

(b)(6)

2161 7/21/2016

The caller started his trip in Dulles yesterday and his bag was inspected. The bag had a bag strap on his bag that didn't make it to the final destination. The caller has a NOI.

Mishandling RFI

Date Time: 7-20-16 @ 11:18AM

Gate Terminal: B73

Airport: IAD

Airline: American Airlines

Flight #1556:

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

Bag Description: Samsonite large cloth bag with spinner wheels, Black in color

Missing Damaged item description: Strap around luggage

NOI: YES

2162 7/21/2016

Caller flew from London to Dulles to Columbus. The TSA lock has been reset. Can they take it back to the airport to unlock it?

2163 7/21/2016

To whom it may concern:

Today I flew from IAD (Washington-Dulles) to Dayton, Ohio. When I got home, I learned my bag had been inspected at IAD.

I had a jar of syrup in my suitcase, wrapped carefully in a PLASTIC BAG and put in between the layers of clothes since it is in GLASS so it would not break. When I got home, the syrup was laying ON TOP OF EVERYTHING in my suitcase and was no longer in the plastic bag.

It does not take a rocket scientist to think "Hmm... I wonder why this jar of syrup is CAREFULLY WRAPPED AND PACKED IN THIS SUITCASE?" - OHHH! BECAUSE IT IS SYRUP!!!!"

I really wish the workers would take their responsibilities seriously enough to respect that people pack their suitcases with more care, clearly more carefully than the TSA agents searching them, and that they would USE THEIR BRAINS.

I am extremely disappointed, and just appalled at the level of carelessness displayed by these actions. I purchased a very expensive dress that was in this suitcase, and I would have been absolutely heartbroken if it was covered in syrup because some lazy worker couldn't take three damn seconds to pack my bag back the way it was when they "had to" open it.

I know this email probably won't be read, or will just be laughed at or deleted, but it pisses me off that there is not a real human to address these concerns to. It feels like the workers hide behind the large Government wheel and do not take their jobs seriously. One can only HOPE that issues like these can be addressed with additional training, but I won't hold my breath.

JUST WRAP THE SYRUP BACK UP! IS IT REALLY THAT HARD?!

(b)(6)

2164 7/22/2016

When I flew home from Dulles International to San Diego last week I received one of my luggage back with severe damage. The other bag was delayed by TSA without any problems except that it was put on the wrong flight and did not arrive when I arrived in San Diego. I received it later from United but they blamed TSA for my bag getting on the wrong plane and there was a TSA note in that luggage when it arrived stating that it had been closely inspected and opened. That was inconvenient for me.

However the bag that did arrive with me in San Diego came off the conveyer belt wrapped sloppily in TSA tape that did not really seem to be helping as the tape was sticking to itself as they clearly did not take any care to secure it and the contents were spilling out of the bag.

The contents were spilling out because the whole top of the heavy canvas luggage was ripped open. That a \$300 bag that I paid an extra \$35 to check! That took some strong force and a very sharp object. I was told that I should contact you for compensation for the luggage itself by United and also by a TSA manager at the airport that day who took a picture with the damaged luggage. Mr. Anderson, the TSA Manager at the airport told me that he was sure that this would be made right and that it may take a few weeks to process but since I had also found the TSA letter in this damaged luggage then it was true that TSA and not United would handle it.

Let me know what information you will need from me to compensate me for this luggage. I do not think the hassle it caused and all of my efforts to resolve this so far can be compensated but at the very least you should replace the very nice luggage that you destroyed.

I will look forward to hearing from you.

Sincerely,

(b)(6)

2165 7/22/2016

From (b)(6) [mailto:(b)(6)]
Sent: Friday, July 22, 2016 12:09 PM
To: tsa-contactcenter@dhs.gov
Subject: Property damaged in random check-bag search

Hi there,

Recently I flew back to the US from South Africa, travelling from Johannesburg to Washington D.C. Dulles, and finally to Seattle. At some point in the trip, the TSA opened my bag to search it. I was initially frustrated because I believe that this policy of random searches is completely nonsensical and merely adds hay to the haystack in terms of searching for anyone or any item that actually poses a threat, but I was far more frustrated when I discovered that an agent had carelessly sliced open a bubble-wrapped souvenir I bought in the Johannesburg airport and gouged the statue itself (I've attached a photo).

I understand that the TSA doesn't directly control the nonsensical policies it's compelled to enforce, but in this case, I would appreciate an apology at a minimum, but I would hope that the TSA accepts liability for the damage it caused to my property through its recklessness. I'd be willing to accept a couple different forms of compensation: the value of the statue was roughly \$80 US, so I'd accept a check or flight credit for the value of the statue. I'd also consider it an appropriate repayment if the TSA were willing to cover the fee for me to convert my existing TSA-Pre membership into a Global Entry membership.

Thank you for your time, and I hope you understand my frustration.
Seth
Attachment worked by Benge, Rachel M.

Attached was a photo of a damaged statue.

2166 7/24/2016

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

Remote Client IP: (b)(6)
Date Time: 7/24/2016 10:04:43 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): UA632,
21JUL2016 IAD to LAX to FAT. Boarded at IAD at Gate C23.

Comments: I travel often from the West Coast to East Coast (IAD) and back; and in the last 2 years I have had 4 bottles of wine broken in my luggage because the TSA individuals just throw things into a bag after inspecting. On this particular flight - I had a Suunto Watch stolen out of my "locked" luggage. IAD has the worst TSA inspection team of any airport I have travelled through. Is there any way I can get some type of recompense, or at least can management actually manage people to do a better job? (This is the 3rd time I have complained about the Dulles TSA problem team.)

2167 7/24/2016

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

From: (b)(6)
Sent: Sunday, July 24, 2016 8:58 AM
To: TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: Robbery

I would like to report a robbery of medication from my suitcase by TSA. I am an orthopedic surgeon who traveled from IAD to Miami and then from Miami to Managua Nicaragua on July 23, 2016. I was traveling with a medical group, COANhealth.com to deliver orthopedic care to the people of Nicaragua.

When I arrived, I noticed that one of my suitcases had been broken into. A note of baggage inspection had been left.

Missing were two bottles of Ethyl Chloride Spray. These were aerosol bottles and I realize in retrospect that they should not have been in the suitcase.

However, additionally missing were 50 1mL vials of Kenalog 40 medication. This medication was worth \$500. But the worst problem is that it is no longer available to give to the poor of this country.

Please investigate, prosecute, and reimburse me immediately.

(b)(6)

Attachment Worked by Blake

Attached were American Airline boarding passes from MIA to MGA (Managua) on July 23rd on flight AA2243 and flight AA1083

2168 7/25/2016

Call Reason: Caller flew from IAD and had checked a bag that got a NOI. She says that she had a brand new bag of coffee in the luggage that got opened and was not closed well and is now all over her clothes.

(Caller refused a claim form.).

Baggage Checked Date and Time: 7 24 3:55 pm
Flight Date and Time: 7 24 6:25 pm
Gate Terminal: C9
Airport: IAD to SAN
Airline: United airlines
Flight #: 444
Bag tag # (10 digit): (b)(6)
Bag Description: It is an old black bag.
Missing Damaged item description:
NOI: Yes - nothing extra on it.

2169 7/25/2016

Caller states that she flew from Washington, DC and that her luggage was inspected. Caller states that a bottle of honey was spilled all over her luggage.
Date Time: 07 24 0824PM
Gate Terminal: C17
Airport: IAD
Airline: United
Flight #: 1529
Bag tag # (10digit) : (b)(6)
Bag Description: suitcase, black, 50lbs
Missing Damaged item description: honey was spilled all over her purse, shoes, and her husband s suit, shirt.
NOI: Yes
Time Stamp: No

2170 7/27/2016

The caller returned from a flight from Dulles to MSP and two zipper handles are broken on the suitcase.

Date Time of Travel: 07 26 2016, 12:49 p.m.
Gate Terminal: Gate B74
Airport: IAD
Airline: Delta
Flight #: 4115
Baggage Tag # (Checked only – 10 digits): (b)(6)
Bag Description: A large bright red Leisure International suitcase with a name tag that is in a clear plastic case and one side is bright blue.
Missing Damaged Item Description: two zippers that were broken. One is the main zipper and the other is a top compartments.
Was an NOI Present? (Checked only): Yes
Was there a timestamp or written notice on the NOI? (Checked only): No
Phone Number: (b)(6)
Email Address: (b)(6)

2171 7/27/2016

Call Reason: . Caller has a damaged TSA lock.
She went online to Samsonite to recode it. It had an incomplete telephone number.

Who could fix it?

Date Time of Incident: 05 27 2016 05:25 pm
Gate Terminal:
Airport: IAD to Paris
Airline: United
Flight #: 915
Bag Tag #:
Descrip. of Bag: Samsonite large silver suitcase
NOI: yes

2172 7/27/2016

Submitted on Wednesday, July 27, 2016 - 05:28 Submitted by user: Anonymous
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Mon, 2016-07-25

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number: VS 22

Checkpoint/Area of Airport: Virgin Atlantic Check-in counter

Please provide a description of your inquiry/comment.: My luggage lock was forced by TSA. Now, the luggage cannot be used for travel. The luggage lock is broken. My Personal Computer was dented and screen cracked as it was shoved in and not put back into its protective case. I need to know how to proceed with a claim. Please reply. I am very distressed.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2173 7/27/2016

Dear Sir Madam ,

Anytime that I traveled outside the USA from Dulles Airport , when I arrived at my final destination, I realized that , some of the padlocks which I used to locked my suitcases are not on the suitcase.This had been happening to me many times anytime that I arrived at my final destination .If I finally got home and checked my items in my suitcase , I found out that I lot of my items are missing .It could be that the items were stolen from either the Dulles Airport or my final destination airport .The reason being that , since my suitcase was opened at the Dulles Airport and inspected , the officers left my suitcase unlocked and forwarded it to the aircraft.So , it could be that either those workers loading the suitcases at the Dulles Airport to the aircraft stole my items from my suitcases because they found out that the suitcases are unlocked or those workers at my final destination stole my items when they were off loading the suitcases from the aircraft and found out that the suitcases are unlocked .. Please Sir /Madam , in view of my explanation above , I would be very grateful if measures will be put in place to correct this anomaly ..I would suggest that , if a suitcase is identify for periodic check and it had being forced open, the owner of the suitcase must either be notified immediately or another small padlock can be use to re-locked the suitcase or suitcases that was identify and opened .If the suitcase of suitcases are re-lock , there would be no stealing of items from the passengers suitcase or suitcases when he or she arrives at its final destination . Finally , I would like to know , if I can get any compensation on my stolen items from my suitcase of suitcases ?

Yours sincerely ,

(b)(6)

2174 7/27/2016

Call Reason: Caller got a NOI in his checked bag which he did not lock. He states that the zipper has been ripped out of the bag.

Baggage Checked Date and Time: 7 26 6:15 pm

Flight Date and Time: 7 26 9:25 pm

Gate Terminal: Z9

Airport: IAD to ORD

Airline: Frontier airlines

Flight #: 1305

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

Bag Description: It is a black hard sided Ricardo of Beverly Hills expandable wheeled bag with gold and purple ribbon on it.

Missing Damaged item description: The bag itself has ripped up zippers now.

NOI: Yes - nothing extra on it

2175 7/28/2016

Transportation Security Administration,

I returned home to Toronto (YYZ) after taking a connecting flight from Washington (IAD) and I was horrified upon retrieving my luggage. My luggage arrived damaged and open in Toronto. After retrieving my luggage I found a slip from the TSA with your contact information stating that my luggage was selected for physical inspection. In my entire life of traveling I have never experienced such loss and damages to my belongings, luggage, and gifts that I was carrying from overseas. My Heys luggage has a built in lock system that was damaged as well as 2 locks that were cut from my suitcase. Upon retrieving my luggage and inspecting it I found my jewelry missing and souvenirs that were completely destroyed. Expensive facial and eye creams that were gifts and purchased in a box were completely torn apart. However, the most horrific experience was when I could not find my Tahitian Pearl earrings worth \$200 missing from my suitcase. This is completely unacceptable and I demand financial reimbursement for my suitcase, locks, and all of my losses and damages to my belongings. My friends and family are all aware of this experience and will never travel with you again. If you chose to randomly inspect my suitcase then it should have been locked again upon inspection with either the built in lock system on my suitcase or with a new lock. This is completely unacceptable and the most horrific experience of my life. Looking forward to your prompt response.

(b)(6)

2176 7/28/2016

Submitted on Thursday, July 28, 2016 - 13:41 Submitted by user: Anonymous
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Sun, 2016-06-26

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number: United 918

Checkpoint/Area of Airport: Security

Please provide a description of your inquiry/comment.: When I arrived at my destination in Copenhagen, my luggage had a TSA security card inside, stating that the luggage had been searched. A box containing a bottle of maple syrup which we were bringing as a gift, had been opened and taped shut with TSA tape. A sterling silver rigid necklace valued at \$120 was missing.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2177 7/28/2016

Reason for Call.....Checked bag inspected. He had a self-contained, survival bag, a lot of things had been take out of the bag, everything in disarray. All of the wrappings had been taken off of his satellite radio and everything all over the bag. NOI in bag. Everything in disarray. No damage that he can tell and nothing missing that he can tell.

1.Date and Time of Flight.....July 28, 2016 at 8:17 am

2.Gate Terminal....Unknown

3.Airport.....IAD

4.Airline.....United

5.Flight #.....796

6.Baggage Tag #....(b)(6)

7.Bag Description.....Black Duffel Bag

8.Missing Damaged Item.....Self-contained bag with survival bag taken apart. Disarray

9.Was NOI Present.....Yes

10.Was Time Stamp Note....No

11.Phone.....202-270-8292

12.Email....(b)(6)

ID Date Added_Date Only Contact Details

2178 7/28/2016

Caller states that his wife had bleach

Date Time: 07 28 0820AM

Gate Terminal: C6

Airport: IAD

Airline: United

Flight #: 4534

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

Bag Description: Black, Ricardo, roller, large

Missing Damaged item description: powdered bleach was spilled out in the suit case

NOI: Yes

Time Stamp: No

2179 7/28/2016

Submitted on Thursday, July 28, 2016 - 17:29 Submitted by user: Anonymous
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Tue, 2016-07-26

Approximate Time: 16:30

Name of TSA employee (if known):

Airline & Flight Number: United 444

Checkpoint/Area of Airport: Area around gates C1 and C2

Please provide a description of your inquiry/comment.:

I was confronted in a hostile and threatening manner by a TSA agent while standing in the line for Subway Sandwiches next to Gate C2. The agent walked up to me, got right in my face (within 6-9 inches), and said "Did you *say* something to me?" I responded "No, I didn't." The agent who threatened me was a white male in his mid- to late-50s, around 6' tall, with silver-gray hair and a beard. The agent was accompanied by another individual, whom I didn't get a good look at -- he was wearing a blue uniform of some kind, but I'm not sure if it was TSA. The other individual was shorter and heavier than the agent who threatened me, and didn't say anything during the incident. Upon disengagement from the confrontation, they departed in the direction of Gate C2.

I immediately complained to the United representative at Gate C1, and while I was talking to her, the two re-emerged from the ramp door for Gate C2. The United representative at Gate C1 suggested that I report the incident in person to the nearest TSA supervisor, which I did. The person I talked with was (b)(6) (b)(6), who handled my complaint in a courteous and professional manner. He said, however, that he wasn't sure what any TSA agents would have been doing on that level at that time. He also did not recognize the agent who threatened me based on my description. He did, quite appropriately, provide me with the information needed to file a formal complaint with the TSA. I then went to Gate C2, and asked the United representatives at that gate if they knew the TSA agents who had gone down the ramp and come back out again. They said they didn't, but that TSA personnel had been there to check on United employees or contractors cleaning UA 163 to Madrid, which was about to depart from that gate. The United representative at Gate C2, (b)(6) (b)(6) (there was no last name on her name tag) arranged for me to report the incident to Metropolitan Washington Airport Authority police over the phone. This led to an in-person interview with Officer (b)(6):(b)(7)(C) (b)(6):(b)(7)(C), in which I provided as much information as I could about the incident. And that, I thought, was about as much as I could do.

Shortly thereafter, as we were lining up for boarding our flight, UA 444, at Gate C1, we began to notice an ominous number of

uniformed TSA agents hovering around the gate, and the United representative announced that all passengers of UA 444 were to be subjected to a re-check of their identity documents. We finally got through that thoroughly unpleasant and entirely unnecessary process and made our way to our assigned seats aboard the aircraft, and concluded, not unreasonably, that our flight had been "randomly" selected for the re-check of identity documents in retaliation for my complaint. But, very much to my surprise, I was met on board by (b)(6),(b) who asked whether I had recognized any of the agents as the one who threatened me. Apparently the re-check had been staged as, in effect, a police lineup, with the idea that it would artificially create an opportunity for me to pick out the agent who had threatened me. (b)(6) expressed particular interest in one of the agents who participated in the re-check, but he was thinner and younger (early- to mid-40s) than the agent who had confronted me, and his beard was reddish rather than silver-gray.

I didn't appreciate being threatened by an agent of the Federal government for less than no reason, and I expect this individual to be identified and terminated immediately. There no possible way to characterize this incident as a "misunderstanding", or as "a good agent having a bad day". An agent who behaves in this manner is someone who shows up to work each and every day with a systematic predisposition to abuse their authority, and cannot be allowed to have any contact with the general public.

==Passenger Information==

First Name: (b)(6)
Last Name: [redacted]
Email: (b)(6)
Phone: (b)(6)

2180 7/29/2016

Caller: She traveled from Copenhagen to Pittsburgh via Frankfurt via Dulles airport with United airlines. When she arrived at her destination she found a NOI. A shirt was missing and want to file a claim.

Date Time:07 28 2016 11:50pm

Gate Terminal: D

Airport: Dulles airport

Airline: United Airlines

Flight #: 6210

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

Bag Description: Black and White checkered suitcase. London Fog brand.

Missing Damaged item description: A female shirt was missing,

NOI: No info

ID Date Added_Date Only Contact Details

2181 7/29/2016

Today, getting ready to leave IAD, Jul 29, TSO kept her Small Swiss Army Knife that she had had in her purse for 5 years and she is very upset over this. What can be done, she wanted to mail the knife to herself, she wants it back.

2182 7/29/2016

Submitted on Friday, July 29, 2016 - 10:24 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Fri, 2016-07-29

Approximate Time: 04:30

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

Airline & Flight Number: United Airlines Flight 1585

Checkpoint/Area of Airport: TSA Pre-check, first Pre-check after United Airline Desk

Please provide a description of your inquiry/comment.: I entered Pre-check security with a backpack. I placed my cell phones in my backpack and placed the bag on the baggage conveyor belt on the far left of the check point, keeping my wallet in my pocket. I was then directed to the metal detector next to the conveyor belt on the right side of the lane. I tripped the metal detector and was directed to empty my pockets. A TSO took my wallet, placed it in a dish and put it on the right side conveyor belt. I was then directed to the AIT which is next to the left side conveyor belt. The AIT line had three or four people in front of me. Additionally, there was a delay with the first person going through the AIT. After approximately two minutes I went through the AIT and was cleared through security. I turned to my left to get my backpack off the left side conveyor. After getting my backpack I turned to my right and walked to the right side conveyor to retrieve my wallet. As I arrived at the conveyor and began looking for the dish with my wallet, I observed a TSO going through my wallet. I identified myself and took my wallet from the TSO and left the checkpoint. Upon inspecting my wallet, a credit card was removed from the sleeve in the wallet. The wallet is relatively new and the sleeves are not stretched; hence it takes physical effort to remove the credit card. At that point I walked back to the security checkpoint, identified the TSO and asked him for his name. What is the procedure for inspecting wallets and who provides quality assurance that contents are not tampered with or imaged. Second, what is the procedure for tripping the metal detector in the Pre-check lane?

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2183 7/30/2016

The caller is confused because she just got back from Africa and she had a little bag that had all of her electronics in it. Now her cell phone is missing out of her checked baggage. She stated did receive a NOI

Date: 07.302016 Time: 6:30AM

Gate: Terminal: SA

Airport: IAD

Airline: South African

Flight #: sa209

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

Bag Description: Black, LG 25in, Kirkland Brank, Rainbow Strap

Missing Damaged item description: Cell Phone

NOI: Yes

2184 7/31/2016

Submitted on Saturday, July 30, 2016 - 23:49 Submitted by user: Anonymous
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Tue, 2016-07-26

Approximate Time: 20:00

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

Airline & Flight Number: Etihad 130

Checkpoint/Area of Airport: do not know but at IAD

Please provide a description of your inquiry/comment.: I appreciated of checking bags and making sure of the safe flight. But if they open the lock (TSA-lock), they should be locking again as a part of the procedure. When they don't do it, it is chance of missing things on the other end of the flight. I have lost 4 locks in 6 years and as you know, it is not cheap. Also not available in other countries, so using other locks, they break it open. So please train them to do their job right as if they do not lock it back, someone else might put bad thing in the bag and then safety issue will be there. So please I am requesting them to lock back the bags.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2185 8/1/2016

REASON for the call: Caller said that the TSA agents destroyed items and didn't pack them back the way he had them. He had a plastic table top display that was damaged and a Guinness Book of World Records in cellophane and the seal was ripped and another one had the cover bent. Things were shoved back into the suitcase and there was an NOI and it was crumbled up in the bag.

Date Time: July 31 2016, 545 pm

Gate Terminal: Gate C11

Airport: IAD

Airline: United

Flight #: 1529

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

Bag Description: black hard sided Delsey, 25 inch, 2 wheels.

Missing Damaged item description: A plastic table top display that was damaged and a Guinness Book of World Records in cellophane and the seal was ripped and another one had the cover bent

NOI: Yes, blank.

Special Notes: N A

2186 8/1/2016

Submitted on Monday, August 1, 2016 - 13:31 Submitted by user: Anonymous
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Fri, 2016-07-29

Approximate Time: 15:00

Name of TSA employee (if known):

Airline & Flight Number: KLM flight KL0652

Checkpoint/Area of Airport: CHECKPOINT FOR CHECKED-IN BAGGAGES

Please provide a description of your inquiry/comment.: On July 29, 2016 at 2:45 pm, I checked-in my suitcase at Dulles International Airport in Washington D.C's KLM check-in counter for KLM flight number 652 to Amsterdam. The baggage tag number was (b)(6). My baggage was checked-in to Amsterdam and all the way to Istanbul Ataturk Airport. For this reason, I did not have to pick up my baggage in Amsterdam. In Amsterdam, I continued my trip with KLM flight number 1613 to Istanbul Ataturk Airport. When I arrived at Istanbul Ataturk Airport on July 30 around 3:45 pm, I picked up my suitcase at baggage carousel. I immediately noticed that the zipper of the outer pouch of my suitcase was completely open and my folder was missing. I had closed the zipper completely before I checked-in my luggage. It was a blue colored plastic folder which contained sensitive personal identity data and information on me. There were leaflets of personal notes, statements and correspondence which were highly valuable for me. I do not know if my suitcase was opened and left open at Dulles or Amsterdam or Istanbul Airport. I believe that there is a high chance that it was opened either at Dulles or Amsterdam for security inspection but probably left open by mistake. I filed a custom declaration form for lost baggage at Istanbul Airport. They checked the area of baggage trays downstairs but could not find anything dropped there. Since my folder is highly valuable for me, I sincerely request that you check the lost items at baggage handling areas at Dulles Airport to see if my folder is among these items. If you contact me, I can also send a photo of an empty folder which is a replica of the one that I lost. Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2187 8/2/2016

The caller had a bad experience with the TSA in Washington Dulles DC airport. The caller has a disability with an artificial knee. The caller asked to go through the AIT and after words the caller was told that areas around her private area and her tennis shoe showed alerts. The caller had to be patted down. The caller had to remove her shoes. The TSO told her that she also showed an alarm under her bust. This happened on Monday 7-25-16 approximately between 2:30 and 3:00PM.

