Dulles, LA and Sacramento, filing an FOI request to assess the tactics used to judge which bags may receive extra screening, and filing in small claims to recover the cost of the lost items and the damaged baggage.

1805 1/21/2016

Reason for the call - She said the person running the conveyor belt dropped her laptop. The camera does not work all the time and all the program connections are running slowly.

Airport - IAD  
Airline - Etihad Airways  
Flight Numbers - EY130  
Departure Times - 21:10  
Arrival Times - She went through the checkpoint at 7:33 pm.  
Date And Time of Incident - 12 25 2015  
Missing Damaged item description - Her 13 inch Mac Book laptop was damaged when the person running the conveyor belt dropped it.  
Location Of Incident  
Gate - Does not know  
Terminal - 3  
Phone Number - (b)(6)  
Email - (b)(6)  
Special Notes - She flew from IAD to Abu Dhabi. She went through lane 9. She wanted a claim form emailed to her. She asked if she has to mail the claim form back.

1806 1/21/2016

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

Remote Client IP: (b)(6)  
Date Time: 1/21/2016 8:38:21 AM

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

Complaints: Damaged or Missing items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 415/Lufthansa/January 15 checked in around 7:45 pm

Comments: We are grateful to the majority of your fine employees and TSA in general, however last week some of our possessions were removed and not returned during a screening at which we were not present. We had checked our bags and, when we opened them in Rome, we saw that at least three of our bags had been opened. We only found one TSA notice in one bag, however. Furthermore two still unwrapped new packages of \$20 travel slippers had been stolen, as well as two six packs of Trader Joe's chocolate bars that were still in the transparent outer wrapping. I had placed the chocolate bars inside shoes so they would not break. We were shocked as nothing of this sort has ever happened to us before. Please monitor your Dulles employees as Not all of them are loyal to your mission. Thank you.

1807 1/21/2016

Caller received a NOI and his lock is broken. He says the lock was in the laptop between the screen and the keyboard, so the lock damaged the screen. He had various questions about the claims process.

Date Time: 01.21.16 7:45 a.m.

Gate\Terminal: A19

Airport: IAD

Airline: Iceland Air

Flight #: 1470

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

Bag Description: This was a red backpack.

Missing\Damaged item description: The screen of the laptop is cracked because the cut lock was placed between the keyboard and screen.

NOI: Yes, but there is nothing stamped or handwritten on it.

1808 1/21/2016

REASON for the call: An envelope with her nephew's passport is missing from her checked baggage.

Date Time: 12 15 15 23:50

Gate Terminal: Gate 42

Airport: IAD

Airline: Turkish Airlines

Flight #: NA

Bag tag # (10digit):

Bag Description: The suitcase is a larger than carry size, black and burgundy suitcase.

NOI: Present with nothing indicated.

1809 1/21/2016

Dear TSA Staff,

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

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

Sincerely,

(b)(6)

1810 1/22/2016

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

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Remote Client IP: (b)(6)  
Date Time: 1/21/2016 10:06:38 PM  
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Name (b)(6)  
Email: (b)(6)

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