The caller wanted the email address to send in a formal complaint.

2188 8/2/2016

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

Remote Client IP: (b)(6)
Date Time: 8/1/2016 10:57:45 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): Washington Dulles Airport
Scandinavian Flight to Copenhagen
Sunday , July 31st, 2016

Comments: Submitting this on behalf of my son's Father and Mother-in-law (b)(6) and (b)(6)

Mr. (b)(6) sent to secondary pat down for wearing baggy pants. Upon arrival in Copenhagen found TSA lock missing and Baggage slashed and found beard trimmer missing. Mr. (b)(6) is a (b)(6) and Mrs. (b)(6) is a university administrator at George Mason University in Fairfax, VA. They are traveling to Stockholm via Copenhagen for a one week holiday to celebrate their wedding anniversary. TSA is an agency which is supposed to protect Americans and NOT humiliate them at every opportunity. Hope this complaint does not go into the big black hole!

2189 8/2/2016

Submitted on Tuesday, August 2, 2016 - 00:42 Submitted by user: Anonymous
Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Unreasonable Search and Seizure

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

Date: Tue, 2016-07-19

Approximate Time: 02:00

Please provide a description of the issue.:

To: Peter Neffenger, Administrator

Transportation Security Administration

Sir:

I am writing because I am indignant about my treatment by TSA agents. I believe I have a solution to the problem. I am copying my Congressmen to insure that complaining or my proposed solution does not result in my placement on a do not fly list or worse.

I am an American citizen, a veteran, a retired civil servant, and I vote. While I am old enough to remember the days when one dressed in one's Sunday best and wore gloves to travel, these days, I frequently find it necessary to sit on the floor in jammed airport holding pens before being herded into the cattle car section of an aircraft. Since hiking or walking is usually one of my activities at my destination, I dress accordingly.

Your agents are unable to determine my gender, and I have to go through the x-ray machine twice. At some level, I suppose this is understandable, and is not the crux of my "indignity." I am a female (born so), a competitive swimmer with short hair, and my shoulders are a couple of clothing sizes larger than my hips, but I don't have facial hair. It is the inevitable "pat-down" following the second scan that is the problem. Like most people, I appreciate that TSA's job is to keep air travel safe, and the best thing is to cooperate and get on with life. But the last time, at Dulles Airport, on the afternoon of July 19 between the Lufthansa and United gates, was beyond the pale.

I was returning from a Pilgrimage to Santiago de Compostela in Portugal and Spain. I injured my knees, one of which will probably require surgery. I was in a wheelchair, and standing involved extreme pain – like rubbing red hot 50 grit sandpaper on the joints. I had been screened in Europe, and I had been through customs. My cane was taken away from me – I was grateful that it wasn't confiscated – and handed another cane, which was immediately taken away from me when I was told get up and walk into the scanning machine. I hobbled in and with

some difficulty got my feet on the marks. When the male agent at the end indicated that he wanted to pat me down, I advised him that I was a woman, which meant I had to hobble back into the machine and work to get my feet back on the marks. The female agent took over. It wasn't sufficient to get my left foot mostly on the mark – it had to be precisely on with my hands over my head. It isn't just that the female agent then gave me a thorough and vigorous "pat down," it's that she finished it with a grope of my crotch and a tweek of my most private parts. I know, you know, and the agent knows that I cannot prove this. Plus, I was so grateful to get back into the wheelchair and get out of there, I didn't get her name, So I don't expect an apology – assuming that this is not standard procedure.

I have, however, decided that I still want the freedom to travel, and I don't wish to dress like a tart to clear up their problem with my gender at the scanner, and, while I still wish to be cooperative, I will no longer allow your agents to touch my person. I generally pack travel a swim suit. In future, I intend wear it. I will remove my outer garments when I remove my shoes. The clothes can be scanned and searched. I routinely appear in a bathing suit in public places – if not airports -, so this is not be a problem for me. The agents should have no problem determining my gender, and if, at that point, they still have a need to grope my crotch, they can get a warrant.

Regardless of what the agent may assumed about my sexual orientation (and she probably would have been wrong), no one should be subjected to such an indignity. And I think that is why it happened. It certainly was well beyond what I thought I had had to consent to. If the excuse is a search for contraband beyond weapons, I suggest that is a problem for DEA and sniffer dogs.

If you wonder why the American public is increasingly alienated, maybe you should consider how law abiding citizens trying to exercise a most basic freedom – travel – are routinely treated.

Sincerely,

(b)(6)

Copy:

U. S. Senator John McCain

U. S. Senator Jeff Flake

U. S. Representative Trent Franks

List any witnesses:

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name (b)(6)

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

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

2190 8/2/2016

Buenas tardes por medio de este correo quiero presentar mi inconformidad por el ROBO de una loción importada que sacaron de mi maleta al revisarla por parte de su personal en el vuelo AV 583 operado por Taca internacional el 1 de agosto de 2016 que salio desde Washington con destino a Bogota y escala en San Salvador, no me parece justo que como pasajera tenga que pasar por estos actos de injusticia al encontrar que a mi maleta le hacia falta mis pertenencias, deberían tener en cuenta que clase de personas y con que clase de principios morales trabajan para ustedes, es muy importante que cumplan con su trabajo al velar por la seguridad de las personas que viajamos lo que es injusto es que se aprovechen de esa situación para ROBARLE a los pasajeros.

En una próxima ocasión deberían hacer que este presente la persona mientras realizan la inspección.

(b)(6)

2191 8/3/2016

Callers husband and daughter flew from Heathrow with United then from Dulles to Cleveland, her husband suitcase was inspected. He is missing one shoe.

REASON for the call: Missing Item

Date Time: 08 02 16 @ 5:30 PM

Gate Terminal: N A

Airport: IAD

Airline: United

Flight #: 6108

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

Bag Description: Cream Colored Hard Sided

Missing Damaged item description: 1 shoe missing (Barker) Red Oxford left one

NOI: Nothing wrote on it.

2192 8/3/2016

Dear TSA,

I am writing to report that items are missing from my checked baggage from a TSA inspection from customs at Dulles International Airport, Washington D.C.

I took a flight (LAN 2810) from Dulles International Airport to Buenos Aires via Lima last Saturday evening, July 30, at 11:30 pm.

For this flight, I checked in and paid \$200 (as extra luggage) for a 40 inch Samsung TV which was inspected by TSA.

As I went to set up the TV last night I noticed that there were parts missing for the TV. Not only had TSA removed and not put back the top part of Styrofoam to keep the TV in place and secure, but the remote control, HDMI cable and part of the support are missing.

I would like to claim these are missing items and would like to be compensated for them.

I await your reply.

Regards,

(b)(6)

2193 8/3/2016

Submitted on Wednesday, August 3, 2016 - 07:24 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Mon, 2016-03-07

Approximate Time: 18:00

Name of TSA employee (if known): We don't know

Airline & Flight Number: QR 535

Checkpoint/Area of Airport: AMD To IAD

Please provide a description of your inquiry/comment.:

Sir,

We fly back home by Qatar Airways from AMD to IAD on 7th March
2016. Our flight conformation # 7NATGT . Names: (b)(6)

(b)(6) . We don't know where TSA people open
two bags & they put the note TSA open bags.

From our one bad missing our " Philips portable DVD & 12DVD with
case. We received as gifts. Price around \$179.99 . Prices are not
important but our religious songs very important for us .

Please check & look in to matter & us know will be appreciated.

Email # (b)(6)

(b)(6)

07/03/2016

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2194 8/3/2016

Submitted on Wednesday, August 3, 2016 - 10:34 Submitted by user:
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

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

Date: Fri, 2016-07-22

Approximate Time: 04:00

Name of TSA employee (if known):

Airline & Flight Number: American Airlines

Checkpoint/Area of Airport: None

Please provide a description of your inquiry/comment.: I'm writing this complaint, because I'm frustrated with the fact that every time I go to an airport in the morning TSA Precheck is not open. I paid good money for this service and rest assured I will not sign up again, if I continue to arrive at the airport early in the morning and TSA precheck is not open. This has happened to me on numerous occasions. What is the point of paying for something if the lane isn't open when other normal lanes open up. What a sham.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone

2195 8/3/2016

Buenas tardes, el dia 8 de julio viaje desde Washington a Bogota, vuelo d Avianca AV247, al recibir mi equipaje una de las maletas llego rota y con nota de inspección de equipaje, cabe aclarar que dicha maleta no tenia candado ni ninguna clase de cerradura que evitara fuera abierta de manera normal.

Quisiera saber si hay forma que me repongan la maleta

Atentamente,

(b)(6)

Enviado desde mi iPhone

2196 8/4/2016

Caller received a patdown and she lost sight of her items, and her items had all been separated. She noticed she is now missing a computer. She would like to know how she could get her computer back. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

Date Time:08.04.2016 @9:30 AM

Airport:IAD

Airline: United

Flight #: 376

Terminal gate#: Gate C-2

Missing Damaged item description: Laptop, black Dell and taped on the inside is Alt-F4 to remind her to press when the screen freezes.

2197 8/4/2016

Submitted on Thursday, August 4, 2016 - 15:50 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Sat, 2016-07-30

Approximate Time: 05:00

Name of TSA employee (if known):

Airline & Flight Number: United Airlines

Checkpoint/Area of Airport: Main

Please provide a description of your inquiry/comment.: I flew to LGA from DEN and TSA allowed me to fly with a icepack for my son's food, due to the long travels, he has life threatening allergies to dairy, fish and egg. To include driving time from house, to destination, flights, etc is about 12 hours. He can not eat at any restaurant or he chances analphalxis/death. TSA coming back home from IAD, I notify TSA before his emergency bag filled with nebulizer, epi pen, Benadryl, and food goes through. This man stated he was going to take the icepack and cans of chicken, that I can feed my son and get ice at a restaurant. I explained once again the situation, and he started talking to a female, not telling her the severity. I decided to tell her, she said they had to check everything and I would be good to go. Thank god. This man obviously does not understand food allergies and the severity. Thank god I had the ice pack and food, because with gate changes, flight delays and airport closure, I would have had no way to feed my son. Just a little more sensitivity to subjects would help make customers feel a little bit better. That stressed me out. Food allergies and keeping your child safe is already stressful, and having someone who seems as if they don't care makes it worse. I explained to the man, I could understand if they didn't let me fly once with this, but they did, and my son can have a bad emergency, please be more understanding.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2198 8/4/2016

Caller states that he is currently at IAD, has flight out at 4:55 pm and it is now 5:17. He states that this is a complaint, he states that just about all flights that he has heard of is delayed and he does not know if he is going to get his flight or not, he is going through screening as we speak, his complaint is lengthy lines due to flight delays and he states that there is no coordination between baggage area and security screening. I asked him if he had asked for a Supervisor at TSA and he said that there is no one to ask. I asked him why were the flights delayed and he said it was due to mechanical failure.
Date and Time of Flight.....August 4, 2016 at 4:55 pm
Airport.....IAD
Airline.....United
Flight #.....340

Had to call him back....

2199 8/4/2016

Caller is missing an item from checked luggage he found a NOI inside the case.

Date Time: 07 29 16 7:05 pm
Gate Terminal: Gate 73
Airport: IAD
Airline: AA
Flight #: 1362
Bag tag # (10digit):- NA
Bag Description: Large pelican case about 3 feet wide and 2 1 2 feel tall with red tape
Missing Damaged item description: ez rig vario 5 it is a hardness for a camera looks like a back pack with like an L shape arm
NOI: YES

2200 8/5/2016

The caller arrived in Japan a few days ago and received a NOI. She noticed that some items were missing. They were video games for an x-Box. She has the console but the games are missing. They were in small video game sleeves smaller than the regular casing. She is missing about 7-8 video games and would like to know how to retrieve those. She flew from Washington DC and had a diversion in San Francisco and flew from there to Tokyo.

Date Time of Travel: 07 30 2016 12:50 p.m.
Airport: IAD
Airline: United
Flight #: 803
Baggage Tag # (Checked only – 10 digits): (b)(6)
Bag Description: A soft sided navy blue suit case with orange lining. The brand is Outdoors and there were no locks.
Missing Damaged Item Description: Around 7 X-box 360 games in yellow sleeves with a clear front to show the game. They were taken out of the original case to save space. Each sleeve had names of other PS2 games written on the clear part in the top right corner on a whit sticker.
Was an NOI Present? (Checked only): Yes
Was there a timestamp or written notice on the NOI? (Checked only): No
Email Address: (b)(6)

2201 8/5/2016

Submitted on Friday, August 5, 2016 - 08:49 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Fri, 2016-08-05

Approximate Time: 08:30

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

Airline & Flight Number:

Checkpoint/Area of Airport: Tsa precheck

Please provide a description of your inquiry/comment.: I am traveling with my baby and brought baby food with me. I was told that they had to open the food to check it or I would have to go through an entire pat down and open up all my bags to go through it. The agent was rude and had no understanding that it's food for my baby.

==Passenger Information==

First Name (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2202 8/5/2016

Submitted on Friday, August 5, 2016 - 15:22 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Wed, 2016-08-03

Approximate Time: 23:30

Name of TSA employee (if known):

Airline & Flight Number: JetBlue Flight 507 &1507

Checkpoint/Area of Airport: Unknown, either during transit or
initially after baggage was checked in.

Please provide a description of your inquiry/comment.: Several
pieces of brand new clothing disappeared from both my father's
and my own luggage. My father's items were still packaged in
their original wrappings, whereas mine were clearly picked
through, as the older, clearly used items were left behind. Most
of the items were brand-new undergarments. We checked with those
we were staying with prior to travelling, and they have confirmed
that the items in question were not left behind.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2203 8/5/2016

Submitted on Friday, August 5, 2016 - 18:56 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Mon, 2016-08-01

Approximate Time: 06:00

Name of TSA employee (if known):

Airline & Flight Number: Virgin America flight 86

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: I took a trip to San Diego, left on July 26. Upon getting my things to my motel, I found that my golf balls were missing. I'm a bit frustrated, two new sleeves of balls gone. But decided not to complain. However, upon returning, I did not open my luggage as I had another trip to take immediately upon landing. I have just returned from that trip and was looking for the gift I purchased, a hat from Torrey Pines, costing \$45. That is missing from the same golf bag. We aren't allowed to lock things, but we aren't assured our items will not be stolen. It is not right. I would like my hat returned! Yes, I could order one, but the thief needs to be stopped. Since I had connecting flights, it is pretty difficult to give all information here. Please advise of any recourse, other than not traveling. Seems like the thief has more rights than the traveler.

==Passenger Information==

First Name (b)(6)

Last Name

Email (b)(6)

Phone (b)(6)

2204 8/6/2016

He said his family flew from Dulles to India on Thurs. and they are missing a Samsung note 4 cell phone from the check bag. He requested that we email the claim form to him. He asked if he will get a reference number and what happens next.

Mishandling RFI

REASON for the call:Missing Samsung note 4 Cell Phone

Date Time:08-0416 at 10:55 am

Gate\Terminal:A 16

Airport:Dulles

Airline:Emirates

Flight #:232

Bag tag # unknown

Bag Description:brown suitcase with a name on the airline sticker which is (b)(6)

(b)(6)

Missing\Damaged item description:missing Samsung note 4 white cell phone

NOI:No

2205 8/7/2016

The callers daughter Avina traveled from Germany to Washington then to Chicago. She stated that she is missing a rain coat from her checked baggage. She has a NOI in her bag.

Date Time: 07 26 2016 10:30pm

Gate Terminal: Not Provided

Airport: IAD

Airline: United

Flight #: 128

Bag tag # (10digit): Not Provided

Bag Description: Vera Bradley with pink and black flower design.

Missing Damaged item description: Navy Blue Rain Coat with Global Brigade written on it in white.

NOI: Yes.

2206 8/8/2016

CLASSIFICATION: UNCLASSIFIED

The last two times I have flown out of Dulles Int'l Airport, TSA has cut off my TSA-approved locks to open my bags for inspection. The last time was this last Saturday on 6 AUG. Why?

v/r

(b)(6)

CLASSIFICATION: UNCLASSIFIED

2207 8/8/2016

Submitted on Monday, August 8, 2016 - 21:04 Submitted by user:
Submitted values are:

Categories: Screening
==Complaint Detail==

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

Date:

Approximate Time:

Name of TSA employee (if known):

Airline & Flight Number: United Airlines Flight 352

Checkpoint/Area of Airport: Security

Please provide a description of your inquiry/comment.: After going through the body scan at security, the TSA agent working at IAD on Monday, August 8, 2016 at approximately 8:45pm, patted down my hair. When she reached for my hair, I took a step back due to my discomfort. She responded by saying she had to do it, and proceeded to aggressively pat down my hair. I am a black woman with locs and had my hair up in a bun. There was nothing in my hair to set off the body scan, or to indicate that is needed to be patted down, other than the style. I felt it unsanitary that she touched my hair without changing her gloves. I also feel that the patting down of my hair was excessive and unnecessary, and as a black woman, I feel violated as I was the only black woman in that line and was the only person who was patted down in such a manner.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2208 8/8/2016

Submitted on Sunday, August 7, 2016 - 20:44 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? Other

Date: Sun, 2016-08-07

Approximate Time: 08:00

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

Airline & Flight Number: UA 168

Checkpoint/Area of Airport: Gate screening

Please provide a description of your inquiry/comment.: I am pregnant and often opt out of regular screening for a pat down. I fly often so this is not new for me. On the day then I flew in Washington, IAD, the TSA agent was incredibly rough with my pat down. When she did my inner leg scan, her hands physically hit my vagina, causing pain. I felt incredibly miss handled. It was not as if she was looking for a thorough Pat down, just going fast and did not care.

==Passenger Information==

First Name (b)(6)

Last Name:

Email: (b)(6)

Phone:

2209 8/8/2016

Submitted on Monday, August 8, 2016 - 09:47 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Sun, 2016-07-31

Approximate Time: 22:00

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

Airline & Flight Number: Southwest Las Vegas to Dulles

Checkpoint/Area of Airport: TSA CheckPoint - Only 1 was Open

Please provide a description of your inquiry/comment.:

On Sunday, July 31st, I was waiting to clear the security check point around 10:00pm. I was picking up my minor child with an escort pass who was arriving on a Southwest Flight from Las Vegas to Washington-IAD. As a fellow DHS employee, I was embarrassed by the behavior exhibited by Officer (b)(6) at the TSA security check point. While standing in a line of over 100 International Travelers, Mr. (b)(6) was rude, loud and verbally forceful with passengers. One particular example was a young family of four. The father had all four passports in hand, neatly organized and separated with their boarding pass in each passport. Mr. (b)(6) instructed them to come up to the podium one at a time. When they did not comply, he raised his voice, telling them to get back. It became obvious they did not speak English fluently. Mr. (b)(6) then elected to escalate his voice in an attempt to get them to understand him. When they did not comply, out of lack of understanding, he became verbally forceful waiving his hands and pointing. He refused to let the family approach the podium together. A bi-lingual passenger was able to explain the request to the family. The parents reluctantly let the children pass through first, then followed shortly after.

Again, as a DHS employee, I was terribly embarrassed and felt it went against everything our organization represents. As a TSA agent, you are the face of the USA and a representation of our great nation, especially to the International Community. Care and compassion can be met with strict guidelines and security measures. Just as I am the face of DHS, so is Mr. (b)(6). I felt terrible for the family. I felt terrible for the passengers in line. He was not a representation of our nation and by far not a representation of DHS.

I encourage you to talk to Mr. (b)(6) and explain that his actions are a reflection not only of our organization but of our nation. He has an extraordinary opportunity to leave a lasting impression on our agency's legacy. He should not take it for granted. If he does, he's not fit to wear the badge.

(I also have a few photos from the night. I was so embarrassed, I felt the need to make sure I captured what I could)

==Passenger Information==

First Name: (b)(6)

Last Name: [Redacted]

Email: (b)(6)

Phone: (b)(6)

2210 8/8/2016

To Whom It May Concern:

I returned from Africa this past week with two suitcases full of souvenirs. One I picked up with the plastic wrap still intact; one with the wrap all cut up and TSA inspection wrapped around it. The suitcase was not even zipped up! In fact, the zipper only came barely to the side of the luggage with three-fourths of it left open. The only thing holding it together was the few pieces of TSA tape around it. When I opened it up, it was not really surprising to find most of the souvenirs broken into several pieces! Wood wall hanging broken in half with three other pieces broken off, one leg broken on lion, birds in three pieces, giraffes in three pieces, ear broken off of cape buffalo, tip broken off big horn of rhino, piece chipped out of carved basket, one third of base broken off the frog, and a bowl was cracked almost in half with a piece broken off of one side. Interesting thing is that the other suitcase, that was not inspected, had no broken items, including the glass in the picture frame. I had obviously done a good job pf packing, and it just as obvious that your people doing the inspection made NO effort to insure that my items arrived safely. This happened at the Washington-Dulles airport for a fact as I saw my luggage loaded in Johannesburg, and personally helped with the transfer in Frankfurt where it was all still wrapped and in good shape.

What are you going to do to compensate me for the disastrous results of your "inspectors"?

What are you going to do to make sure this doesn't happen to someone else?

I am also making a phone call in just a few minutes.
I expect an appropriate, conciliatory response of some kind.
I realize and accept the need for the inspections, but to perform those with so little concern for the contents inspected is unacceptable!

Respectfully,

(b)(6)

2211 8/9/2016

REASON for the call; Callers bag came through on July 9th from DC. Her bag was damaged. Her handle was broken. She has a NOI in the bag. It was stamped June 24th. She flew on Southwest on July 1st and then on Alaska on July 9th coming back from Dulles. She is not sure why her NOI is stamped with June 24th. Her clothes were in disarray as well.
The issue with the bag happened when she flew from Dulles.

NOI present (writing on it):Yes but is has a stamp of June 24th
Date and Time:July 9th at about 3 pm
Airport:Dulles
Gate and Terminal:NA
Airline:Alaska
Flight Number:NA
Bag tag #:NA
Bag Description:It is a large, Mickey Mouse bag.
Missing Damaged item description:
email (b)(6)

2212 8/10/2016

Caller flew from IAD and she had TSA approved locks on her luggage. There was a NOI in the bag and she is now missing her Swiss Army knife. She will go online and print out a Claims Form.

Date Time July 8 @ 5:50 PM
Gate Terminal..... Gate A 15
Airport..... IAD
Airline..... KLM
Flight #..... KL0652
Bag tag # (10 digit)..... Does not have
Bag Description Color of bag is Navy Blue with yellow Trim and the brand was Chaps; Soft Sided
Missing Damaged item description Swiss Army Knife Bright Red about 3 inches long.
NOI..... YES

2213 8/10/2016

Caller arrived at her destination from Washington Dulles and her bag has been damaged and there are multiple items missing from her bag.

Date Time: 8-9 10:05PM
Airport: Dulles
Airline: United
Flight: 4906
Bag Tag: Unknown
Bag Description: Large Black Rolling Suitcase
Missing Damaged: Zippers are broken, The bag is deformed and the majority of the items in the bag are missing. Including 5 bottles of liquor.
NOI: Yes.

2214 8/10/2016

To Whom It May Concern:

On Friday, July 15th, I had a flight out of Dulles International Airport to Manila. When passing through security, I had placed my laptop safely into a bin with it waiting on the conveyer belt to be scanned by airport security. The TSA agent, woman, working the 10:00am shift time, pick up the macbook for no apparent reason and dropped it on the ground, about a 4 foot drop, which left visible damage to the front and top side of my laptop and my case, as well as the top of the laptop no longer closing and aligning properly. I received a card from the woman, with her apologizing for dropping it and to contact TSA if any damage was sustained. I would like to find out how to proceed from here, because my computer was completely fine before this encounter, i'm aware mistakes are made, but i would greatly appreciate any assistance or compensation for the damage to my macbook air. My flight number was KE 623 out of Dulles International Airport on July 15th, 2016.

Sincerely,

(b)(6)

2215 8/10/2016

Dear TSA --

We were treated horribly, incompetently and INCONSISTENTLY by TWO Lead Agents during our travel from Dulles International Airport to LAX on Tuesday, June 7, 2011.

(b)(6) travels with a service animal, a Golden Retriever. (b)(6) and the dog were reasonably well-treated through the inspection process although they became collateral damage to the nightmare Debbie experienced.

For no reason which was articulated to either (b)(6) the Lead Agent when (b)(6) were trying to make it to their 2.30 PM American Airlines flight decided to go through EACH AND EVERY ITEM IN (b)(6) COSMETICS AND MEDICINE BAGS AND DELIVER A DISCOURSE ON EACH AND EVERY ITEM.

(b)(6) arrived at the TSA station at about 1.30 PM, which should have been plenty of time for a 2.30 PM flight. When the TSA agent began her inspection, (b)(6) advised her of the 2.30 PM departure. In response, she stated that that time was irrelevant to her but that "the trains were fast at Dulles." This Lead Agent then proceeded to go through each of (b)(6) bags, ultimately agglomerating all the medicines and cosmetics in a single large plastic bin. She then brought over three plastic bags and lectured us that each of us was allowed only one such bag. She then re-reviewed EACH AND EVERY ITEM. She placed the medicinals in one bag, and since (b)(6) didn't have any relevant items, she allowed (b)(6) two bags for cosmetics. The Lead Agent then evaluated EACH AND EVERY ITEM according to what appeared to be her own standards as to whether they were medicinals or cosmetics. When (b)(6) said that some of the items had been samples from her doctor which she had assumed were prescription drugs, the TSA Lead Agent argued that she could buy these items over-the-counter at her local pharmacy. As the clock went past 2 PM, we became desperate and advised the TSA agent that she could toss everything if she would just let us go so we could make our flight. She advised us that once she had begun her inspection she was obliged to complete it and that we were not allowed to touch anything once she had begun her inspection.

She finally released us at 2.29 PM. When we told her that we had obviously missed our flight, she denied that we had and told us once again, "don't worry about getting to the gate, the trains are fast." It what reality was this Lead Agent existing?

Of course we had missed our 2.30 PM flight. Through a variety of circumstances, (b)(6) were re-booked on a 7.30 PM flight on United Airlines, but this meant that we needed to go to the United ticketing counter to obtain boarding passes. Of course this development meant that we had to exit the terminal to start over again. All of this upset my careful timing of my travel needs and the needs of my service animal. Since we were exiting the terminal, I took my service animal for a walk so she could relieve herself, but re-doing her food and water schedule was an impossibility. Moreover, I try to give my service animal a few half-hour breaks during the course of her work day, but given our circumstances and its limitations, that was an impossibility, imposing yet another stress on my service animal.

We secured our new boarding passes, were advised, yet again, by a TSA agent, that we could not take a luggage cart past a certain point (even though there did not appear to be any rational reason for that rule) and, of course, were obliged to go through TSA screening once again.

The second TSA screening of the day nearly went almost as badly as the first. The second Lead Agent disagreed with most, if not all, of the procedures undertaken and decisions made by the first Lead Agent, ruling differently on several of (b)(6) medicines and wondering why we had all of (b)(6) cosmetics in the two plastic bags. We explained how the two plastic bags came about, but the second Lead Agent expressed considerable disbelief about our description of the behavior of the first Lead Agent, and as time went on, she expressed even more disbelief about the decisions made by the first Lead Agent.

To describe all this as Kafka-esque is to be complimentary.

We finally were released from our second trip through Purgatory, made it to our plane, and arrived at our hotel at LAX around 2 AM on Wednesday rather than 5.30PM on Tuesday.

Aside from re-training each and every TSA Agent, from trainee to Supervisory Agent, at Dulles, what do you propose to do to repair and make amends for the nightmare we endured?

(b)(6)

P.S. We have since learned that TSA practices and procedures at Dulles are different from TSA practices and procedures at other airports, so that even though we are experienced travelers, none of our prior experiences would have prepared us for the nonsense we endured at Dulles.

P.P.S. This experience has made us reluctant to ever visit our nation's capital again.

(b)(6)

(b)(6)

2216 8/10/2016

Submitted on Wednesday, August 10, 2016 - 19:58 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Wed, 2016-08-10

Approximate Time:

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

Airline & Flight Number: Delta 1230

Checkpoint/Area of Airport: IAD Left bags at Delta terminal to be checked by TSA

Please provide a description of your inquiry/comment.: I packed a small knife in my luggage so when I go hiking in Canada I would have a tool to aide me in the wilderness. When unpacking the knife was missing. The item went missing between airports IAD and YYC. How can I trust TSA if this happens?

==Passenger Information==

First Name (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2217 8/11/2016

Call Reason: . Caller is missing 3 rings and a turquoise necklace from the checked bag. One of the rings was gold and had 5 diamonds. The other ring was silver.

Date Time of Incident: 06 13 2016 12:00 pm

Gate Terminal:

Airport: Dulles to ATL to Guadalajara, Mexico

Airline: Delta

Flight #: Not Provided

Bag Tag #: Not Provided

Descrip. of Bag: Large Army green hard suitcase with 4 wheels.

NOI: yes

2218 8/11/2016

Submitted on Thursday, August 11, 2016 - 15:33 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Thu, 2016-08-11

Approximate Time: 15:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: TSA Precheck

Please provide a description of your inquiry/comment.: Screening person acknowledged that my Trusted Traveler card was government issued ID but requested to see my (less secure CA) drivers license or passport as well. This seems to contradict the explicit admissibility of Trusted Traveler cards like the Global Entry ID as valid TSA accepted ID as listed on the website. Please provide clearer information to either your personnel regarding permissible ID, or explicitly state that travelers should expect to have two forms of government issued ID.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2219 8/12/2016

Dear Sir,
Recently(5th Aug 2016) while travelling back from Dulles Airport to Dubai via London (Flight no. BA0292), two of my 4 checked baggages were inspected by you. One of the suitcases had its lock broken from both the sides and I will not be able to use the suitcase again. Moreover two items were missing from that suitcase. There was one ring that looked like a diamond ring, but it was not. It was Swarovski brand ring that was a little bit expensive. And one pearl necklace was also missing from it. I understand your safety concerns but if you had any doubts you could have called us at the airport and we could have opened the suitcases for you. Now I do not know how I will get my two missing things back. Plus I cannot use the suitcase also anymore.

Kindly advise.

Thanking you.

(b)(6)

Passenger

2220 8/12/2016

Submitted on Friday, August 12, 2016 - 19:49 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Thu, 2016-08-11

Approximate Time: 14:00

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

Airline & Flight Number: BA 217

Checkpoint/Area of Airport: Just before the exit door (after I
picked up my bags)

Please provide a description of your inquiry/comment.: I wanted to bring to your attention the very unprofessional behavior of a federal employee. I am a federal employee and I have high standards when it comes to communicating to my customers - the American public. First let me be clear that I thank many of the TSA employees who work and do a great job in a professional manner. However the individual named above (I cannot fully get the name see details below) was very uncouth, unprofessional and downright rude. This is not the behavior I expect from an employee specially a federal employee. I came to the counter to hand over my form 6095B to the TSA officer who was at the counter. As soon as I handed it along with the the computer copy of myself and my family. This particular employee very rudely said "Did I ask for it" I was confused. As I noticed everyone else or at least in the other counter the TSA officer was handed the form. He could have simply stated that he did not need the form as it was in the computer. I had no clue that the form info was already in the computer. The least he can do is say that he does not need the form 6095B and that I can leave. Instead twice when I handed he said "Did I ask for it". When I asked to see his name he said he does not have to show it. All I can decipher was a name such as (b)(6). He looked Indian/Pakistani (South Asian/Iranian) origin. About 50 - 55 years old. I would appreciate giving this employee a basic introduction in customer service as he does not seem to have the ability to communicate professionally and brings a very bad perspective on the TSA.

Thank you in advance

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2221 8/13/2016

From: (b)(6)
Sent: Saturday, August 13, 2016 1:48 PM
To: TSA-ContactCenter@dhs.gov
Subject: Object missing from bag

Hello,
This is with reference to my travel from Washington DC to New Delhi via Frankfurt by Lufthansa Airlines as per attached boarding card copies. Upon reaching destination, I found that the locks of bags had been broken for inspection . I respect this from security perspective but was surprised to see my sunglasses missing from the bag. Request you to help in locating and returning the same to me. Thank you.

Regards,
(b)(6)
New Delhi
Ph.: (b)(6)

Attachments worked by (b)(6)
Attachment 1 and 2 indicated a boarding pass concerning a flight from IAD on Lufthansa airlines flight # 0419 on 08/11/16 at 17:45.

2222 8/13/2016

Submitted on Saturday, August 13, 2016 - 16:31 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Fri, 2016-08-12

Approximate Time: 15:00

Name of TSA employee (if known): Officer (b)(6) and Supervisor

(b)(6)

Airline & Flight Number: Southwest 2415

Checkpoint/Area of Airport: West Screening check point, Gate 14

Please provide a description of your inquiry/comment.:

To whom it may concern

I am taking the time out of my busy schedule to file a formal complaint regarding an interaction which occurred on August 12, 2016 at Dulles International Airport at approximately 15:04 hours west screening check point, gate 14.

I would first like to state that I am a frequent business traveler and fly between 3-4 weeks a month and have done so for the last 10-12 years so am very knowledgeable regarding travel security requirements. I do not envy the thankless job which TSA does on a daily basis in its efforts to ensure the safety of the traveling public.

My encounter started as all of my travels do by going through required TSA screening process where my carry on bag was flagged for additional screening, I was in line behind another passenger whose bag had been flagged due to the fact that he had a full sized screw driver in his bag (full sized with flippable shaft phillips/straight bits) which he was allowed to retain after the check was completed.

I waited patiently for my turn in line for the male TSA officer to finish with previous travelers. When my turn came up an unidentified male TSA officer started to perform bag check by first performing swipe test which passed, then he proceeded to remove items from my bag but was visually unable to find item that he was looking for so was performing inspections in preparation to re-run the bag through x-ray again. I stated that if I knew exactly what he was looking for I might be able to assist him by letting him know in which pocket it might be as my backpack is used for weekly travel/flights and have a lot of items in it. At this point in the encounter Female TSA officer (b)(6) came over behind the male TSA inspection officer who had been performing the inspection and was standing. I stated to Ms (b)(6) as the male officer had departed to rerun the bag through X-ray that I was not sure what they were looking for but that that my backpack spent a lot of time in the airport and took

flights almost twice weekly for multiple years so all items should be compliant as I had not put any additional items in the pack other than my standard travel items.

At this point (b)(6) believe this is correct spelling but can not be certain based on explanation stated below) pointed to two items already removed from my bag and stated "those two pens are tactical pens, considered personal defense items and unallowable". I stated that I was confused by this as I had been traveling with those same two pens for years and had not encountered any concerns from TSA personnel prior to this encounter. I asked if there had been a recent change in the list of prohibited items as issued by TSA and posted on their website as I would like to check the list of prohibited items. To this she said this did not matter as per her assessment these pens could be used as weapons and therefore were unallowable. At this point I requested (b)(6) to provide her name and badge number so that I could file a complaint as the pens in question were valued at \$80-\$100 which were going to be confiscated by TSA.

(b)(6) responded that she did not have to provide me her name and badge number as she had no obligation to and when I went to write down the information from her name-tag she physically covered it as well as her badge so as to prevent me from writing it down. At this point I requested to speak with her supervisor who was already on his way over. TSA Supervisor (b)(6) arrived and I asked him the same questions posed to (b)(6) earlier his response was the same in support of his officer without performing any assessment of his own from a supervisory perspective or giving any consideration to the question that was asked. I asked him how determination was made that these were dangerous items, his response was only that they could be use as a weapon to which I replied that any item could be used as a weapon and ask what the standard was in determining this, he stated that he did not need to provide a justification or standard only his judgment as to what items could possibly be used as a weapon. As this conversation continued the first TSA male officer continued further investigation of my bag (never did get his name but have no complaint with him as he acted in a professional manner during the entire encounter). During this search additional metal bodied pens were found within my pen bag (zippered pouch containing multiple writing implements 20-30) (b)(6)

(b)(6) added these two additional pens to the others to be confiscated purely on his judgment. I admit at this point I was getting frustrated by the interaction and asked why he would confiscate these items as they had been through TSA screening for multiple years without a problem and were valued at this point well at \$100-\$150. To this he responded tersley with the same reasoning given earlier and stated that he could not help it if all other TSA personnel had not performed their jobs to the level of his team. To this I asked for him to provide his name and Badge number and that it was my intention to file a complaint which he gave, stating that he was the supervisor and that I

should file a complaint if I felt so inclined also adding that he would be submitting his officer's name (assume he meant (b)(6) (b)(6) but not sure as she was not the officer that initiated the bag search and inserted herself in conversations midway through the search) for a commendation as clearly they were operating above the standards of the rest of the TSA if these items had been through TSA screening checkpoints traveling in my possessions for multi year period as claimed. In performing quick calculations over a period of 5 years (as I believe I purchased all of these pens in 2011 as tools to perform tasks as a first responder – fire fighter to assist in saving lives and they have served me well during that time) with average travel of 2 to 3 times per month it would mean that these items had been through TSA screening 360 times or more sometimes in my pack sometimes in the bin.

At this point it was clear that any further discussions were fruitless and (b)(6) had started what can only be described as a stare down contest. I asked if the items were going to be confiscated by TSA to which (b)(6) stated that the items were not being confiscated but would not be allowed to pass the security checkpoint and that I had the option to either go back outside security checkpoint and check bags but that if I wanted to proceed to my flight at this time the items would be taken by TSA. As the described interaction to this point had taken a considerable amount of time (waiting in line for previous travelers bag check, multiple physical bag searched followed each time by x-ray of the same bag) there really is not a choice tenable for anyone traveling which is know by TSA personnel either loss \$150 of personal items to confiscation by TSA or miss flight which cost well in excess of that amount in both time and dollar value..

I am not filing a complaint regarding the fact that the items were lost but regarding the manner in which TSA personnel handled the interaction both at the level of the officer as well as supervisor. The traveling public (of which I am one almost on a weekly basis) deserves to be treated in a professional and respectful manner which did not occur in this interaction. But to the contrary I was met with sarcasm and contempt when posing reasonable questions pertaining to the matter at hand by both TSA Officer (b)(6) and TSA Supervisor (b)(6).

I would also expect that if a issue can not be dealt with in a reasonable manner that if a TSA officer is asked for their name and badge number that this would be something that would be provided so that TSA leadership could reasonable respond to any questions or complaints submitted as this is standard process, if Officer (b)(6) had not acted so reactionary to the request the interaction between the parties would have ended at that.

Then with the arrival Supervisor (b)(6) one would assume that

reasonable conversation could be had between the parties with the intent on calming the interaction. Instead (b)(6) chose to use an authoritarian approach and escalated the tensions through sarcasm, intimidation (stare down), and clear contempt that anyone from the traveling public would question. It is my assumption that TSA does not teach these techniques to there Supervisor core nor endorses them as acceptable techniques to de-escalate interactions with the traveling public.

I am a business professional and President & CEO of a Washington DC based Firm who interacts with Federal Government personnel on a daily basis and I have to say first off if one of my employees ever treated a client (traveling public is TSA's client) interaction in a manner similar to the one I was subjected to that I would certainly want to know about it so that leadership could investigate and make corrective actions to improve the organization.

As previously stated I travel back and forth through IAD on a weekly basis and am prepared and willing to review and substantiate the above made complaint face to face with TSA representatives in the presence of Officer (b)(6) and Supervisor (b)(6). I am a very busy business professional and do not typically take the time formally file complaints as I have a pretty easy going manner but the manner in which I was treated by these TSA representatives was unacceptable and requires follow-up.

I will be submitting this through TSA on line complaint system as well as via formal written format to TSA Dulles International Airport Office, to TSA Headquarters as well as my Congressional Representative and will continue to resubmit to each until a reply is received that indicates actual follow-up within TSA responding to this complaint.

Thank you for your time and attention to this matter.

Respectfully submitted

(b)(6)

**picture attached below of Supervisor (b)(6) with confiscated "dangerous" items

==Passenger Information==

First Name: (b)(6)
Last Name: [redacted]
Email: (b)(6)
Phone: (b)(6)

2223 8/14/2016

The callers golf clubs are always disarrayed. How can he grantee that this does not happen again? His lighter is also now missing. What is a DOT case?

Date Time: 8 13 2016

Gate Terminal: Term 2

Airport: IAD

Airline: American Eagle

Flight #: 1791

Bag tag # (10digit: (b)(6) Either the golf bag or other checked luggage.

Bag Description: Blue golf bag. Body Glove.

Missing Damaged item description: Golf clubs in disarray

NOI: Nothing on it.

2224 8/14/2016

I am replying with additional information. The luggage was damaged on July 30, 2016, at IAD, Dulles Airport, Washington DC. I was taking a 10:50 Emirates flight to Dubai and then onwards to Singapore.

Kind Regards,

(b)(6)

From: (b)(6) (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Sent: Wednesday, August 10, 2016 4:38 PM
Subject: Fw: Broken luggage

I am sending you photos of my luggage, which was inspected by the TSA on July 30 in Washington DC. I was headed for a flight to Singapore via Dubai.

My suitcase was not locked. It locks with a key and I don't bring the key for it when I travel to the US. As you can see, two metal closing parts of my luggage are broken. One was broken by twisting the bottom metal piece and because of this, it does not close anymore. The last picture is of a different clasp. A part of this clasp was ripped off and because of this, there is no way to close the luggage in the middle. This clasp cannot lock but it functions to properly close the luggage

I have fixed the first broken metal piece once before when it was broken by the TSA and it cost me over \$250. Now this has happened again and in two places on my suitcase. I would like reimbursement for the repair charges. How should I go about asking for this?

Kind Regards,

(b)(6)

Sent from my iPhone

2225 8/15/2016

The caller stated that he traveled through IAD on May 27th and stated that his locks on his bags were broken. The caller stated that his bag was not locked and he doesn't understand why the locks would have needed to be broken.

Airline - British Airways
Flight # 216

2226 8/15/2016

Submitted on Monday, August 15, 2016 - 14:26 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Wed, 2016-08-10

Approximate Time: 10:00

Name of TSA employee (if known): Not known

Airline & Flight Number: Emirate EK 232

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: 2 Qty of

The front shock absorber of my Jeep

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2227 8/15/2016

The caller bought a flight from IAD to San Antonio and had a connection in Houston. The airline lost his luggage and he finally got his luggage. Everything in the bag was in disarray and his locks were broken off and his bag was torn apart and handles were broken. The caller does has a NOI. The caller is upset that the airline sent his lost luggage to his doorstep and left there.

Mishandling RFI

Date Time: 8/10/16 @11:35am

Gate Terminal: C24

Airport: IAD

Airline:United Airline

Flight #:UA2561

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

Bag Description: Blue bag like a travel box, with two locks on it and two handles, one on top and one on side. Wisdom brand

Missing Damaged item description:Box badly damaged and lock cut off and handles missing

NOI: YES

2228 8/16/2016

Submitted on Tuesday, August 16, 2016 - 08:48 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? NEW JERSEY - EWR - Newark
International

Date: Sun, 2016-07-31

Approximate Time: 15:00

Name of TSA employee (if known):

Airline & Flight Number: UA 80

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

Hi We recently traveled with United and on recommendation fitted our cases with TSA approved locks. On arriving at Newark Airport we discovered 1 lock was missing and one lock had been damaged beyond repair.

Then on returning from US (Washington Dulles) on the 13th August we discovered our 1 remaining lock had been removed this time there was a note in the case saying it had been opened which I have no issue with this my issue is that we bought special locks at the cost of £30 and have come home without any useable locks. I thought the whole point of buying these locks is so that they can be opened with a master key and therefore I assumed put back on the case after having been opened.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2229 8/17/2016

Reason for call: Caller flew yesterday evening from Dulles to Portland, Maine. She checked a small carry on bag. She had her bag inspected. She was shocked at the careless, disrespectful handling of her contents. Her clothes were wadded up and thrown back in. She had breakable items that were not rewrapped but luckily these did not break.

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

Date and Time:August 16 th at 8:10 pm

Airport:Dulles

Gate and Terminal:A1 F

Airline:United Express

Flight Number:UA6342

Bag tag #: (b)(6)

Bag Description: Small carry on size bag

Missing Damaged item description:Items in disarray

email: (b)(6)

2230 8/17/2016

Caller wants to know who is responsible for not putting things back in his bag the way it is supposed to be. His soap was not put back correctly and it spilled all over his bag. His uniform is ruined. He has to go do laundry now because someone could not put back his things as they were His bag is ruined now, too. Caller is furious. He has never had this happen to him. He had a 14 hour flight and a 4 hour layover. He wants the CSM to contact him.

Airport: Dulles

Airline: Korean

Flight #: 7856

Date and Time: 08 16 2016 01:35 pm

Baggage Claim #: (b)(6)

Description of Baggage: Large north face black bag

Was there a NOI: Yes

Anything Written on NOI: No

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

ID Date Added_Date Only Contact Details

2231 8/17/2016

Caller is calling because, TSA left an NOI and broke her combination lock, she wants to file a claim because she doesn't want to use it without a lock, travel from Washington to Newark.

CSM RFI-----Mishandling RFI

REASON for the call: Damaged lock

Date Time:08 14 2016 10:05pm

Gate Terminal: A 2C

Airport: IAD

Airline: United Airlines

Flight #:UA 4906

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

Bag Description: Baggage silver color, hard cover, rectangular shape, wheels and pulled handle

Missing Damaged item description: Combination lock was broken unable to use that luggage

NOI: yes

2232 8/17/2016

The caller's sister flew from Dulles to Korea on Monday and received a NOI. He asked if there is a lost and found because she thinks there is an item missing.

He did not wish to file a complaint with the CSM because they are not sure that they packed it and the item was not valuable.

2233 8/17/2016

Caller immediately requested a supervisor.

2234 8/17/2016

Hello,
I am desperately trying to find lost items from my checked baggage that are needed for a wedding!! Please help me find them:

8 bottles (1.5liters each) of olive oil were taken from my suitcase. Each was wrapped separately in a white plastic trash bag and secured with masking tape. On the tape was written "olive oil, Rava 2016". Every two bottles were placed again in a white plastic trash bag with a black tie, but that bag was not labeled—it was simply folded.

When I got home from LAX last night, I found them gone. Inside was a notice from TSA about baggage inspection. According to the TSA website, non flammable liquids are permitted in checked baggage.

Here is my flight information:

Baggage Ticket: (b)(6)

Suitcase Description: Black medium size with orange detail on the cover (Brand: Lucas)

My Flights:

Zadar to Zagreb, flight no. OU 0631. Departed at 6:55am local time

Zagreb to Amsterdam, flight no. OU 0450/16. This flight was delayed and actually departed at about 9:30am local time.

Amsterdam to Washington Dulles, flight no. UA0947/16 I went through customs in Washington, but I already called their lost and found to see if they were the ones who took it out. They said they did not find it. I was there from 2:30pm to about 5:00pm on August 16, 2016. This flight departed at 12:30pm there was very little time to change planes.

Washington to Los Angeles, flight no. UA0719/16—flight was on time. I arrived at 7:30pm

The Olive Oil is valued at \$50 per bottle (8x\$50=\$450). But it is priceless to the family since it is needed for a wedding!! I do not know where or when the TSA notice of baggage inspection was inserted in my suitcase. Can this be traced?

I also opened a file with United. The file number is (b)(6)

Please let me know immediately if my oil is found.

My contact info:

(b)(6)

Sincerely,

(b)(6)

2235 8/18/2016

Caller; He traveled from Africa to Kansas city via Washington D.C via Pittsburgh via Chicago with United Airlines. When he arrived at his destination he found a NOI inside the suitcase. The suitcase was damaged and want to file a claim.

Date Time: 08 13 2016 2:00PM

Gate Terminal: C28

Airport: Washington Dulles Airport

Airline: United Airlines

Flight #: Not available

Bag tag # (10digit): Not available

Bag Description: Green Gray in color

Missing Damaged item description: Suitcase was damaged

NOI: No info

2236 8/18/2016

The caller went through a checkpoint at Washington-Dulles this morning and was in a wheelchair. The Hispanic TSO took his wallet, along with 40 pills (narcotics) and placed them in a bin for screening. The caller stated that after the screening was over, he asked the TSO for the items back, but the TSO stated that he gave them to the caller s wife. The caller stated that he wthought the officer was in the wrong by not giving back these items because his wife never received them. The caller stated that he is African American, was wearing a blue jacket, and was in a wheelchair, if this information would aid in pin-pointing the incident.

Airport: Washington-Dulles

Airline: American

Flight Number: Not Provided

Date and time of incident: 11:00 a.m.

Specific location of incident (what terminal or gate) B71

Description of incident and people involved: Hispanic TSO that was checking ID

Individuals contact information (phone number or EMAIL): (b)(6)

(b)(6)

2237 8/18/2016

Caller traveled last Wednesday, caller said she had a set knives missing from her checked luggage. Caller is not sure if the NOI was inside or it was from a previous flight. She believes so.

Date Time: 8 10 16 @ 2 pm

Gate Terminal:

Airport: IAD

Airline: Iceland Air

Flight #: 646

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

Bag Description: Caller is not sure what bag the item is missing from there were 4 bags total.

Missing Damaged item description: a set of knives the brand is Henckelf

NOI: caller has a NOI but is not sure if this was from this trip, she believes so.

2238 8/18/2016

Caller had merchandise missing from checked baggage on August 10th. He called Southwest and filed a claim with them, but referred him to TSA. They indicated that it was not their responsibility

Departing: IAD
Date and Time: 08.10.2016 655pm
Flight: 2415
Airline: Southwest
Gate or Terminal: 64
Bag Description: black duffel bag with green trim
Description of missing items: 2 brand new sandals, Rockport brand
Baggage Tag Number: (b)(6)
NOI: none in the bag

2239 8/19/2016

The caller says last Friday, she arrived from Europe to Washington D.C. and then to Charlotte. She says her laptop was in a bin and it fell on the floor which caused damage to her computer. She would like to file a claim.

Date Time: 8 12 16 at 8PM
Gate Terminal: Lane 40 FIB.. Gate C16.
Airport: IAD
Airline: American Airlines
Flight #: 0414
Missing Damaged item: The laptop is not working properly. It is damaged due to the fall. It is a white Toshiba laptop.

2240 8/19/2016

Submitted on Friday, August 19, 2016 - 21:41 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Fri, 2016-08-19

Approximate Time: 20:00

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

Airline & Flight Number: United Airlines 6249

Checkpoint/Area of Airport: Screening at Security Checkpoint

Please provide a description of your inquiry/comment.:

I entered the security checkpoint and placed my items (purse, flip flops, laptop, bookbag and carry-on bag) on the conveyor belt. My items had already gone through the screening as I stood in line to wait for my turn to go through the body scanner. While standing in line TSO (b)(6) holds up my bookbag and asks, "Who's bag is this?" I hold my hand up and let him know the bag belongs to me. TSO (b)(6) then places my bag on the conveyor belt entry and says, "There's a bottle of water in it. You need to get rid of it," and walks away. While his tone was not aggressive, it was disrespectful to say the least. I commented, "That was rude, what is his name?" to the TSO, white female/approx. 5'4"/petite frame/blonde shoulder length hair pulled in to ponytail. She shrugged her shoulders and said, "I don't...." I took the bottle of water out of my bookbag and she directed me to the trashcan. I continue through the body scan and stand to the side to get my items that had been flagged for a more thorough search. TSO (b)(6) searched my purse and found a bottle of bug spray and said, "You can't have that," and tossed it in the trashcan as I was telling her that was fine. I would also like to point out her tone was not aggressive, but certainly lacked the level of respect that should be given to a passengers belongings. I understand the mission of the TSA and the officers that it employs; however common courtesy would dictate that you would politely notify someone that they have a prohibited item in their belongings and it unfortunately cannot be taken past the security checkpoint. (Sidenote: This item was in my purse when I went through the security checkpoint in Atlanta, so that may be a training issue that needs to be addressed.) I informed TSO (b)(6) that I had another bag that was flagged for a search. She retrieved my bag and began to search for the item(s) that caused it to be flagged. During her search she located an 8oz bottle containing liquid CLEARLY marked with a medication label. She looked at the bottle and seemed to be more concerned about the liquid inside. TSO (b)(6) then asked me what was in the bottle and I told her, "My medication." She then asks me, "Medication for what?" At this point, I was somewhat incensed so I curtly replied, "For my face." TSO (b)(6) then yelled, "Supervisor!" I began to unzip my bag to try to show her two more bottles of medication, but she said, seemingly

irritated, "Those are not in a big bottle so I don't need to see those." TSO Supervisor (b)(6) and TSO (b)(6) had an exchange. TSO Supervisor (b)(6) asked her if she tested the liquid to which she replied no. He told her to, "Go ahead and test it." TSO (b)(6) tested my facial medication and released me to continue to my gate. I was a little annoyed that she unzipped my bag and did not zip my bag closed, but under normal circumstances that probably would not have brought me pause. I am not fully aware of the policies of the TSA when it comes to questioning passengers in an open/closed setting regarding their health information, but I was perturbed that she had the gall to ask me the question as if the purpose of my medication was necessary information for her to effectively do her job. If this is a common practice of employees and it does not fall within the guidelines of standard operating procedure for the TSA I would kindly request she be counseled on the appropriate way to handle a situation like this should arise again in the course of her duties.

I understand with an organization as large as the TSA it is difficult to ensure the level of service is consistent over span of the entire country. However, customer service and professionalism should always remain paramount, after security of course. As a part of ongoing training, I think it is important to remind employees to not become desensitized to the needs of customers by allowing a job responsibility to become routine. Thank you for reviewing this complaint and hopefully taking the time to address the concerns I have delineated.

==Passenger Information==

First Name: (b)(6)
Last Name: [redacted]
Email: (b)(6)
Phone: (b)(6)

2241 8/21/2016

Submitted on Sunday, August 21, 2016 - 16:55 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Sun, 2016-08-21

Approximate Time:

Name of TSA employee (if known):

Airline & Flight Number: brussels airlines

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: When I got back home after my flight from Belgia I opened my suitcase to get my wallet with my 600\$ and it was gone, all of my money was gone. I was shocked. I searched the bag over and over again to make sure that the money didn't fall off (not that's possible) and in the end I understood that I was robbed in the airport by a TSA officer. My bag was checked by the TSA and I'm so very disappointed.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone

2242 8/22/2016

Dear Sir/Madam

On Friday, August 19, 2016 my wife and I left Dulles International, Qatar Flight QR708 for Melbourne Australia via Doha.

On our return home, whilst unpacking our cases, we noticed that one of our cases was not locked. Our cases are able to be unlocked without damage having a lock that enables a TSA search without damage to the locks. We also noticed a TSA form advising of a notice of search.

We completely understand the need for the most stringent security at airports and have no difficulty in complying with any security checks.

However, it is disappointing that the case was not relocked. We consider that this is a flaw in your checks, as it could potentially have allowed an unscrupulous person to place drugs or other illegal material in our case.

Consequently, if that had occurred, we would have had difficulty in convincing local authorities, that we had no knowledge of the case being opened. If the case had to be broken open, that of course is a different matter.

Could we respectfully suggest, that if relocking is not an option, then an sticker be placed externally on the case advising that it had been subject to a TSA search.

Yours sincerely

(b)(6)

Sent from my iPad

2243 8/22/2016

Caller states she completed a card at IAD She had an experience on 07 23 . She was flying with Untied flight number 400, she went through security. She got into the line and there was a TSO serving the regular line and wheelchair line and the employee line also. There were about 4 people in line and it took her about 30 minutes for her to get through the line. The TSO was having to take care of all the lines and there was 5 TSP standing around . Two of which was standing directly behind the working TSO.

She would like for someone to call her and address this issue

Time and Date: 07 23 16 4:50pm

Airport IAD

Airline United

Flight number 400

2244 8/22/2016

From: Stephane [mailto:(b)(6)]
Sent: Monday, August 22, 2016 12:54 PM
To: tsa-contactcenter@dhs.gov
Subject: Baggage Inspection

Good afternoon,

I received today a baggage I checked in at Mexico City Airport and your organization inspected when I was transferring in Washington Dulles Airport to go to Amsterdam.

I always pack my baggages very well. I normally take things from Mexico and I don't want them to break during travel. It always concerns things I am allowed to take with me. The baggage I got back today was a mess! The Transportation Security Administration opened things in it but didn't reclosed them, took things but didn't put it back taking into account it may break. I used airbags to avoid things to move. All of them were broken.

May I know why the Transportation Security Administration is not handling my stuff carefully? Lack of time is not a good reason.

Thanks in advance for your answer.

(b)(6)

Attachment worked by Bengé, Rachel M.

Attached was a photo of an opened suitcase filled with food and what looks like a tambourine.

2245 8/22/2016

Submitted on Monday, August 22, 2016 - 14:22 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Sun, 2016-05-15

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number: United 1567

Checkpoint/Area of Airport: Security screening for connecting flights

Please provide a description of your inquiry/comment.:

Hello, I'm writing on behalf of my mother, (b)(6) who was the victim of theft by the security personnel at Dulles Int'l Airport.

We went through security and my mother triggered the beep at the screening gate. There was a key in her neck travel pouch, which contained cash money in USD destined for our trip. After she showed it to the person, they insisted the pouch had to go through the x-ray machine again. When they gave it back, we left in a rush since we had to rush to the gate for a connecting flight to Madrid. Later on, when my mother double checked the cash amount, there were US\$1000 missing.

We promptly contacted the Customer Service Manager at the Metropolitan Washington Airports Authority at Washington Dulles International Airport, who opened an inquiry on the matter. They asked us more details about the incident, which I provided.

The last time we heard from them was in mid June, after which I sent them an email asking for any updates on the matter. This was 3 weeks ago and haven't gotten any reply. I would like to escalate this matter as there doesn't seem to be any interest on their part to solve this abuse. Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

ID Date Added_Date Only Contact Details

2246 8/23/2016

The caller recently flew from Europe to Washington DC and to Phoenix. She received a NOI and a sculpture that she had in the baggage was not packaged the same way she had it and the sculpture is now damaged.

Date Time of Travel: 08 22 2016, 5:30 p.m.

Gate Terminal: Terminal D, Gate 29

Airport: IAD

Airline: United

Flight #: 301

Baggage Tag Says: (b)(6)

Bag Description: A large beige suitcase by Tommy Bahama.

Missing Damaged Item Description: A sculpture of a horse and a rider by a famous artist in Europe. It was made of clay.

Was an NOI Present? (Checked only): Yes

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

Phone Number: (b)(6)

Email Address: (b)(6)

2247 8/23/2016

Submitted on Tuesday, August 23, 2016 - 10:35 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Mon, 2016-08-15

Approximate Time: 06:00

Name of TSA employee (if known):

Airline & Flight Number: Lufthansa 419

Checkpoint/Area of Airport: TSA Baggage Search

Please provide a description of your inquiry/comment.: I checked my bag for the above listed flight. When I reached my final destination I opened the bag and there was a TSA search tag in it. It was obvious someone had rummaged through the bag. I had a variety of prescription medications in the bag. Inside, and at the bottom of a leather toiletry bag, I had one large (2000 mg) bottle of prescription Testosterone Cypionate and three smaller (200 mg) bottles of the same medication. The large bottle was in a closed screw top container with the proper prescription labels on it. The large bottle was removed from that container and the empty container was left in the bag. Two smaller bottles were also missing from the bag and the only one that was left in the bag was the one that was almost empty and had the safety sticker on top removed showing use. Being that I had multiple other prescription medications in the suitcase that were left alone, I feel that this particular medication was deliberately removed from my bag. I had a surplus of it in the baggage because I will be working abroad for over two months and now I am going to be without my medication because someone that searched my bag for TSA stole it. This is outrageous. If your people can't be trusted to not steal passengers belongings perhaps you should have all breaches of passengers luggage for search purposes filmed for record. Also, search tags should be marked with an identifier of the persons that conducted the search. I want to know how I can get reimbursed for my medication and what the TSA will do to ensure this doesn't happen again.

==Passenger Information==

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

2248 8/23/2016

Caller traveled and her bag was searched and her lock was damaged.

Caller wants to know how to obtain expedited screening.

Date Time: 8 21 2016 10:00AM

Gate Terminal: D26

Airport: IAD

Airline: United Airlines

Flight #: 6343

Bag Description: Black protocol bag with a broken handle (already broke).

Missing Damaged item description: TSA lock was broken

NOI: Yes

2249 8/23/2016

Submitted on Tuesday, August 23, 2016 - 16:29 Submitted by user:

Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Tue, 2016-08-23

Approximate Time: 04:00

Name of TSA employee (if known):

Airline & Flight Number: UA 719

Checkpoint/Area of Airport: Security line

Please provide a description of your inquiry/comment.: This was the absolute worst experience I've ever had at any airport. The lack of leadership and professionalism around the security screening area made the entire process not only disorganized, but in entire disarray. The lines were a complete mess. There were no premier areas. And most disappointing was the fact that no one could explain why there was no organization to the whole scene. I'll do anything to avoid Washington Dulles. What a complete disaster. Who ever heads this up should be fired immediately.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

ID Date Added_Date Only Contact Details

2250 8/24/2016

Mishandling RFI

REASON for the call: Caller spoke with TSA at Dulles about a heart monitor missing from her checked bag, and then followed up with the lost and found, but no one was able to assist her. Caller was told to call here for further assistance.

Date Time: 08.10.2016 11:00 AM, Caller checked her bag about 9 AM

Airport: IAD

Gate Terminal: International terminal

Airline: Ethiopian

Flight #: 0501

Bag tag #: Not Present

Bag Description: A red and black pack and has Kelty stitched on the bag in yellow

Missing Damaged item description: Heart Monitor in a box, that looks similar to a box that would contain jewelry, and had a picture of the time on the outside of the box

NOI: Yes, nothing additional on the NOI

2251 8/24/2016

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

From: (b)(6)

Sent: Wednesday, August 24, 2016 8:00 AM

To: tsa-contactcenter@dhs.gov

Cc: a ?? Thuis ICE

Subject: Complaint baggage inspection IAD.

Dear sir/madam,

Due to a baggage inspection in Washington our luggage was damaged.

After inspection the luggage was not put back properly, therefore it was hanging outside the Samsonite suitcase while suitcase was closed.

1. a Ralph Lauren polo is ruptured
2. a Tommy Hilfiger bag is damaged aswell.

Details:

21st of August 2016

on flight Washington - Amsterdam

KLM 652

Approximately: 17.30 pm

What is the procedure for finishing caused damage? How do we get a financial compensation for this?

Best regards,

(b)(6)

Attachment worked by Bengé, Rachel M.

Attached was a photo of a torn piece of cloth.

2252 8/24/2016

The caller traveled from VA to SFO, and her baggage had a big platter in it. There was a NOI in her bag, and the plate was broken.

Date Time: 08 22 2016 06:55 pm

Gate\Terminal: Gate B Terminal is unknown

Airport: IAD

Airline: Southwest Airlines

Flight #: 2415

Bag tag # (10 digit): The caller has the tag at home.

Bag Description: It is a Navy blue bag, it was a medium size bag, it did not roll.

Missing\Damaged item description: It is a large plate with flowers.

NOI: Yes, there was nothing on it.

2253 8/25/2016

Caller flew on Southwest from Dulles to Denver. She has two items missing from her side pocket checked luggage. The side pocket was locked and there was a NOI in the suitcase.

Date Time Aug. 24 @ 11:05 AM
Gate Terminal..... Does not have
Airport..... IAD
Airline..... Southwest
Flight #..... 167
Bag tag # (10 digit)..... She does not have
Bag Description Color of luggage was Red and Black;
Rolling bag
Missing Damaged item description Missing two Pairs of shoes. One pair was Nike tennis shoes that were maroon and pink; the other pair was brown sandals with gold details. The TSA approved lock was put back on the outside pocket.
NOI..... YES

2254 8/25/2016

Caller states that she flew from London on United. Caller states that she received an NOI and that her luggage was damaged. Caller states that she had to pick up her luggage at a later time because it was rerouted from London but the NOI is from TSA. Date Time: 08 24 1000 from London but she picked up her luggage at 230PM 08 25
Gate Terminal: Not Provided
Airport: IAD
Airline: United
Flight #: 123
Bag tag # (10digit): (b)(6)
Bag Description: blue, pattern, soft, Delsey, wheel
Missing Damaged item description: clothes and bag were damaged by fruit that was spilled out in her bag
NOI: Yes
Time Stamp: No

2255 8/25/2016

Caller states that she flew from IAD and received a NOI. Caller states that she is missing two TSA approved locks are missing.
Date Time: 08 25 0850
Gate Terminal: Not Provided
Airport: IAD
Airline: Southwest
Flight #: 1404
Bag tag # (10digit): (b)(6)
Bag Description: Samsonite, burgundy, medium, bright lime green bell hop belt
Missing Damaged item description: 2 missing combination lock (3 numbers) hexagon red and white. Half of the lock is black half is gray. Style 6183
NOI: Yes
Time Stamp: 0650

2256 8/26/2016 Tiia, received a NOI and now a dress is missing. How can she file a claim for this.

Date Time: 6-17-2016 8:15 AM
Gate Terminal:
Airport: IAD
Airline: United
Flight #: UA389
Bag tag # (10digit):
Bag Description: Hartman green, full size, roller, old Iceland air tag on it, leather handle, priority tag orange,
Missing Damaged item description: gray silver, linen sundress, loose silk fabric\$ 150 value, items very dismayed as well.
NOI: yes

Can she speak to a supervisor.

2257 8/26/2016 The caller flew from IAD on July 20th and found a TSA log book in his checked luggage, and he wants to return it, but he does not want to have to pay for it. Caller does not want to go through a claims process. The caller contacted the CSM and they transferred the caller to the TCC. The caller requested a supervisor.

2258 8/26/2016 The caller stated that he flew from London to IAD on July 20th. TSA accidentally left an Open Bag Log Record book in his bag. He would like to know how to return the item back to TSA at IAD.

2259 8/27/2016 Caller had a flight from India and realized that his bag was inspected. Callers clothes are now stained because of bottle that was not placed back properly

Date Time: 08 26 2016 7:50PM
Gate Terminal: b71
Airport: IAD
Airline: AA
Flight #: 5286
Bag tag # (10digit):
Bag Description: Dark brown 4 wheel suitcase with a plastic transport cover
Missing Damaged item description: Bottle of powder was not placed back properly causing stains to all the clothes that were in the bag, also religious items and bag itself is all stained
NOI: Yes

2260 8/28/2016

The caller traveled from IAD on United airlines when they noticed honey was spilled all over their bag (NOI present).

Date Time: 8-27-2015 8AM
Gate\Terminal: 8
Airport: Dulles
Airline: United
Flight #: 6070
Bag tag # (10digit): NA
Bag Description: NA
Missing\Damaged item description: Honey was spilled all over the bag.
NOI: Yes

2261 8/29/2016

Submitted on Monday, August 29, 2016 - 05:35 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Sat, 2016-08-27

Approximate Time: 04:00

Name of TSA employee (if known): unknown

Airline & Flight Number: UA 950

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

As much as I do recognize the effort of TSA, it would be appreciated if items inspected would return in the packaging and place in a proper manner. I made an special effort to wrap thing (knowingly aware of the inspections) in a safe and easily visualized manner to protect other items packed.

Again, I realize it is a necessity for safety, for the most time I don't encounter any problems.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2262 8/29/2016

Submitted on Monday, August 29, 2016 - 08:56 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Wed, 2016-08-24

Approximate Time: 15:30

Name of TSA employee (if known):

Airline & Flight Number: American Airlines 5286

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: When I arrived home after being on the road for almost two weeks it was very upsetting to find that some lowlife at the airport tried to steal from me. I have TSA locks on my suitcase and someone had popped open the zipper to try and steal from me. I don't know when it happened but it did. My suitcase was not full enough to have come unzipped on it's own and it's a relatively new suitcase so the zipper is not worn. I know how thief's open the zippers to reach in and steal things. It's sad that the TSA screens a 10 year old more than they screen people who work at the airport. Fortunately, I keep my valuables in bags in the zipped up area inside the suitcase so as far as I could tell the thief failed to steal anything. Regardless, it's infuriating to come home and see someone violated my peace of mind. It also reinforces my desire to never fly if I can drive.

==Passenger Information==

First Name (b)(6)

Last Name:

Email: (b)(6)

Phone:

2263 8/30/2016

Caller is missing a shoe from her checked luggage. Also sun tan lotion was not closed properly and it spilled in her bag. There was a NOI in her bag.

Date Time: 8-28-16 7:30 Am

Airport: IAD

Airline: Southwest

Flight #: 3009

Bag tag # (10digit: Not Provided

Bag Description: Large, Purple, name tag on it. Wheels and a handle.

Missing Damaged item description: Missing Shoe, black, strap sandal. Also the bag was not closed correctly and sun tan lotion spilled all over her clothes and bag.

NOI present (writing on it):

2264 8/31/2016

Caller states he supports TSA completing searches of luggage. His TSA lock is cut off of his checked luggage , the lock was in suite case. He also has a NOI. He traveled from IAD to MCO

Time and Date: 08 31 2016 @8:40am

Airport IAD

Airline United

Flight number 379

Bag tag # (b)(6)

Missing Damaged Items: Lock was cut off suite case and placed inside the luggage
NOI? Yes

Is there anything handwritten or timestamp on NOI? No

2265 8/31/2016

The caller just returned from a trip from Dulles to LAX yesterday. When they arrived home he received a NOI and had an envelope with an art book and receipts in their bag. The receipts are now missing. These were art items that were left overseas.

Date Time of Travel: 08 30 2016, 5:30 p.m.

Gate Terminal: Gate C12

Airport: IAD

Airline: United

Flight #: 719

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

Bag Description: An overseas adventure travel duffel bag that was khaki colored and had wheels and a handle. It had TSA locks on it as well. The locks were not damaged or missing.

Missing Damaged Item Description: A plain envelope with a booklet talking about the designers of the art and a receipt. The receipts are missing and the booklet was removed from the envelope but was still in the bag. The receipts were for art that they had purchased overseas.

Was an NOI Present? (Checked only): Yes

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

Phone Number: (b)(6)

Email Address: (b)(6)

2266 8/31/2016

Call Reason: Caller is calling for his father, who flew from IAD with Emirates. Caller says that his father checked two bags that got searched and one had medication in it that is now missing. Caller states that his father is missing all of his diabetic medication, heart medication, and eye medication. The bags each got a NOI.

Baggage Checked Date and Time: 8 29 8:55 am

Flight Date and Time: 8 29 10:55 am

Gate Terminal: (does not have)

Airport: IAD to Dubai to Egypt

Airline: Emirates

Flight #: 232

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

Bag Description: He had a black bag.

Missing Damaged item description: He is missing diabetic medication, heart medication, and eye medication.

NOI: Yes - nothing extra on it.

2267 9/1/2016

Caller flew out of Dulles yesterday and there was a WW 2 uniform and quilt inside the luggage. Caller is missing the cap from the uniform.

REASON for the call: Complaint

Date Time: 08 31 16 @ 8:30 PM

Gate Terminal: A 19

Airport: Dulles

Airline: Iceland

Flight #: FI 644

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

(b)(6)

Bag Description: Medium Black (impressions)

Missing Damaged item description: WW2 Army Cap

NOI: Nothing Wrote on it.

2268 9/1/2016

Hi

My name is (b)(6).i travelled from USA to abu dhabi on 31 august from washington dulles airport by flight no EY 130.we are a family of four and were allowed 8 bags altogether.One of our bag was opened n examined by security personnel at the airport which is fine with us but i am extremely disappointed to write that an item is missing from my luggage.body shop is a renowned and registered cosmetics company.we understand your requirements of security checking n we have always fully co operated with it but that doesnt give anyone any right to take out personal belongings of anyone.Had my stuff been in un marked suspicious packaging then i would not blame you bt it was a gift set consisting of five creams n was not in any way any threat to anyone...i am extremely disappointed n heart broken because i bought that for myself with such joy.so unexpected from such a remarkable airlines.

Sent from my Samsung Galaxy smartphone.

2269 9/1/2016

CSM RFI-----Mishandling RFI

REASON for the call: Caller flew yesterday from Germany to Copenhagen to DC then to STL. She found a NOI and is missing a small cup from her luggage.

Date Time: Aug 31st @ 5:05pm

Gate Terminal: A2F

Airport: Dulles

Airline: United Airlines

Flight #: 3975

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

Bag Description: large gray suit case with black handle and trim with stains

Missing Damaged item description: black cup with orange inside with Irish on it.

NOI: Yes Nothing was stamped or hand written on the NOI.

2270 9/1/2016

Hello TSA,

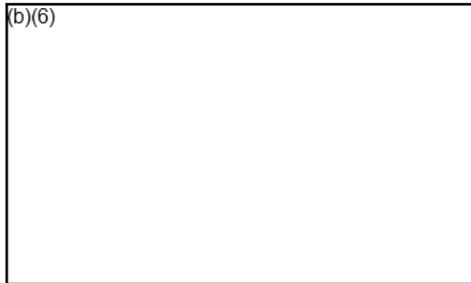
I just returned home from a trip to Geneva Switzerland and after arrival into IAD, a few items are missing from my bag. My flight from Geneva to IAD was on UA975 on August 31 and my transfer flight from IAD to destination SMF was on UA291.

I am missing a pair of dress shoes, a pair of socks and my shampoo and facial creams in a small leopard print zip bag.

Please advise how I process a claim or can get my items back.

Thanks,

(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 and name of the sender have been redacted.

2271 9/1/2016

Submitted on Thursday, September 1, 2016 - 12:34 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Tue, 2016-08-30

Approximate Time: 04:00

Name of TSA employee (if known):

Airline & Flight Number: SA 210

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: Upon check in at South African Airways for a 5:40pm flight leaving Dulles to Accra, Ghana, I locked my bags. My largest bag has a TSA-approved lock on it (orange) and upon arrival in Accra the lock was missing. There was no notice inside my bag to say that it was checked my TSA (which used to happen up to a two years ago). Luckily nothing was missing from my bag, but my lock was NOT put back on the bag. This is NOT the first time this has happened to me. I had the same experience traveling domestically as well. It appears TSA officers are opening the bags for scanning and failing to put a notice that the bag was opened, checked and then on top of that they are failing to replace the lock which puts my valuables at risk during the remaining part of transit. I sincerely hope TSA fixes this problem.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2272 9/1/2016

Submitted on Thursday, September 1, 2016 - 16:10 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Thu, 2016-09-01

Approximate Time: 12:00

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

Airline & Flight Number: United 1744

Checkpoint/Area of Airport: Front security

Please provide a description of your inquiry/comment.:

We arrived and checked in with 2 hours of extra time for a domestic flight. Security was at an utter standstill with NO actual explanation or movement for 1.5 hours. The only thing we heard from an agent was, "Things are slow because someone doesnt know what to do." We missed out flight by 3 minutes because TSA was stuck and the lines were not moving. This is unacceptable. No communication from TSA, no help with our flights. We have to wait 11 hours for another flight. How is this right? We paid our tickets, we got here in time. Now we have to sit here and wait forever. We should have been compensated or at least given a drink or lunch. We are sick and cannot just sit around here for 11 hours. This 11 hours delay is not our fault. We came here at the suggested time. TSA did not meet expectations for minimum efficiency. Plenty of people on our flight missed the flight due to TSA.

Some people skipped ahead in line so they wouldn't miss their flight. This was discouraged by TSA but not enforced. So the line became more chaotic and unsafe.

I fly a lot but this is by far the worst experience I've ever had with the TSA.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2273 9/2/2016

Caller is 65 years old and disabled. She has GE and precheck. Yesterday she flew from Poland to Dulles to Rochester. They did not have precheck. Caller was told that there was something about her body that required her to have a patdown. She had a patdown in front of everyone. It was very humiliating. The female TSO said she had explosive materials. The TSO said her ticket was not right. This TSO yelled at caller and treated her like a terrorist. An STSO came over. The STSO, (b)(6) told the caller that the caller's body is disabled, the picture will never be normal. Caller asked why she was being tested for explosives. Ms. (b)(6) said, This is not a test for explosives. Many things can make the test alarm. It can be hand lotions. This happens all the time.

If this happens all the time, what are you testing for? Caller is going to make a national story of this. She has talked with her lawyer. She is writing an article about it for the New York Times. She will write to the Congress and President. Caller wants the name of the person who did the patdown. If I cannot give it to her then she does not want to talk to me anymore.

Caller stated many times that she was humiliated. She believes the TSO's behavior is intentional. She said the news showed that TSA does not catch 98 out of 100 firearms that go through security. Caller was screaming into the phone and would not let agent speak. She said many things over and over. She stated that This is inhuman and beyond her comprehension. She had already been through two other screenings outside the US and everything was okay. She had been flying now for 25 hours.

She wants an apology from the TSO. She will call the CSM and get this information. She will make a video. This is going to be a big matter.

2274 9/2/2016

Dear Sirs,

I am really concerned about my luggage handling in my last trip from Washington Dulles Airport on September 1st, 2016. Upon arrival to my destination, Madrid, I discovered that one of my rings, which was enclosed in a red box with a lock, was missing. And after looking thoroughly through the suitcase, and making the appropriate calls, to check if it was left behind, or found anywhere else, I found a TSA Notice of Baggage Inspection right next to the jewelry box, enclosed in a plastic bag, as if someone wanted to hide it. While I had three other suitcases with similar content as in this one, such as pills and shampoos, this was the only one opened, and I can assure that the jewelry box was closed upon departure. Therefore this made me raise my suspicions. Moreover to this, this exact jewelry box was opened in my inbound flight to Dulles airport, with no further consequence apart from the lock being open, and a notice being left, which in my opinion is not justified. With this information, it wasn't hard to put together that this airport security screening facility might be the most likely place where this ring, the most valuable, was either misplaced or stolen.

The ring in question was a present which is 30 years old, therefore making it difficult to find any purchase ticket, and my concern was that without that, it might not be possible to file a claim, however, I believe that there should be some kind of way, in which either CCTV cameras or X-RAY pictures could be searched to certify if this ring was stolen or simply "lost."

I will gladly give more information about the flight, the description of the ring, and any other information that might be needed to file a claim, but I wanted to ask what is the best process in order to report this incident, as it is a huge loss personally, and I believe that if there is someone responsible it should be held accountable. I am really upset about this situation, and I believe that this should not be happening, although I definitely don't oppose bag searches or any other security measure that might be in place in order to have a better, safer, world.

Really hope that this situation could be resolved as soon as possible, and looking forward to your answer.

(b)(6)

Madrid, Spain

(b)(6)

2275 9/2/2016

Submitted on Friday, September 2, 2016 - 15:29 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Thu, 2016-09-01

Approximate Time: 10:30

Name of TSA employee (if known):

Airline & Flight Number: American Eagle 5035

Checkpoint/Area of Airport: Handicap Checkpoint

Please provide a description of your inquiry/comment.: Came to the checkpoint in a wheel chair and TSA agent was advised that I had surgery on front of hip day before when he began patting me down. Agent proceeded to pat me down aggressively around the hips and ended up pushing on the very sensitive area where I had asked him to be gentle. Understand importance of agent's job, but he could have completed the inspection without pushing on the area where I had surgery. Caused me considerable discomfort that didn't need to happen.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2276 9/2/2016

The caller traveled from IND on United airlines when she noticed her checked baggage and her laptop was damaged (NOI present).

Date Time: 8-14-2016 10PM

Gate\Terminal: C20

Airport: IAD

Airline: United

Flight #: UA6090

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

Bag Description: red cloth bag with black trim

Missing\Damaged item description: Luggage and laptop was damaged.

NOI: Yes

2277 9/3/2016

Caller took a flight from Washington on August 27th and received a NOI. Caller stated her tone and lotion were missing and wants to know why.

Date Time of Travel 8 27 2016 9PM

Gate Terminal E31

Airport IAD

Airline United

Flight # 808

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

Bag Description Black bag

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)

2278 9/5/2016

Submitted on Monday, September 5, 2016 - 13:33 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Sun, 2016-08-28

Approximate Time: 02:30

Name of TSA employee (if known): unknown

Airline & Flight Number: United 914

Checkpoint/Area of Airport: Transfer screening to United flight to ORF

Please provide a description of your inquiry/comment.: We purchased duty free items in the boarding terminal at Charles DeGaulle airport. They were carried in a plastic duty free bag with a list of items and receipt aboard United flight 914. During the transfer screening process at Dulles prior to boarding the domestic flight to Norfolk our screener would not permit carrying the duty free items aboard the flight. He assisted us in packaging and labeling the items and sending along with checked baggage to Norfolk. He stated that "we had no way of knowing what was in the can of pate and bottle of olive oil in our duty free bag and that we could have been sold anything". He was concerned about losing his job if he permitted us to carry the items on board. He was polite and apologetic at all times but we believe that we followed all TSA procedures for duty free items and that the screener did not understand the duty free concept.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2279 9/6/2016

Caller stated that she came back from Dulles to Toronto on Tuesday Aug 30th. Caller received a NOI in her bag and in her side pocket inside of her luggage she is missing a pair of earrings.

Date Time: Aug 30th 2016 2:00 PM

Gate Terminal: 10

Airport: IAD

Airline: Air Canada

Bag Description: Medium sized black bag. Travel Pro brand. Had her information tag on it.

Missing Damaged item description: Tory Burch earrings. Gold.

NOI: Yes

2280 9/6/2016

Dear sirs

My suitcase was opened at IAD (Washington Dulles international airport) before my flight Lufthansa 415 to Munich at 10:30 p.m. Sunday, September 4. While I haven't had any bad experience with your agency opening and checking my bags in recent years, the way things were thrown back into my bag was unacceptable.

While I don't expect your agents to do as neat a job as I do when packing, a couple of things I have to criticize:

1. I had a small cooler with cooling elements to keep coffee creamer cold. A present for my dad. The agent put the creamer back into the cooler but not the cooling elements, they were just thrown back into the bag. It spoiled the creamer. I have travelled with the exact same set up many many times and upon inspection things were always put back into the cooler.
2. The agent put a different lock on my suitcase probably mixing it up with another passengers bag. I had a small TSA approved lock that opens with a key. Upon arrival in Germany I tried opening the lock to no avail and had to cut it and throw it away. I compared it with the same brand of lock on my second suitcase and sure enough it was a different kind.

Overall this was the worst experience so far and I would appreciate knowing what your agency does in response to customer feedback like mine.

Thank you and

Regards

(b)(6)

2281 9/6/2016

The caller traveled from Dulles with Virgin America airlines and her son is missing his lock and two days worth of medication.

Date Time: 09 06 2016 12:00pm

Gate Terminal: B63

Airport: IAD

Airline: Virgin America

Flight #: 95

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

Bag Description: Green REI 24inch roller bag.

Missing Damaged item description: TSA approved lock and three pills of his prescribed antidepressant medication. She stated that she saw medication dust on a book in the bag.

NOI: Yes.

2282 9/6/2016

I travelled from Dulles Airport with my daughter today on flightVS22 to LHR. It was found necessary to open one of my cases for security reasons, which I have no issue with. Unfortunately TSA broke the locks and now my case will only close with tape holding it closed. We have had a case needing to be opened before and they put a call out to get us to unlock it. I'm a bit bemused as to why this didn't happen this time. I would appreciate it if you can find the time to answer my query.

Regards,

(b)(6)

Sent from my iPad

2283 9/6/2016

Hello

I checked I my luggage on Klm flight from Washington Dulles yesterday 9/6/16 departing 5.30pm
Washinton-Amsterdam -Lagos
To my amazement I just arrived my final destination to find one of my luggage locks damaged , luggage was also damaged in the process the items inside , a silver Hoover board wrapped in a blue bag with some other toys and items

The Hoover board was removed

Kindly let me know how I can recover my hover board

I checked my airline requirements before departure and my airline allowed Hoover boards as long as they were checked in as luggage

This Hoover board was a 10th birthday gift for my daughter (b)(6) who was also traveling on this flight

She is very unhappy and disrupt at this issue
Kindly let us know how we can recover our property

Warm regards

(b)(6)

Sent from my iPad

2284 9/7/2016

Caller s sister flew from IAD on KLM, and her lock missing and so is a hover board. Caller wanted to know if hover boards were allowed, and what is done with them if they are removed. Caller also wanted to know if we close the suitcase if the lock is broken.

Date and Time: 9-5-16 at 4 PM
Airport: IAD (to Amsterdam)
Airline: KLM

2285 9/7/2016

Dear TSA
I just arrived at my flight destination to find that some items were missing from my suitcase and replaced with your flyer notifying me that you had searched my bag. While I am pleased that you work hard to ensure my safety, I am a bit concerned about the items that are missing. I realize that countries like that which I am presently working in find pork sausages distasteful, but I also find it hard to believe that TSA is concerned that I might get caught with them in my bag and get in trouble with Pakistani customs.
It seems more like you have a hungry thief at Dulles airport because I have never heard that the transport of sausage purchased at Costco is banned or is considered a security risk.
Best regards

(b)(6)

2286 9/7/2016

Caller traveled to Florida on Friday. His bag was delayed. He did not get it until Saturday. He had a NOI inside his bag and something was missing.

Date Time: 9-1-2016 7:30pm

Gate Terminal: ?

Airport: Washington Dulles

Airline: American Airlines

Flight #: AA1083

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

Bag Description: Black bag made out of material. It has 2 big pockets and has gray on the sides, stripes. It had 4 little wheels on the bottom.

Missing Damaged item description: Watch missing, black stripe-Leather band-Hugo Boss brand and the case of the watch was silver, nickel plated.

NOI: Yes

2287 9/8/2016

Caller has a complaint regarding a TSO at the airport she do not have her name. A heavy red head male at IAD yelling at all the passengers they traveled with United.

09 06 16 at about 3 and 4 pm after clearing CBP.

2288 9/8/2016

Caller flew out of IAD and when she opened her luggage when she arrived in Detroit the inside was a total mess. Items were broken that she had bought as gifts and clothes are missing. There was a NOI in each piece of luggage. She flew out of Geneva France to IAD and then to Detroit. The one suitcase looks like it was kicked all the way from France to US.

Date Time Sept. 3 @ 5:20 PM
 Gate Terminal..... Gate A 1 F
 Airport..... IAD
 Airline..... United
 Flight #..... UA6081
 Bag tag # (10 digit)..... (b)(6) This
 piece of luggage had the handles ripped
 Bag Description 610 - bag is black with a blue ribbon on it
 with rollers and soft sided; 611 - burgundy with a blue ribbon on it will rollers and a
 soft sided
 Missing Damaged item description Missing clothes and gifts that she was
 bringing back for family and friends. Other gifts were broken as well. Also the
 Burgundy suitcase had the outside lining ripped and the handle was also ripped.
 NOI..... She had a NOI in both bags.

2289 9/8/2016

Reason for the call - Caller s TSA combination lock is missing. His luggage was half open on the right side and stuff was hanging out. He has an iPad with a navigation program missing.

Airport - IAD
 Airline - Austrian Air
 Flight Numbers - 0094
 Departure Times - 5:20 pm
 Date And Time of Incident - 8 26 2016
 Baggage Tag Numbers - Does not know
 Description Of Luggage
 Color - Red
 Style - Hard-sided roller bag
 Size - Large
 Brand - Heys
 Was There An NOI - Yes - He said that he has two NOI s.
 Was Anything On The NOI - No
 Missing Damaged item description - He has a black TSA combination lock missing. He does not know what brand the lock was. His iPad is also missing.
 Location Of Incident
 Gate - B49
 Phone Number - (b)(6)
 Email - (b)(6)
 Special Notes - He flew from IAD to LCA in Cypress. He wanted a claim form emailed to him He stated that he sent an email about the missing items and did not get a response.

2290 9/9/2016

Submitted on Friday, September 9, 2016 - 10:38 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Fri, 2016-09-09

Approximate Time: 09:00

Name of TSA employee (if known):

Airline & Flight Number: ET500

Checkpoint/Area of Airport: When exiting Customs for connections
Please provide a description of your inquiry/comment.:

This flight arrived late, not TSA issue, 300+ pax on board, many trying to make connections. It is not acceptable to exit Customs only to reach the TSA checkpoint to see the checkpoint closed. Straps across all lanes...employees were just in process of setting up and checking machines. TSA Should be ready and open for business from the time a flight is expected, banks don't open at 9am and then start handing out cash to tellers. You are there to provide a service and perform an important job, delaying passengers while you prepare to be open is not acceptable, even if that delay was only a few minutes, I made it to my connection as the door was closing and had to beg to be let on board. And had to dash through IAD like a sprinter, which I am not!

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2291 9/9/2016

REASON for the call; Caller flew from Germany to Dulles to St Louis. His bag was okay when he came through CBP. His bag and locks are destroyed. It looks like they opened it with a screw driver.

He has a NOI in his bag.

He is upset because he was not called down to open his bag as he has been before.

NOI present (writing on it):Yes

Date and Time:September 8th at about 7:30 pm

Airport:Dulles

Gate and Terminal:NA

Airline:Lufthansa

Flight Number:0414

Bag tag #: (b)(6)

Bag Description:It is black hard case Delsey Brand.

Missing Damaged item description:His locks are built into the suitcase and it caused damage to the locks.

email: (b)(6)

2292 9/9/2016

Submitted on Thursday, September 8, 2016 - 22:31 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Thu, 2016-09-08

Approximate Time: 10:30

Name of TSA employee (if known):

Airline & Flight Number: UA735 and UA5607

Checkpoint/Area of Airport: Security screening for all gates

Please provide a description of your inquiry/comment.: Just prior to the attendant waving me into the body scanner, she had apparently copiously sprayed the booth with alcohol including on the floor. When she motioned me forward she did not warn me of this and when I hit the booth floor my feet slid out from under me and I fell. My tailbone is at least bruised, possibly cracked, and my big toe on my right foot is probably broken. Her response to this was to pat me down after conducting the scan despite the fact that I didn't have a stitch of metal on me and was in a great deal of pain. Had I been thinking more clearly I would've gotten her name and her badge number and/pr talked to a manager but I was angry and embarrassed and in shock. It is entirely possible ghat I willt have to cut this vacation short because I am in a lot of pain. What's more I don't even remember getting an apology from her. I don't even know why she would spray the booth and to be honest I think she patted me down to cover her ass for being so stupid as to spray the floor with such a slippery substance. I worked for the government for 26 years in the intel field and I am fully supportive of your role, but her behavior was idiotic and had I been older and more fragile I probably would've broken my hip . I feel bad for any elderly people who go through her line if she continues to do this sort of thing. I'm sure you have it on tape if you care to play it back I don't know the exact time but it was immediately after I went through the check in line. I'm a big gal; you can't miss me.

==Passenger Information==

First Name: (b)(6)

Last Name: [redacted]

Email: (b)(6)

Phone [redacted]

2293 9/10/2016

Caller wants to file a complaint because his lock was cut off his suitcase and placed in the suitcase but he wants to know why all the tabs on his zippers were cut off. These zippers were not locked. There was a NOI in the luggage.

Date Time Sept. 9 @ 5:35 PM
Gate Terminal..... Gate 4
Airport..... Washington Dulles IAD
Airline..... United
Flight #..... 580
Bag tag # (10 digit)..... (b)(6)
Bag Description Color of bag is black with orange tape on the handle; Soft sided; Samsonite
Missing Damaged item description The pull tabs on all the zippers were taken and these were not locked.
NOI..... YES

2294 9/10/2016

Submitted on Saturday, September 10, 2016 - 13:25 Submitted by user:
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

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

Date: Thu, 2016-08-18

Approximate Time: 04:00

Name of TSA employee (if known): None

Airline & Flight Number: United Airlines

Checkpoint/Area of Airport: International

Please provide a description of your inquiry/comment.: Flew in from Zurich Switzerland to Dulles International. Customs was 20 min. Then had to go to unsecured area and re-check in for TSA screening. Advised to remove locks from suitcases before re-checking them. TSA approved locks were on them. So there was not need to remove them. Bad information. My real complaint is that there was no TSA Pre-check line for passanges in this part of the Terminal. It was a fourty min wait and we had to follow the non-pre checked process. We both took time off work, paid the fees for background check and still had to endure the non-pre check process. This is our nations airport, of all places not have a the Pre-check set up. I was advised by a TSA agent that were none in this part of the airport. To add insult to injury while waiting for our connection flight the monitors were showing how to apply and save time by signing up for Pre-Check. This is our Nations Airport for God's sake. I would like someone to expalin why we the public should follow these programs when the Government can't provide the service as they should.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2295 9/11/2016

I flew out from IAD to Addis Ababa. I missed my connecting flight and had to wait until the next day. My luggage arrive in Maputo, Mozambique 24 hours before I did. When I arrived at my destination in Mozambique, I realized my HP laptop was missing. When I was checking in they told me my carryon was too heavy and asked me to put items in my suitcase. The heaviest thing in my carryon was my laptop. He then put a zip tie on my luggage to seal my suitcase. When I went through my luggage, the zip tie was gone and I had a notice saying that my luggage had been checked by TSA. I am not sure where it was checked or why my laptop would have been taken out from my luggage. I will be in Maputo until November 3. I have access to my email now but do not have a working phone number.

2296 9/11/2016

TSA Management,

My bag was inspected upon departure at Dulles International Airport en route to Charles de Gaulle, Paris on November 11, 2016 (flight UA915) I am on a weeklong high-altitude cycling training trip in the French Pyrenees—and fully understand that my bag was inspected given the amount of power gels and energy drink powder I am carrying.

However, your colleagues not only managed to entirely rip apart the content of my carefully packed suitcase and carelessly throw everything back in, without even bothering to reattach the internal straps. They also managed to leave two of my powder bags (packed in double zip lock bags) open so the (sticky) energy drink powder was perfectly distributed throughout the entire suitcase, making it impossible for me to use any of my cycling gear or private clothing before machine washing all of it; thus losing an entire day on a trip that cost me several thousand dollars. In addition, the TSA approved lock was thrown into the bag for good measure, so that someone upon arrival in southern France was able to open the bag and steal a 300 dollar Assos rain jacket.

Not only is it incomprehensible that TSA employs staff of such ignorance and indifference. But you also leave me (as a customer that pays considerable security fees departing from IAD) nothing but a nondescript notice with no option for me to identify the TSA employee that should be reprimanded for his or her entirely unprofessional behavior.

I am looking forward to a response from you, the luggage tag number of my bag is

(b)(6)

SincerelyTSA-,

(b)(6)

2297 9/12/2016

Dear,

Yesterday I was on the flight of united airlines from Washington Dulles to Orlando(Florida). My baggage was locked with a TSA lock but it was opened. I have all respect that my baggage was checked, I have no problem with that but when I recieved my baggage there was no lock anymore. I bought especially before my vacation such a TSA lock and now I don't have it anymore. I'm very dissappointed that I have to buy another lock for my trip back home.

Kind regards,

(b)(6)

2298 9/12/2016

The caller stated that he flew from IAD to RDU and his bag was checked by TSA and he is missing his TSA approved lock now. The caller is wondering if there is anyway to get the lock back or to get reimbursement.

Date and Time: 09-12-2016 12:50PM

Gate and Terminal: Gate C8

Airport: IAD

Airline: United Airlines

Flight #: 2011

Bag Tag # (b)(6)

Bag Description: Black, rolling Kirkland bag, orange band wrapped around it.

Missing Damaged Items Description: Missing TSA Approved lock.

NOI: Yes

Does the NOI have a Timestamp Written Notice:

2299 9/15/2016

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

From: (b)(6) [mailto:(b)(6)]
Sent: Wednesday, September 14, 2016 11:52 PM
To: tsa-contactcenter@dhs.gov
Subject: Missing items from bag inspection

Good day,

My bag was one among inspected bags for security reasons and I found a piece of paper inside saying that items may have been taken out and then put back. However, 4 of my items are missing.

I am very upset about the fact they are missing because that means I will have to go shopping for their replacements.

Please let me know what could be done because I believe to be this very disturbing although I understand the search was done for security purposes and the items are missing due to simple human error.

The items missing are the following:

1. WILDFOX tropical tiger sweater purchased at original price <http://www.boutique1.com/tropical-tiger-ls-sweater-233566>
2. Je T'aime cream sweater (don't remember the brand)
3. Bright blue and pink full coverage bathing suit
4. Gym pants that say "I work out" on one leg Attachment worked by Benge, Rachel M.

Attached were photos of the missing bathing suit. There was a photo of a NOI. She also attached a baggage receipt/tag. She flew on Aeroflot on 9/12 from IAD. There was a tag number of (b)(6). This note was attached as well.

These are important items because I only brought one of each. Please please let me know what actions I can take to retrieve them as soon as possible!

Thank you so much.

This email is the best way to reach me, but I currently can be reached in Moscow at (b)(6)

I am really looking forward to hearing from you as soon as possible,

(b)(6)

2300 9/15/2016

(b)(6) informed me that she had a box as her checked baggage. The rope that she used to carry it is now missing. She also had cooler wasn t sealed correctly either. She did receive an NOI

Date and time of travel: September 10th at 7:40 AM

Gate or Terminal: NA

Airport: IAD

Airline: American

Flight #: xxxx

Baggage Tag # (checked only): NA

Bag description: Brown box, said cardinal health from a hospital

Missing Damaged Item Description: Nothing was damaged or missing, her items were just disarrayed.

Was an Notice of Inspection (NOI) Present? Yes

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

2301 9/16/2016

The caller stated that he understands that TSA has to check bags, but he is upset because his checked bag was left in disarray. The caller stated that the agents need to repack passenger s belongings in the way that they were originally found. He did not want to provide any contact information, he just wanted someone to be aware of this.

Date and Time: 09-15-2016

Gate and Terminal: Not Available

Airport: IAD

Airline: United

Flight #: 4844

Bag Tag #: Not Available

Bag Description: Not Available

Missing Damaged Items Description: The straps were left undone inside of his bag and when he retrieved everything was in disarray.

NOI: Yes

Does the NOI have a Timestamp Written Notice: No

2302 9/16/2016

Caller just returned from Washington, D.C. to CA. He received a NOI and he is missing a bottle of Curve cologne and pistachios.

Date Time: 09.15.16 5:30 p.m.

Gate Terminal: Possibly gate 83

Airport: IAD

Airline: United

Flight #: 719

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

Bag Description: This is a large black, American Tourister suitcase. He has a red ribbon and a purple ribbon attached to the handle.

Missing Damaged item description: He is missing a bottle of Curve cologne and a 5 ounce bag of pistachios.

NOI: Yes, but there is nothing stamped or handwritten on it.

2303 9/17/2016

The caller stated that he and his wife were going through Dulles Airport with United Airlines. The caller stated that on his departing flight he received pre check on his departing flight. The caller stated that the TSA line was long and he told one of the TSOs that he has pre check and they told him they do not do pre check there. The caller stated that he contacted the airline and they told him the same thing. The caller stated that on the TSA website it says that they participate with the airport. The caller is confused and wants to know why this took place.

(b)(6)

Date Time of Travel - 9 15 16 @ 4 pm
 Gate Terminal - A2G
 Airport - Dulles
 Airline - United
 Flight # 6132

2304 9/17/2016

Caller was traveling on government orders from the White House, he flew on United from Washington Dulles to San Francisco. He had an official government locked bag, they destroyed the bag by completely cutting. He wants reimbursed because this bag cant even be used anymore. He stated there wasn t classified documents in the bag with this happened.

Date and Time: 9 17 16 at 8:47am
 Airport: Dulles
 Airline: United
 Flight: 424

Baggage Claim: (b)(6)

Bag Description: Black with a government label on it. With a lock and key on top.
 NOI: Yes, nothing written or stamped

2305 9/17/2016

The caller traveled this week from IAD. He says he checked his golf bag. He says everything was taken a part and then dumped back into his bag. He says his cover was not put back on his driver, so now this is damaged and scratched.

Date and Time: 9 15 16 at 7:50PM
 Gate Terminal: B71
 Airport: IAD
 Airline: AA
 Flight #: NA

Bag tag # (10digit: NA

Bag Description: The bag is a grey travel bag and was filled with golf clubs.

Missing Damaged item description: The driver is damaged. It is scratched up and all of his other items were not put back in place.

NOI: Yes.. Nothing written or stamped.

2306 9/18/2016

Gentlemen:

I would like to state that I do appreciate your efforts in making our flying safer.

I have travelled lately from Dulles International airport (Washington). When I arrived at destination, I found a "notice of baggage inspection" slip in one of the bags. I noticed that some small items were missing from the bag including a small cell phone. The monetary value is of no significance. However, I would to friendly suggest that your inspectors be careful in packing the contents back in the bags. This will assure appreciation of your efforts and avoid potential public dismay.

My regards.

--

(b)(6)

2307 9/18/2016

Caller stated her sister traveled and her suitcase was checked and she is missing items. A pouch was missing it had Ajmal Dental care on it. It was a grey pouch. She also had a school bag and a pocket book.

Date Time of Travel 9 15 2016 10:05PM

Gate Terminal A16

Airport IAD

Airline Etihad Airways

Flight # 130

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

Bag Description Not Provided One was black and one was purple

Was an NOI Present? (Checked only) Yes

Phone Number and Email Address (b)(6)

2308 9/18/2016

The caller would like to file a complaint. He and his wife, Amanda, had their baggage inspected at IAD and various liquids are spilled in his bags. It is honey that came from an international country they visited. They had a connection in IAD. The bag was also not re-locked. The locks were TSA approved. The two luggage pieces that were transferred on a different flight were the two that were inspected. The caller and his wife were very upset. He asked what a NOI means.

Mishandling Information:

Date Time of Travel: 09 17 2016, 5:30 p.m.

Airport: IAD

Airline: United

Flight #: UA 6295, (the one the bags were one) UA 6270.

Baggage Tag # (Checked only – 10 digits): (bag 1): (b)(6) (bag 2):

(b)(6)

Bag Description: (bag 1) A blue hard sided suitcase by Delsy Company. It has four wheels. (bag 2): A two wheeled fabric and hard sided bag by Calvin Klein. It is gray.

Missing Damaged Item Description: All shoes, clothes, and other items are damaged from the honey. The baggage itself is also damaged. The container of honey is half open and upside down. It also is not back inside of the plastic bag it was in.

Was an NOI Present? (Checked only): (bag 1) No but there is an orange sticker on the baggage tag of one of them, (bag 2) Yes.

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

Phone Number (b)(6)

Email Address:

2309 9/18/2016

My husband and I flew in to Washington Dulles from Rome on Friday Sept 16th. In Rome my husband bought a bottle of liquor which he had put in my carry on. At Dulles he had to check the bag, so he locked it and checked it. The bag was opened by TSA. When I got home and unpacked my jewelry was missing. It was a red velvet container measuring 2 1/2 by 6 inches and contained rings, necklaces and earrings. The jewelry would not have been in that suitcase if I knew we would have to check it. How do I go about claiming my lost?

The flight from Dulles was 419 at 5:45.

(b)(6)

ID Date Added_Date Only Contact Details

2310 9/18/2016

The caller stated that he went through TSA and is now missing a flash drive from his carry on baggage.

Date Time: 09 17 2016 12:00pm

Gate Terminal: 64

Airport: IAD

Airline: Southwest

Flight #: 3250

Bag Description: Black roll on carry on bag, they are charms attached to the zippers, Juno bag. The handle is yellow.

Missing Damaged item description: Three part flash drive, black, silver, and green attached to a device that connects all three flash drivers into one port.

2311 9/19/2016

Good morning,

We were on flight KL 652 from Washington Dulles to Amsterdam on Saturday 17 September. One of our suitcases was opened by TSA at Dulles (found the flyer inside in Amsterdam). Absolutely no problem with that, but the blue Samsonite luggage strap that was on the suitcase is missing. I suspect this was left behind at your inspection station at Dulles. Please return the strap to the following address:

(b)(6)

Please contact me on (b)(6) if you have any questions.

Respectfully,

(b)(6)

2312 9/19/2016

Submitted on Sunday, September 18, 2016 - 20:56 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Sun, 2016-09-18

Approximate Time: 08:30

Name of TSA employee (if known):

Airline & Flight Number: United 4801

Checkpoint/Area of Airport: Normal security, handicap checkin

Please provide a description of your inquiry/comment.: A female agent whom would not give her name, insisted I take my shoes off despite being tsa pre and showing her my ticket and global entry card. Then after my wife was scanned and called "all clear" by a male agent, the female agent grabbed my wife's wrist and squeezed it inappropriately hard. She claimed she was checking her Rolex wrist watch to make sure it was safe, but she had already been declared all clear.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2313 9/19/2016

Dear Madam, dear Sir,
On September 16 we flew United Airlines 989 From Washington Dulles to Frankfurt, Germany. We checked two suitcases. Upon arrival in Frankfurt we picked up our luggage and discovered that both suitcases had been opened and inspected, which we understand. However, both suitcases had a blue belt (see photo attached). One belt was loosely hanging on the suitcase, the other belt was totally missing. We checked inside the suitcase and did not find it. We understand the security procedure. If TSA does not want to take the time to put the belt back around the suitcase, then at least put it in the suitcase.

Also, the suitcase which still had the belt around it, was not relocked with the zipper partially open.

How can we be compensated for the loss of the belt by TSA?

Regards

(b)(6)

Sent from my iPad

2314 9/20/2016

Submitted on Tuesday, September 20, 2016 - 18:59 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Mon, 2016-09-19

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number: BA 216

Checkpoint/Area of Airport: IAD

Please provide a description of your inquiry/comment.: My complaint deals with the lock as well as it has gone missing. There was a letter in the luggage explain why it was open, which isn't any problem I have since that is the procedure within the TSA screening/checkpoint. The missing item was the lock itself. It was a TSA lock as well. My only point is why make us buy those locks for a easier process and not worry about breaking the locks because you guys have the key, yet in this situation my lock has disappeared. Only reason why I am complaining is because I know at the airport the single lock is about 13/14 dollars. Would you just please make sure for further situations this wouldn't happen again. I just annoy me that it was missing more than being gone through.

==Passenger Information==

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

2315 9/20/2016

To whom it may concern,

I was a passenger aboard Virgin Atlantic flight VS022 from Washington-Dulles to London-Heathrow on Sunday 18th September.

I was aware my bag had been tampered with to some degree almost as soon as I had collected it at Heathrow. I opened it there and then to check the contents. It looked like it had been completely ransacked. In particular, there was a bag of gifts for my friends and family that I had taken great care to pack to prevent them from being damaged. The gifts had all been removed during your random inspection and then shoved roughly back into my bag. As a result, one of the gifts - a book I bought for my mum from MOMA in NYC - is now damaged. The packaging tore and the cover of the book has been ripped along the spine (see attached photo).

While your 'Notice of Baggage Inspection' leaflet that was left in my bag says that "TSA is not liable for damage to your locks resulting from this necessary security precaution", it does not say that you are not liable for damage to the contents of a bag. I would therefore appreciate a replacement copy of this gift for my mum. It is a hardback book called 'Humans of New York: Stories' by Brandon Stanton.

Please advise how best to proceed.

Yours sincerely,

(b)(6)

I

2316 9/20/2016

Caller states he flew into IAD to TYS on 09 15 his wife s bag was inspected and her lock is missing.

Time and Date: 09 15 16 @ 5:00pm

Airport IAD

Airline United

Flight number 988

Bag tag # (b)(6)

Missing Damaged Items: Missing lock

NOI? Yes

Is there anything handwritten or timestamp on NOI? No

2317 9/20/2016

The caller has TSA Pre check and stated that today from Dulles she had issues. She went to the normal screening line because it was closer. One of the agents stated that she had to go through Pre Check. She wants to know why she cannot go through the normal screening lines.

This happened around 10:20am this morning from Dulles.

2318 9/20/2016

Dear Sir,

Its my pleasure to introduce my self as (b)(6) an Indian national resident of Ghana.

I traveled by K L M Royal Dutch Airlines , Flight No KL 652 , Booking reference 784 W V M from Washington Dulles Intl airport to Amsterdam , Schiphol Airport. on september 6th 2016.

I did checked in my luggage , Did received at Amsterdam Airport . To my surprise out of two , one of the luggage did not had the lock which I have put on it.

I thought may be I might have forgotten at the Hotel .

I continued with the bag at Amsterdam hotel , did not open it as contents were not required for my stay at Amsterdam and futher at stockholm.

Finally when I reached at Accra Ghana on 12 September 2016 , And after empty the baggage I found the broken lock along with the link in my bag and also a notice of Baggage inspection.

With all due respect to T S A , I have no objection for its baggage inspection and its general procedure at the airports.

I think during inspection may be the concern inspecting officer might have forgotten to put back two nos of plastic bag into the bag and zipped it.

contents of plastic bag 1 : 1 pc size L fitness legging from Athlena , Briar wood mall , Ann Arbor , Michigan . costing app us\$ 66.

contents of plastic bag 2 : 1 pc size M cross black and red shirt , 3 pcs T shirts,3 pairs of Jeans , some hand band and neck bands from Hot topic , Briar wood mall , Ann Arbor , Michigan. costing us\$ 167.87

If you find please notify me .

Suggestion : I think all bags inspected by T S A. should be strapped horizontally and vertically by printed tapes so that the passenger will immediately notice that the bag has been inspected hence the lock should be replaced to avoid any further happenings.

Thanking you,

Yours sincerely.

(b)(6)

2319 9/21/2016

She said she is an Attorney and that on Sept. 11 she flew from Dulles to Houston and she had an incident at the TSA checkpoint at 6:40 am. She said she is a 61 year old Caucasian who weighs 90 lbs. and was on a scooter at the checkpoint. She said she also had her poc and she said the female TSA African American agent told her that she fits one of their profiles but she did not elaborate. She said she does not have the name of the agent but she said the agent told her she would be at the checkpoint for a long time. She said the agent swabbed both her hands, cheek, arms, neck, her forehead and asked her to lift her shirt so she could check her abdomen. She said she had her remove her socks so the agent could check for explosives on her feet. Then the agent told her she had to leave to check on her kids by phone and that she left for about 20 minutes. She said when the agent got back she also screened the scooter for explosives. She said she told the agent that she is terminally ill and that she was going to make them miss the plane and then the cruise. She said the agent replied does it look like I care and that she does not care if she is dying her not. She said she was not disrespectful to the agent and that she missed the flight. She said there were no other flights and that she also missed the cruise. She said she did not ask to speak to a Supervisor at the checkpoint. She said she was delayed for 1 hour and 45 minutes at the checkpoint and that she did not have travel insurance for her flight. She said she was traveling with a male companion and they both missed the flight. She asked to be reimbursed by us for \$752.40 for the tickets for the missed flight and that United reimbursed her for the upgrade which was \$106.00. She requested that we email the claim form to her. She said the complaint is not disability related and that the complaint is on the rude TSA agent.

Mishandling RFI

REASON for the call:Complaint

Date Time: 09-11-16 at 8:15 am but she missed the flight due to the TSA agent

Gate\Terminal:unknown

Airport:Dulles

Airline:United

Flight #:762

2320 9/21/2016

REASON for the call; Caller s mom traveled from Dulles to Istanbul at 11 flight 8. She is missing a pair of gray boots size 10 W and star bucks coffee and other gift items from her checked bag.

Her mom s name is (b)(6)

NOI present (writing on it):Yes

Date and Time:September 19th at 7 pm

Airport:IAD

Gate and Terminal:NA

Airline:Turkish

Flight Number:8

Bag tag #: (b)(6)

Bag Description:It was hard shell red suitcase

Missing Damaged item description:She is missing a pair of gray boots, one is in a gray shopping bag and one is in a black shopping bag and star bucks coffee and other items.

email: (b)(6)

2321 9/21/2016

From: (b)(6) [mailto:(b)(6)]
Sent: Wednesday, September 21, 2016 3:39 PM
To: tsa-contactcenter@dhs.gov
Subject: Items missing after luggage check

We traveled to Jeddah, Saudi Arabia, from Dulles international airport on September 16. There was a note in my bag saying the luggage had been checked by TSA. However I'm concerned that the inspector neglected to replace my daughter's two baby dolls in the bag. I have included a picture in the off chance that they can be located. It wouldn't be a big deal except the older doll on the left was mine when I was a baby and it's irreplaceable.

If there is additional information you need please let me know. Thank you for your understanding and help.

(b)(6)

ATTACHMENT WORKED BY Daylan:
Attachment info.....
Picture of 2 baby dolls.

2322 9/22/2016

Caller: She traveled from Dulles to LAX with United. When she arrived at her destination she found a NOI. Some jewelry was missing and want to file a claim.

Date Time: 09 21 2016 12:42 PM

Gate Terminal: D1

Airport: Dulles airport

Airline: United Airlines

Flight #: 562

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

Bag Description: Dark Blue in color,

Missing Damaged item description: A small bag with jewelry was missing

NOI: No info

2323 9/22/2016

Dear Madam and Sirs,

My name is (b)(6). On 21 September 2016 my checked-in suitcase was inspected in Washington Dullas International airport in connection with my flight LH 0415 from Washington to Munich that day. I found a "Notice of Baggage Inspection" in my suitcase. When I checked the content of my bag I noticed that one item is missing. It is a bundle consistent of a basecap and a means t-shirt, both with the label of the smithsonian museum in Washington, which I purchased in Washington.

Can you please check this and inform me if the t-shirt has been found and will be send to me in Germany or how otherwise you will proceed with this matter. Thanks.

Kind regards,

(b)(6)

2324 9/22/2016

Submitted on Thursday, September 22, 2016 - 13:51 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Wed, 2016-09-21

Approximate Time:

Name of TSA employee (if known):

Airline & Flight Number: UA 919

Checkpoint/Area of Airport: flew in from London

Please provide a description of your inquiry/comment.: The area where we collected our luggage to transfer to domestic was dangerously overcrowded, totally chaotic, and a horrible place for people to be introduced to this country and welcomed back to their own country. I realize that maybe your personnel is overworked or you are understaffed, but the rudeness and obnoxious behavior of your agents is really poor customer service. United personnel, customs officials, and other uniformed officials said that TSA was the hold-up. I cannot see how the small area that we were forced to wait can satisfy even the fire code. One particular agent was yelling at the top of his lungs saying that people had better remove their jewelry, get rid of their water, remove their shoes, etc. He was very threatening and said no one was going anywhere. He was talking like we were all too stupid. Babies were crying, the lines were being held up because personnel were stopping families with small children. It seemed the machines weren't really working, etc. The whole thing was ridiculous. We had 2.5 hours and almost missed our flight. No arrangements were made for people standing in line who had earlier flights. One lady was asking me if she needed to remove her wedding ring since the agent was screaming about removing jewelry. I would rather do anything but fly into Washington again.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2325 9/22/2016

Caller states she is calling for her spouse. They was traveling from IAD on AA and she wants someone to listen to her vent. Caller states they had a Metal heavy duty tool box, in their checked baggage with TSA Locks on it. Caller states that the locks was broken off and TSA went through the baggage and left a NOI in the box. TSA went though the box and scattered the tools all over the box and left out tools, and this is the second time this has happened. Caller states she wants to make a complaint and she wants TSA to do something about this.

Checked Baggage

Date Time of Travel :09 18 2016 @ 6:59 PM

Gate Terminal : gate b71

Airport : IAD

Airline: AA

Flight #: 1544

Baggage Tag # (Checked only – 10 digits): 1) (b)(6) 2) (b)(6)

Bag Description: Metal heavy duty tool box,

Missing Damaged Item Description: TSA Locks are broken and combination wrenches is missing

Was an NOI Present? (Checked only): YES

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

Phone Number: (b)(6)

Email Address: (b)(6)

2326 9/23/2016

Callers bag was inspected and he had a NOI. Caller said it would be nice if they place the items back as they find them. Caller said that his items were all disarrayed on his out bound flight and on his return flight his prescriptions medication was left opened and spilled in the luggage.

REASON for the call: Disarrayed Items

Date Time: 09 03 16 @ 1:30 PM

Gate Terminal: N A

Airport: Dulles

Airline: American

Flight #: N A

Bag tag # (10digit:) N A

Bag Description: Samsonite Dark Blue

Missing Damaged item description: Disarrayed items

NOI: Nothing wrote on it.

REASON for the call: Complaint

Date Time: 09 06 16 @ 7:30 AM

Gate Terminal: N A

Airport: BTR

Airline: Delta

Flight #: N A

Bag tag # (10digit:) N A

Bag Description: Samsonite Dark Blue

Missing Damaged item description: Prescription Medication spill out in luggage.

NOI: Nothing Wrote on it.

9 10 16 7:30 AM

Baton Rouge

Delta

2327 9/23/2016

Submitted on Friday, September 23, 2016 - 11:11 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Fri, 2016-09-23

Approximate Time: 10:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: TSA Precheck line

Please provide a description of your inquiry/comment.: Please teach your older TSA people how to treat people with respect and speak in a calm manner. A woman in a wheelchair was in front of me and the wheelchair had passed the metal detector. The TSA agent was checking the wheelchair and the assistant who had brought the lady motioned as if telling me to go through. The TSA agent then proceeded to yell "can't you see I'm doing something here?". He then proceeded to yell at me " did I tell you to come through?" I said the assistant appeared to motion as if to tell me to go through. Another TSA agent who did not see the motion then yelled "no he didn't". I stepped back and then proceeded to tell him that I stepped back at his command. I think that this is extremely unprofessional and rude to speak to customers in that manner. I have committed no crime and did not deserve to be spoken to in that manner. The TSA agent is an older Hispanic gentleman with glasses and balding.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2328 9/24/2016

I have no problem with my bags being inspected, BUT I would appreciate them being relocked after inspection.

This occurred at IAD United 989 to Frankfurt on Sept. 16.

Please remind inspectors to relock bags they open.

Thank you for your consideration,

(b)(6)



2329 9/24/2016

Submitted on Saturday, September 24, 2016 - 09:17 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? Other

Date: Sun, 2016-08-28

Approximate Time: 06:00

Name of TSA employee (if known):

Airline & Flight Number: South African Airways from Johannesburg

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

First let me thank you for what you do to keep America safe.

As an often traveler I come through several entry point customs. I have been using a TSA approved pin code lock almost since they first appeared. In most customs entries if my suitcase was opened, TSA returns my lock inside the luggage. I don't know why this is not true for Dulles. Twice or two years in a row I have found that the lock was discarded by TSA.

I may travel often but I use whatever I have been able to save during the year for my trip and those \$10-\$20 locks are not cheap. It would be so much more courteous to have these locks returned inside the baggage. It would also change folks' mind about TSA as being among the friendly, courteous, efficient government employees.

I tried responding to the email address given on the card I found in my luggage, but it didn't work and I made sure it was exactly as printed and also tried some variation,

Thank you for your consideration

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

ID Date Added_Date Only Contact Details

2330 9/26/2016

I flew on United today from IAD to DFW and when I received my backpack from baggage claim at DFW, the top of the bag had not been re-secured by TSA and the TSA-Approved lock was missing. How do I request a replacement lock?

Thank you,

(b)(6)

2331 9/26/2016

Submitted on Sunday, September 25, 2016 - 22:20 Submitted by user:
Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Other

Other: harassment and abuse by airport TSA screeners/supervisors

Where did this happen? Other

Date:

Approximate Time:

Please provide a description of the issue.:

September 26, 2016

To: Transportation Security Administration

Summary: Your web site does not allow attachments. I am sending this email to document my complaint sent to Jeh Johnson and Peter Neffenger.

I mailed a copy of my complaint letter with attachments to The Honorable Jeh Charles Johnson Secretary Homeland Security and to Peter V. Neffenger, Administrator, Transportation Security Administration (TSA). This email is a short summary of my ordeals with the TSA. The letter and attachments were lengthy and too much to email. In my letter to Mr. Johnson and Mr. Neffenger, I referenced quotes by Jay Brainard, Federal Security Director (FSD) for the State of Kansas and Andrew Rhoades, Assistant Federal Security, Director Mission Support at the Minneapolis-St Paul international airport on April 27, 2016 to the Committee on Oversight and Government Reform, U.S. House of Representatives chaired by Representative Jason Chaffetz. Both men indicated the TSA is an agency in crisis due to poor leadership and oversight of many senior leaders.

There are "tons" more complaints about TSA airport incidents on the web.

My ordeals relate to harassment and abuse by the TSA screeners and supervisors at air ports. The following first three events are my personal experiences and number four is a news item that was on line:

- 1)Washington Dulles International Airport 2007
- 2)San Jose International Airport July 14, 2015
- 3)John F. Kennedy International Airport June 1, 2016
- 4)Memphis International Airport, July 2016 physical abuse/teenaged disabled teen incident

Each of the above are described in detail in the packet sent to Mr. Johnson and Mr. Neffenger.

It was the teenaged disabled teen incident that prompted me to

file a complaint with Homeland Security and TSA; and request that you review what the TSA is doing. Please note that all the incidents happen at different airports across the country.

I did not write to President Obama because all the events, mine and others, occur under his watch and he has chosen not to hold the TSA accountable.

I am a low income, 73 year old handicapped female. I do not have the resources or power to get things "changed."

It is time to take serious action regarding the treatment of United States of American citizens, when they travel, by TSA airport screeners and supervisor. Do something!!

Thank you for your time and consideration.

Sincerely,

(b)(6)

List any witnesses: none by name

Name of TSA employee (if known): 4 incidents - many names

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name: (b)(6)

Address: (b)(6)

City: (b)(6)

State: (b)(6)

Zip Code: (b)(6)

Phone: (b)(6)

Email: (b)(6)

Preferred Language to Respond: English

Preferred Time to be contacted:

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

2332 9/26/2016

Submitted on Monday, September 26, 2016 - 20:47 Submitted by user:
Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Unreasonable Search and Seizure

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

Date: Mon, 2016-09-26

Approximate Time: 08:00

Please provide a description of the issue.: After I had gone through the millimeter wave scanning machine the TSA agent patted me down. He did not give me any warning nor ask me permission to touch me. He simply started touching me. According to the TSA website, "...you may ask that the TSA officer change their gloves before performing a pat-down. The TSA officer will ask whether you have an injury or tender area to treat such areas accordingly during a pat-down." I did not have an opportunity to ask for new gloves, nor was I able to inform the agent of any injuries because I was not aware I would be searched. The website also says "You may request to have a pat-down in private and be accompanied by a companion of your choice." Of course, I did not have this opportunity because I was not made aware that I was about to be searched. When I confronted the TSA agent he simply ignored me and started speaking to the next person in line. Please note that despite my Canadian address I am a United States citizen and I am protected by the Bill of Rights. I expect to be contacted within 48 hours.

List any witnesses: (b)(6)

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name: (b)(6)

Address: (b)(6)

City: (b)(6)

State:

Zip Code: (b)(6)

Phone: (b)(6)

Email: (b)(6)

Preferred Language to Respond: English

Preferred Time to be contacted: 3:00 pm - 5:00 pm

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

2333 9/27/2016

Submitted on Tuesday, September 27, 2016 - 05:29 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Sun, 2016-09-25

Approximate Time: 22:00

Name of TSA employee (if known): Not Known

Airline & Flight Number: BA 292

Checkpoint/Area of Airport: Luggage - International Departures

Please provide a description of your inquiry/comment.: On arrival
in London and opening my case, I found a 'Notice of Baggage
Inspection'. I also discovered that one green silk tie was
missing - value approx. £60 - and that the trousers of my suit
had been torn - value approx. £500.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2334 9/27/2016

Submitted on Tuesday, September 27, 2016 - 12:01 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Fri, 2016-09-16

Approximate Time: 17:00

Name of TSA employee (if known): NA

Airline & Flight Number: KLM KL 0652

Checkpoint/Area of Airport: Checked in luggage

Please provide a description of your inquiry/comment.: My suitcase zipper and zipper pull are broken after the suitcase was checked. TSA paper was left in the suitcase eliminating any other possible damage options. Suitcase had a loosely tied zip tie around the two zipper pulls which was ripped off and placed in my suitcase. Suitcase is not usable any longer. Please advise.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2335 9/28/2016

Dear Sir

We flew today on UA122 from IAD to LHR on arrival in London I unpacked my bag. On opening it I found one of your Notice of Baggage Inspections.

A Beretta Tweed Shooting Vest has been removed from my bag - this items replacement value is \$350 What are you going to do about replacing it?

(b)(6)

Sent from my iPhone

2336 9/28/2016

The caller stated that he flew from Washington DC to Seattle last night and she is missing one of her shoes that was in her checked bag. The caller stated that she feels TSA was in her bag because her luggage strap was not secured the way it was originally put on the bag.

Date and Time: 09-27-2016 6:50PM

Gate and Terminal: Gate B65

Airport: IAD

Airline: Alaska Airlines

Flight #: 729

Bag Tag #: (b)(6)

Bag Description: Silver, hard shell, Heys Brand, rolling suitcase.

Missing Damaged Items Description: Missing a Asics right tennis shoe.

NOI: No

Does the NOI have a Timestamp Written Notice: Not Available

2337 9/28/2016

The caller would like to know why his bags were inspected and an item is missing form a flight from IAD on flight 167 with Southwest yesterday to DEN.

--Mishandling Complaint:

Date Time of Travel: 09 27 2016, 11:05 a.m. ET

Gate Terminal: One terminal, Terminal B, Gate B50

Airport: IAD

Airline: Southwest

Flight #: 167

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

2016, 9:53 a.m.

Bag Description: A Samsonite bag from Costco that is about 26 or 27 inches and is hard sided. It is silver in color and has two compartments. His wife s name, (b)(6) is on this baggage tag.

Missing Damaged Item Description: There is 9 buildings on a long slab and each one has a photo of a building from a different location in Europe. There is a brass piece on top of each building on this piece. All of the buildings are connected and one of the brass cylinder pieces is missing. It was wrapped in bubble wrap and foam. The other ones were also scattered among his bag.

Was an NOI Present? (Checked only): Yes, there was a NOI in all four suitcases. The length of the missing piece is one inch and the diameter is about one third inch.

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

Phone Number: (b)(6)

Email Address: (b)(6)

2338 9/28/2016

Submitted on Wednesday, September 28, 2016 - 20:55 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Wed, 2016-09-28

Approximate Time: 09:30

Name of TSA employee (if known):

Airline & Flight Number: United 485

Checkpoint/Area of Airport: Checked baggage

Please provide a description of your inquiry/comment.:

I am a jeweler and had several pairs of expensive pliers in my suitcase so I could work while away from home. Of course, the pair that will be almost impossible to replace has gone missing from my luggage.

I am missing a pair of black handled pliers with a longish nose.

I will be happy to provide a photo, if needed.

==Passenger Information==

First Name (b)(6)

Last Name

Email: (b)(6)

Phone:

2339 9/29/2016

Submitted on Thursday, September 29, 2016 - 06:42 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date:

Approximate Time: 06:30

Name of TSA employee (if known): African American pregnant lady

Airline & Flight Number: AA2636

Checkpoint/Area of Airport: Checkpoint before trains to abc gates

Please provide a description of your inquiry/comment.: An African black lady with a foreign passport was frisked and had to undo her jeans in front of everyone in the security line. We could see most of her underwear from the front as her jeans were completely open. It was. Dry demeaning for her as I'm sure she was doing her best just to be compliant. Even if she did it herself the fact that the level of intimidation causes people to do this is unacceptable

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2340 9/29/2016

Caller said she and her husband flew from DC to ATL then to Tucson last night. Their cable locks are missing and their cases were left open.

Date Time of Incident: 09.28.16 Checked in Bag around 10:30 to 11:00 am Flight Time: 2:00 pm

Gate Terminal:

Airport: Dulles to ATL

Airline: Delta

Flight #: 200

Bag tag #: TWO BAGS: (b)(6)

Bag description: (b)(6) Large Duffel purple LLB Bean(OXN93) Canvas with wheels.

(b)(6) Large Duffel red LLB Bean(OXN93) Canvas with wheels.

NOI: NO

Email: (b)(6)

2341 9/29/2016

REASON for the call; Caller flew yesterday to DC and back on the 28th. She has a NOI on the 20th. On the 28th she did not have a NOI. She had a computer wrapped in bubble wrap in the middle of her bag between clothing. The computer was on top of her clothes and it is now broken. Her jewelry box is intact but the earrings are missing. She wants to file a claim. She also wants to know how the claim process works.

NOI present (writing on it):NO

Date and Time:September 28th at 1 PM

Airport:Dulles to San Diego

Gate and Terminal:NA

Airline:United

Flight Number:586

Bag tag #: (b)(6)

Bag Description:It is black and has a purple bow tied to it. It has wheels and is larger than carryon size.

Missing Damaged item description:She is missing 7 pair of earrings and her laptop is damaged.

email: (b)(6)

2342 9/30/2016

REASON for the call; Caller flew internationally. Callers lock was broken off her bag and her bag is broken. She is upset. She has several NOIs.

Her international phone number is (b)(6)

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

Date and Time:September 28th at about 7:45 pm

Airport:Dulles

Gate and Terminal:NA

Airline:Etihad

Flight Number:130

Bag tag #: (b)(6)

Bag Description:It is a black and blue stripes and says Ford Racing bag. It has wheels.

Missing Damaged item description:Her lock is missing and her bag is broken.

email: (b)(6)

2343 9/30/2016

Caller states she is a IAD. She has filed a paper complaint with the TSO supervisor however she is so upset she felt she needed to call and file another complaint . The TSO apparently has already had issues per the supervisor. She was at the international screening which she did not receive precheck. She opted out of the body scanner in advance of placing her item on the conveyer belt. The TSO did not call for anyone to assist her. He told her she would just have to wait. She has a connecting flight which she was concerned with missing .She did use the AIT as she was left no other choice. He also wanted her items sent through for screening where she could not see them. She asked for a complaint card. The supervisor asked her to complete the card then. The TSO said to her whatever, she responded to the supervisor that he needs to be fired.

Time and Date: 09 30 2016 3:15-3:45 pm

Airport IAD

Airline United from Frankfort

Flight number 251

2344 9/30/2016

Submitted on Friday, September 30, 2016 - 17:40 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Thu, 2016-09-29

Approximate Time: 10:30

Name of TSA employee (if known):

Airline & Flight Number: United 221

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

I was once again groped by a TSA agent, but this time it has really gone too far. After using the back of his hand to stroke my penis approximately four times, he next jammed his hand into my crotch so hard that it hurt.

I noticed some months ago when agents started ramming their hands into my crotch harder than they used to. It's like they're intentionally trying to hit my testicles hard enough for it to hurt. I think they are doing this on purpose to discourage people opting out of the naked scanning machines. First of all, this is not acceptable in the first place for TSA agents to touch our private body parts, much less slam their hands into our crotches. Nowhere else in the world in any circumstance is this kind of "security" pat down performed with touching of private body parts.

I opted out of the naked scanning machine and then waited a long time for someone to come over for the "male assist". Nobody came after several minutes, so eventually the guy watching the x-ray belt entry switched duties with someone else, and he came around to do my pat down. I'd also like to point out that my belongings were out of my sight for a significant amount of time during this wait, probably 5-10 minutes. This is also not acceptable.

The agent did the usual pat down stuff and while checking my legs from the rear, he slammed his hand into my crotch twice. Next, he came around to do the front of my body. When he got to my legs, after checking my waistband, he first stroked the front of my pants approximately 4 times in a downward motion, on my penis. This was incredibly inappropriate, and I have never had an agent stroke the front of my crotch, exactly where my penis is, EVER. Unbelievable!

He then continued with the next two rammings of his hand into my crotch. Both were too rough, but one of them made contact hard enough to make my testicles hurt, like being hit in the crotch by a tennis ball. Again, completely unacceptable and shocking.

I didn't dare say anything in the moment, since the TSA has

absolute power and control over us at the security checkpoints. (This is also an outrageous statement that I am sad to say.) We need to stop this security charade and abuse of power.

I tried to read the TSA agent's name badge, but I couldn't find his name. This happened approximately 10:40AM; I'm sure you can find me on the security camera footage, waiting several minutes before this agent finally took me back for screening. I had a red, blue, and tan backpack, and a laptop. I believe the agent was non-Caucasian, though I'm not sure. He was roughly my height, perhaps 5'7". Even in addition to this agent, though, the crotch ramming by all agents has intensified in recent months, as I said, and this needs to stop. It is not acceptable.

==Passenger Information==

First Name: (b)(6)

Last Name: (Private)

Email: (b)(6)

Phone:

2345 10/2/2016

Caller wanted info on a bag that was screened. The item was not placed back in the suitcase. It s a pallet of eye shadow that was damaged. The case was purple.

Date Time: 10.02.2016, 8:25am

Gate Terminal: D4

Airport: IAD

Airline: United

Flight #: 6009

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

Bag Description: The suitcase is a black Samsonite spinner, it has a multi colored handle. With an add off multi colored handle. The bag jas 4 wheels. The size of the bag is 30inches high and 8 inched deep.

Missing Damaged item description: Tartelette is the brand of the make up. The size is 3x4 inches. it has 12 pallet color, its 25% destroyed.

NOI: Yes,

2346 10/2/2016

The caller is missing two necklaces from her checked baggage and she would like to know what she can do. A NOI was not present.

2347 10/2/2016

The caller stated that she had nothing inside of her bag but prune juice and honey, and the officers damaged her bag by spilling the items. She would like to file a claim.

International Number: (b)(6)

MISHANDLING RFI
Date\Time: 09 27 11AM
Gate\Terminal: N A
Airport: IAD
Airline: Emirates
Flight #: N A
Bag tag # (10 digits): N A
Bag Description: Grey
Missing Damaged item description: Suitcase
NOI: Yes

2348 10/2/2016

Hello,

For the third consecutive trip, my luggage was inspected by TSA personnel. While this is not a problem, the fact that each time intense from my luggage have gone missing, is a very serious problem.

My flight from Dulles to Heathrow to Doha to Colombo revealed a TSA inspection form in my checked luggage. Also reveled was several missing bottles of expensive beer, a missing luggage band, and my packed items smashed and crammed back into the suitcase, damaging many items.

As a Federal Government employee, I hold myself and my employees to a higher standard of integrity and professionalism. I expect the TSA to do the same with its personnel, but this consistently seems not to be the case.

I expect a response to this email so that this situation can be resolved without forcing me to elevate it to higher levels.

Regards,

(b)(6)

ID Date Added_Date Only Contact Details

2349 10/2/2016 Caller informed me that he had some items missing from his carry-on baggage after receiving additional screening.

Date Time: 9 30 2016 7.35pm
Gate Terminal: Gate B67
Airport: IAD
Airline: American Airlines
Flight #: 1362
Missing Damaged item description: Missing black historical gifts.

2350 10/3/2016 The caller flew from IAD to ABQ. He has t-shirts missing.

Date Time: October 2 at 2:45 pm
Gate Terminal:
Airport: IAD
Airline: Delta
Flight #: 200
Bag tag # (10digit: (b)(6))
Bag Description: Maroon rigid duffle bag with a rolling wheels and handle. Coleman brand
Missing Damaged item description: Two t-shirts in tubes missing. Strap around the suitcase is missing
NOI: Nothing written on it.
RESOLUTION to the caller's issue:
Special Notes:

2351 10/4/2016 I flew from IAD to London on BA 216 on October 3. TSA searched my checked bag and left a notice inside my bag. However the bag was unlocked when I recovered it in London.

I used a TSA approved lock. My expectation is that TSA should relock searched bags. The lock was simply attached to a zipper.

Please explain.

(b)(6)

Sent from my iPhone

2352 10/4/2016

Sept. 30, 2016, 7 am, Dulles Airport, Washington, DC
Checking in for United flight UA6005 to Charlotte, NC, departs 8:20 am

TSA pre-check is a rip-off. I wasted my time and money to get it. It was supposed to save time and some of the hassle of getting through the lines and getting to your plane. Not so. There was no separate line for pre-check, so everyone had to go through the same long lines. Stone faced agents check your papers, hand them back to you and reach for the next person's ID without saying a word. There is no guidance to tell you what to do next and if you don't move fast enough, agents frown and motion or point, then they might tell you what to put into the containers or just let you figure it out for yourself. I still don't understand how you can wear your watch and rings, but have to take off your belt to get through the x-ray. Then they grab your carry-on and dump the contents on a table and look at everything. I saw them take away fingernail clippers and small nail files no more than an inch long, like it is going to be used as a weapon to hijack a plane. I'm surprised they let me keep my house keys. You then have to re-dress and re-pack your bags. Through all this process, I have yet to have an agent speak a kind word.

I hope I never have to fly again.

(b)(6)

2353 10/4/2016

Mr. (b)(6) flew on Virgin America. However, when he arrived to his final destination, he received an NOI. He is now missing an item, that was a antique cast iron door stop, black panther.

Date and time of travel: October 3rd at 6:50 PM

Gate or Terminal: Gate B63

Airport: IAD

Airline: Virgin America

Flight #: 77

Baggage Tag # (checked only): (b)(6)

Bag description: Black Nilon, Roughly 22in by 15 in

Missing Damaged Item Description: Missing antique cast iron door stop, black panther.

Was an Notice of Inspection (NOI) Present? Yes

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

2354 10/5/2016

Submitted on Wednesday, October 5, 2016 - 00:08 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Mon, 2016-10-03

Approximate Time: 01:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: Screening

Please provide a description of your inquiry/comment.: When my husband and I went through security, for some reason, I got the "special treatment". I am being facetious when I say that. I am a white female, 70 years old, 5'1", 130 pounds. I had on blue jeans, a shirt, bra, panties, shoes and socks. We went through the Pre Check line as directed by the arline. When we reached the security area, we went through the body x-ray scan which would have showed what I was wearing. I was not told why I received the "special treatment" which I resent. It was embarassing and done in front of everyone. As you can imagine, I was quite upset and in tears. She felt my body everywhere, even checked my hands for gun residue (front and back). I don't and would not ever own a gun. What they would have been looking for I cannot imagine? I have never been in any trouble ever, not even a speeding ticket. Everyone says it is for your safety. I say whatever! When we flew out of LAX, we were treated much nicer and seemed to have a better system. After my ordeal, and we were going to the gate, a young man went by and said welcome to Dulles Airport; this stuff happens all the time. If that is the case, this should be fixed. All this was not necessary. Needless to say, I will never fly into Dulles and not even sure if I will ever fly again. After this ordeal was over, it took several hours to recoup. I am sure you could care less whether I will fly or not, but this was beyond anything I have ever experienced. It appears she was a female who thought she had power--probably showing off.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2355 10/5/2016

Submitted on Wednesday, October 5, 2016 - 15:37 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Thu, 2016-08-11

Approximate Time: 21:00

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

Airline & Flight Number: TK0008

Checkpoint/Area of Airport: LANE 24

Please provide a description of your inquiry/comment.: Ms. (b)(6) gave me a pat down as part of the screening. She was completely unprofessional. She was doing it so strongly that my jeans were lowered from my waist. It was excessive, it was invasive, it was very long. I felt completely helpless to be treated so badly. TSA should not treat US citizens this way, in the name of security.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2356 10/5/2016

Submitted on Wednesday, October 5, 2016 - 16:28 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Wed, 2016-09-28

Approximate Time: 13:30

Name of TSA employee (if known):

Airline & Flight Number: United 560

Checkpoint/Area of Airport: TSA Pre-check

Please provide a description of your inquiry/comment.:

I was deeply shaken and humiliated by my experience going through TSA security check at Washington DC, Dulles International Airport on 9/28/16 at about 1:30 pm. I had TSA pre-check and anticipated going quickly through the security check process to try to make a stand-by flight while traveling with colleagues. My blouse apparently set off the airport scanner due to the metallic threads/glitter in it (from what the TSA agent said and the image she showed me on the monitor). I was completely fine with being swabbed and patted down given the scanning process. However, the experience took a turn for the worse when upon consultation with other TSA agents, the decision was made (rather on the fly) to check through my carry-on baggage. At first I was fine with this rather detailed process since it seemed quite a bit of overkill, but I could understand the agents were trying to do their job. It became readily apparent however, that this was completely out of line. One of the agents proceeded to take out each and every item from my carry-on bag including all articles of clothing (underwear included), my toiletries, shoes, birth control pills, etc and place them out of the bag in full view of all passengers filing through the TSA line. I felt like a convict entering a prison.

It was completely and utterly humiliating and caused me to burst into tears. While I am not opposed to a stringent TSA procedure for the safety of the airport, I firmly believe that this situation could have been handled with more finesse and discretion. I was not even allowed to touch my things until after they were handled by the female agents and rudely shoved back into my bag. I don't even think the TSA agent changed her gloves prior to handling my personal items, so I can only imagine

the potential for spread of bacteria onto my belongings. I have never felt so personally violated. And all because I wore a glittery shirt with metallic threads. Please re-evaluate your practice and consider training your agents to be more sensitive to passengers. Would I have been treated with such disregard if I were not a minority or a woman? It makes me wonder...

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)
Phone: [Redacted]

2357 10/6/2016

Caller said he was going through the Duluth airport with his girlfriend, he states a TSA agent comes up to her and asks for her email address and phone number. He stated she gave him the information. He stated that person is now sending her abusing her with text messages that have sexual content. He wants to file a complaint.

Before I could start asking for details he states he is at the doctors office and will have to call back.

2358 10/6/2016

The caller don t mind TSA checking her luggage. The caller bought at TSA lock and her lock was removed. The caller flew again and bought a new TSA lock and this time the officers cut the lock and put it in her suitcase. The lock had a red box on it. The caller wants to know why the officers cut the lock. The caller traveled from IAD to DFW to SJC. The caller wants to know what lock to put on so the officers do not cut it. The caller was told for safety she needed to lock her luggage.

Time and Date 10-5-16 departing at 3:11pm

Airport IAD

Airline American Airlines

Flight Nu 2541

Description of Luggage Large Travel Pro black in color.

Baggage Claim Nu Does not have

Description of Missing Item TSA lock was cut and layed in the suitcase

NOI Yes Nothing written

2359 10/6/2016

From: (b)(6) [mailto:(b)(6)]
Sent: Thursday, October 06, 2016 10:21 AM
To: tsa-contactcenter@dhs.gov
Subject: Damaged baggage

Flight AF 055 IAD->CDG.
Air France flight crew (b)(6)

Would you please be kind enough not to damage my suit case by forcing the lock especially when it's a clearly identified TSA lock!!!! Just to remind you guys that this is not an entertainment item for me but a work luggage.
Would be much appreciated if you replace this damage suitcase by a new one.
Image en lignelimage en lignelimage en lignelimage en ligne

HYPERLINK "<https://yho.com/footer0>"Envoyé depuis Yahoo Mail pour iPhone

ATTACHMENT WORKED BY ALLISON BAKER:
NOI INCLUDED

2360 10/6/2016

Good day,

I returned from Dulles airport to South Africa on Sunday, 2 October. On arrival in Johannesburg, I saw that you had broken the seals and locks on my luggage and left a note to explain the reason. I thought I'd write to provide you with the reason why I did not appreciate the manner in which the luggage was left without security measures. When luggage arrives from overseas at Johannesburg airport, the Oliver Tambo airport, baggage handlers are inclined to break seals and locks as well, and steal items from one's bags. So not securing bags after you had inspected them makes them vulnerable and there is a chance that special items bought overseas will be stolen. In future, if you break these seals or locks, will you please make an arrangement where you replace them by however means, so that one does not stand a chance of losing items stolen from bags. I hope that you do not see this message as interference in how you conduct your security efforts, but it might be useful for you to know that passengers who had visited your country, and had spent plenty of money to boost your coffers, deserves a little respect. This was my first visit to the USA and there will be plenty more so I hope this experience will not be repeated.

Best regards

(b)(6)

2361 10/8/2016

We flew into the USA through Washington Dulles, yesterday, 10.7.2016. With us we brought in 3 liters of alcohol (for our full party). We were assured initially that it would NOT have to be placed in our checked luggage when landing as long as they remained in their sealed bags. Adding them to our checked luggage in IAD was not a big deal as it was explained that they couldn't break the seal and check the alcohol sufficiently and therefore needed to be checked. We were able to place them in our suitcase so that was not an issue. I don't even mind that my bag was searched, as I understand that we all need to do our part to ensure the safety of all passengers. What I do NOT understand is why the SEALED duty-free bags were ripped open, and the collectable boxes the liquor was in was torn to shreds. One of the bottles appears to have been actually OPENED as well, so we went from sealed duty-free bags-- to opened bags (not a huge deal) shredded boxes, and now an open bottle of liquor which is now undrinkable (and wasn't cheap) because who is going to drink something which has been opened FOR us not within our sight? Completely unacceptable behavior which needs to be addressed with all people who were working, because we were out £75-100 on this bottle, and I'd assume we are not the first nor the last this has happened to passengers flying through Dulles.

2362 10/9/2016

Greetings.

I greatly appreciate the TSA making travel safer. I do not expect my bag to be left unzipped for its whole trip. I traveled out of Dulles on September 2 on Air France to Charles DeGaulle Airport in Paris. My bag was checked through to Barcelona (also Air France). When I collected my luggage, the outside large pocket was completely unzipped. The items miraculously were still there. I realize there are other ways that the zipper could have been opened, but I thought it was worth pointing out to you.

Again, thank you for making travel safer.

(b)(6)

2363 10/9/2016

Submitted on Sunday, October 9, 2016 - 15:27 Submitted by user:
Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Unreasonable Search and Seizure

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

Date: Sun, 2016-10-09

Approximate Time: 03:00

Please provide a description of the issue.:

I am aghast that my 88-year-old mother just called me to tell me that she was stopped by TSA for something 'triggered' on her hand. We both travelled a long journey today from Calutta to Delhi, India, and then had a 15-hour flight from Delhi to EWR, continuing on from EWR to IAD. At that point, since I live here in Virginia and she lives in Ohio, she proceeded for the first time on her own. Please let me remind you that in India, not only do people go through security once but up to several times and in Delhi alone, we went through 4 security check points. We both went through customs entering back into the USA and went through lines with drug sniffing dogs, X-rays and others, all with no incident. I cannot -- CANNOT -- believe that somehow there NOW at IAD something triggered that TWO days of travel through India and its very rigorous security, along with the additional security at our USA point of entry, EWR, was missed that the 'security' team picked up at IAD. I certainly am complaining about my SHOCK at this story from my 88 - that is eighty-eight -- year old mother went through, including a way too personal search in a room. She is and always has been a most upstanding citizen and is not deserving if this treatment. This is outrageous and indignant to such a lovely woman. I do want an explanation, including what the substance is they 'think' they saw on her hands that triggered this horrid series of events. She asked, but they refused to tell her. I want that answer and want it quickly.

Also, I will add that the preferred times for contact are all during working hours during the day. Please feel free to contact me by email either at my personal email (b)(6) or my work email (b)(6) or cell phone (b)(6).

V/r,

(b)(6) daughter of (b)(6)

List any witnesses: unknown

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

Are you filing this form for yourself? No

Relationship: Child

==Contact Information==

First Name: (b)(6)

Last Name: (b)(6)

Address: (b)(6)

City: (b)(6)

State: (b)(6)

Zip Code: (b)(6)
Phone: (b)(6)
Email: (b)(6)

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

2364 10/10/2016

Submitted on Monday, October 10, 2016 - 13:53 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Thu, 2016-10-06

Approximate Time: 18:00

Name of TSA employee (if known): luggage inspection

Airline & Flight Number: Alaska Flt 729 - IAD to SEA

Checkpoint/Area of Airport: Luggage inspection

Please provide a description of your inquiry/comment.: When I picked up my bag in Seattle the TSA lock was missing, the inspection notice was under the bottom of my clothes, and the zipper cover for that side of the case was left opened.

==Passenger Information==

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

2365 10/10/2016

Dear Sir/Madam

My checked-in luggage has been inspected by the TSA and the TSA002 lock on it is not working any more. It opens on any combination and that remains the case even after I have re-set it, following the specific instructions provided by the manufacturer, Antler. I understand that the TSA officers have to inspect the luggage but find it very unfortunate that they seem to have broken the lock in this instance. I use it every time I travel with the suitcase and will now have to buy a new suitcase. Could you please let me know what I should do to be compensated for my loss.

I travelled on flight UA924 from Washington Dulles to London Heathrow, departing Oct 9 2016 at 22.10.

Please find below the Damaged Baggage Report from the UA arrivals office at London Heathrow airport.

Attached, you will find photos of:

- the lock
- my baggage tag with reference numbers
- the TSA form left in my bag.

Looking forward to hearing from you.

Yours sincerely

(b)(6)

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

Date: Monday, 10 October 2016 at 10:40

To: (b)(6) <HYPERLINK "mailto:(b)(6)">

Subject: DAMAGED BAGGAGE REPORT.

<http://www.united.com/web/format/img/header/united-logo.gif>DAMAGED

BAGGAGE REPORT

CREATED AT LHR ON 10 OCT 2016 10:37 (LOCAL TIME)

Name: (b)(6)

Delivery Address:

Contact Numbers: (b)(6)

Email:

DAMAGED BAGGAGE REPORTFILE REFERENCE :LHR15896D

Bag TagDescription

(b)(6) Soft-Side Upright suitcase
DamageLOCK/SIDE

This report is now in our baggage system.

Retain this receipt, E-ticket receipt and claim check until your claim is resolved.

This report does not involve any acknowledgement of liability.

For further assistance please contact United Airlines

United Airlines Baggage Claims | Terminal 2 The Queen's Terminal, Heathrow Airport,
Middlesex, TW61EW

HYPERLINK

"mailto:BAGGAGE.HEATHROW@UNITED.COM"BAGGAGE.HEATHROW@UNITED.COM

or call (b)(6) (Terminal 2)

2366 10/11/2016

The caller stated that she traveled from IAD and received a NOI in her bag. She stated that a belt from a jumpsuit was hanging out of her bag and completely ruined. She stated that she has no issue with TSA going through her luggage and just wants to have this noted that the bag was not closed.

Date Time: 10 05 2016 5:55pm

Gate Terminal: Not Provided

Airport: IAD

Airline: Southwest

Flight #: 1127

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

Bag Description: Soft sided, expanding bag, blue, larger sized bag.

Missing Damaged item description: Damaged- Belt, goes to a jumpsuit, rope with two metal pieces.

NOI: Yes.

2367 10/11/2016

Submitted on Monday, October 10, 2016 - 23:03 Submitted by user:
Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

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

Date: Sun, 2016-10-09

Approximate Time: 16:00

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

Airline & Flight Number: United 6081

Checkpoint/Area of Airport: United Terminal East

Please provide a description of your inquiry/comment.:

My student's snowglobe was confiscated because it was "too big".
Even though it was tightly packaged and taped in a styrofoam
container, hermetically sealed, and in no way hazardous to either
herself or the plane, she was forced to give up her souvenir
space shuttle snowglobe, one she had purchased on her very first
trip to Washington, D.C. (and only her second time on a plane).

I would greatly appreciate either a reimbursement for the
snowglobe or a return of the snowglobe. I feel that confiscating
this souvenir was an extreme measure that only created ill-will,
in both me and my student, toward TSA.

Thank you for your prompt attention to this matter.

Sincerely,

(b)(6)

2368 10/11/2016

Submitted on Tuesday, October 11, 2016 - 11:35 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? Other

Date: Tue, 2016-10-11

Approximate Time: 06:00

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

Airline & Flight Number: JetBlue 1208

Checkpoint/Area of Airport: Dulles International Airport security screening

Please provide a description of your inquiry/comment.: This morning I was traveling from Dulles International to JFK, and at 5:55 AM went through TSA security and was stopped for a review of items in my luggage. Several items were scrutinized and not found to be against security regulations, and the TSA agent doing the search seemed increasingly annoyed that he didn't know what any of the items were but couldn't find any reason to take any of the items. Finally, the agent removed a 32oz bottle of coconut oil, which was frozen solid, from my bag. He told me that lotions and creams were not allowed, and I assured him that it was neither, that there was no liquid in the bottle, that it was unopened and not against any security regulations. He proceeded to tell me that peanut butter and jelly were also not allowed. I told him that it was neither, and he insisted that this was the same consistency. I told him repeatedly that it was not at all the same consistency, that the contents of the bottle could not be mixed, stirred, poured, or liquified in any way. He told me it was not up for debate and threw it away. I am very distressed at the arbitrary interpretation of regulations that allows someone to destroy personal property based on their own ignorance of what a product contains. His unwillingness to even examine the item for its contents to determine its properties was not conducive to security. Clearly, his willingness to casually dispose of the item in the trash can at his feet indicates that he did not presume it to be a threat to safety, but rather that he chose to interpret regulations in a way that would inhibit my civil liberties to the right to my personal property. I would like an apology and reimbursement for this item that was destroyed despite it not being a restricted or hazardous materials, and clearly posed no threat to safety or security.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2369 10/12/2016

The caller would like to make a complaint about an experience at IAD.

Airport: IAD

Date Time: October 11 at 3:15 pm

Airline United 988 from Frankfurt Germany

Incident: The traveler had two coughdrops in her pocket and was told loudly that she was to have the coughdrops removed from her pockets. The traveler also had a jade necklace and was told to wear in backwards to go through security. The agent moved her necklace from her back to her front once she went through screening and it hit her in her glasses.

The traveler was also traveling with duty free liquor. This caused extra time as it was unwrapped and placed in a machine.

The main complaint was the area was understaffed by the TSA. The caller thinks all the agents were stressed since there were so many people going through. This happened where the international screening is conducted for people who had flown in from overseas. The woman that checked her bag was polite but there was just not enough TSA agents to handle the crowd. The caller even stated there were not enough bins to place their items in to go through screening.

The caller states it was really short staffed and it appeared as though there was no one supervising. The caller states the main word to describe the situation is CHAOS.

2370 10/12/2016

Submitted on Wednesday, October 12, 2016 - 18:58 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Wed, 2016-10-12

Approximate Time: 12:00

Name of TSA employee (if known):

Airline & Flight Number: United Flight 221

Checkpoint/Area of Airport: United Premier

Please provide a description of your inquiry/comment.: When I arrived at my destination a brand new blouse that I packed in my suitcase before I left was missing. I spent over 15 minutes on hold on your contact center to no avail. The blouse is red sleeveless blouse from Chicos and cost me \$69 plus tax and I would like it either found or replaced.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2371 10/14/2016

Caller states that he flew from Dulles and that he is missing \$300 from his billfold that was in his carry on. His bag was put through the x-ray twice and had to wait 15 minutes for his bag that was out of sight.

Date Time: 10/14/2016 5:18PM (departure time)

Gate Terminal: Not Provided (center security line)

Airport: IAD

Airline: United

Flight #: 980

Bag Description: backpack black

Missing Damaged item description: missing \$300

***Caller would like to be contacted by the CSM

2372 10/14/2016

Submitted on Friday, October 14, 2016 - 09:22 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Fri, 2016-10-14

Approximate Time: 09:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: Baggage screening

Please provide a description of your inquiry/comment.: Peak hours
and tsa only has one X-ray point open! Over an hour wait. From
doc check to X-ray

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2373 10/14/2016

Submitted on Friday, October 14, 2016 - 06:20 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Wed, 2016-10-12

Approximate Time: 09:00

Name of TSA employee (if known):

Airline & Flight Number: Emirates EK-516

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: I had a
bottle of medicine Pepto Bismol in a ziplock bag. During checking
the bottle was removed from the ziplock and then was not closed
properly and not put back in the ziplock. It was just put on the
clothes. The bottle leaked and ruined my clothes and shoes.

==Passenger Information==

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

2374 10/14/2016

Submitted on Thursday, October 13, 2016 - 22:22 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Wed, 2016-10-12

Approximate Time: 08:30

Name of TSA employee (if known):

Airline & Flight Number: Emirates 232

Checkpoint/Area of Airport: Checked-baggage search

Please provide a description of your inquiry/comment.:

Four of my family's checked-baggage were searched by the TSA after dropping them off at Emirates' check-in desk. While unpacking in Dubai we saw that the plastic bags and bubble packaging that were used to prevent a spill of the liquid contents had been torn and were no longer able to protect the containers. All of the plastic bags could have been un-tied or opened using the "zip lock" feature. Instead they were ripped/cut open. The tape holding on the bubble wrap should have been opened so that it was not damaged and then re-secured with tape by the TSA agent.

Please advise all TSA agents to be more courteous when dealing with passenger bags. I understand that the TSA's job is to make sure that prohibited items don't end up on an airplane, but that doesn't mean that the agents can't take their time to ensure that fragile content is properly protected after it has been inspected. Had some of the liquids we were transporting been damaged, and leaked, it would have been a real mess for my family and I; possibly to other passengers too had it leaked through our baggage.

Please remember Jesus' words, "Treat others how you want to be treated."

Thank you

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2375 10/14/2016

Submitted on Friday, October 14, 2016 - 17:16 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Fri, 2016-09-23

Approximate Time: 15:00

Name of TSA employee (if known):

Airline & Flight Number: BA216

Checkpoint/Area of Airport: Dulles International

Please provide a description of your inquiry/comment.:

Despite having a TSA approved lock on my suitcase, the lock was completely missing after my checked bag had been searched.

I searched the suitcase after retrieving it and the lock was not to be found inside the suitcase or attached to the suitcase.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2376 10/16/2016

Caller stated that he flew from Dulles to Savannah on United 4831 with his wife. When he packed his bag he used a TSA lock. When the caller retrieved his luggage the lock was broken and placed back within the bag. Caller wants to provide feedback regarding the situation. The caller has concerns because his lock was TSA lock approved.

Type of lock:
TSA 001 lock

Date Time: 10 16 2016 7:00am

Airport: IAD

Airline: United Airlines

Flight #: 4831

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

Bag Description: Lucas Brand. Medium to large bag with four rolling wheels. Black with yellow accents.

Missing Damaged item description:

NOI: Yes

2377 10/16/2016

Caller informed me that he flew from IAD and his checked baggage was searched and a NOI was placed within his checked baggage. The caller informed me that he was missing some file from his checked baggage.

Date Time: 10 14 2016 10.05am
Gate Terminal: Gate A16
Airport: IAD
Airline: Etihad Airways
Flight #: EY130
Bag tag # (10digit: (b)(6)
Bag Description: Blue color, not new, looks dirty, older bag.
Missing Damaged item description: Missing Files.
NOI: Yes, no timestamp.

2378 10/16/2016

The caller stated that his lock is broken on his bag and he would like to file a claim.

MISHANDLING RFI
Date\Time: 10 15 9:55PM
Gate\Terminal: N A
Airport: IAD
Airline: Air France
Flight #: 0027
Bag tag # (10 digits): (b)(6)
Bag Description: Black
Missing Damaged item description: Lock
NOI: Yes

2379 10/16/2016

Dear sirs,
Yesterday, October 15, 2016, I returned to the US after a pleasure trip to Ireland from the Dublin airport. My luggage was checked onto United Air flight 127 from Dublin, to Dulles Airport, through to my home in Louisville, KY. Upon reclaiming my luggage in Louisville, I found my bright green luggage strap missing, and of course, the notice inside my case that it had been opened and inspected by your agency. Nothing inside was disturbed. I have all the luggage tags involved to identify my suitcase and your "Notice of Inspection" card .

I feel that you owe me a replacement strap. Samsonite sells them on Amazon for \$11.46 plus shipping and handling and tax. That amount would approximate \$9.00. So the total comes to \$20.00 to replace what was taken from me during your inspection. I would appreciate being reimbursed or have my strap replaced.

Please advise.

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

Sent from my iPad

2380 10/17/2016

Dear Sir/Madam:

Why is there no PreCheck lane after clearing customs when transiting through IAD? I arrived on Monday, 17 Oct 2016 on UA 53 to transfer to UA 980 and the security check was a disaster that could have been hugely ameliorated by providing a PreCheck lane. The bins got so backed up that they were falling off the assembly line and hitting a TSA agent in the head as he was attempting to corral them. The entire process made my 2 hr transit through Dulles a miserable experience.

(b)(6)

Sent from my iPhone. Typos courtesy of Siri.

2381 10/17/2016

Hello,

I recently traveled through Dulles airport in Washington DC. with a broken ankle where a plate had been surgically inserted. I had an accident while traveling and I was still unable to bear weight on the ankle. I was treated inappropriately by the TSA agents and I would like to make a complaint. I found a link to file a complaint against TSA at various airports but the Dulles airport was not available. How can I file a complaint at that particular location?

Thank you,

(b)(6)

2382 10/18/2016

I have just flown in from Washington Dulles on BA216 to London Heathrow. My suitcase was selected for TSA physical inspection. Whilst I FULLY appreciate the need for this as part of security measures, what I do NOT accept is the condition in which your "inspector" left my belongings.

It appeared that the contents had been tipped out and roughly treated. My toilet bag was open and the shampoo had spilt. A plastic file of work papers was scattered and crumpled amongst everything. And my clothes were rammed back in a random order in a very careless fashion with everything screwed up and crumpled. I cannot tell you how furious I am.

This shows a total lack of respect of people's property and quite frankly I am appalled that your officers have such a disregard for the very people I presume they are trying to "protect".

I would appreciate your comments and at the very least some kind of apology.

Thank you,

(b)(6)

Sent from my iPad

2383 10/19/2016

The caller spoke to TCC last night and was given the number to the lost and found at DTW. The caller flew from Amsterdam to DTW through IAD and EWR with United. The caller has a sticker on her label that says IADTSA. The caller states that her luggage was opened and she had a strap on her luggage and a name tag on her luggage. She is also missing a Cardigan sash from inside her luggage. She wants her luggage tag and luggage strap returned to her returned. The caller does not have a NOI inside her luggage. She was given the number The caller has phone numbers that end in (b)(6)

Time and Date 10-15-16 departing at 5:30pm

Airport IAD

Airline United

Flight Nu 1972

Description of Luggage Large black bag with wheels

Baggage Claim Nu (b)(6)

Description of Missing Item Luggage strap

NOI No

2384 10/19/2016

Submitted on Tuesday, October 18, 2016 - 22:55 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Tue, 2016-10-18

Approximate Time: 16:00

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

Airline & Flight Number: United 1567

Checkpoint/Area of Airport: Lanes 23,24,25

Please provide a description of your inquiry/comment.:

(1/3) TSA STALL AGENTS

Female, (b)(6)

Male, (b)(6)

Stalls 23, 24, 25

10/18/17

Rude about stall transition and they were not explaining things clearly. When I asked questions or tried to mske a comment they Spoke loudly over me so that I could not speak and then told me to stop complaining. I was not complaining was trying to explain that I was waiting for some room to move where they wanted me to go) but they wouldnt listen to anything.

They were very unprofessional and rude.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone (b)(6)

2385 10/19/2016

Submitted on Friday, October 14, 2016 - 21:56 Submitted by user:
Submitted values are:

Categories: Screening
==Complaint Detail==

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

Date: Fri, 2016-10-14

Approximate Time: 08:30

Name of TSA employee (if known): N/A

Airline & Flight Number: United

Checkpoint/Area of Airport: Regular not TSA preCHek

Please provide a description of your inquiry/comment.:

Hello,

I was sexually assaulted today by a TSA Agent. I do have TSA Pre-Screen, and I recently got married, and I need to update that. My fault. ;{

I was at Dulles International Airport today. I am on my menstrual cycle and requested for a pat down. The lady touched my genitals very inappropriately in the center. To the point, she was grinding my genitals unduly during the pat down.

She didn't even have me place one leg forward for a proper pat down. I told her repeatedly that I am on my period. I have evidence of pads in my backpack and purse.

She demanded that I go into a private screening, Inside of private screening, she didn't explain to me any of the process or procedure. Asked me if I wanted a drape... Then told me to unbutton my shorts. That's where she looked into my underwear exposing my vagina for 10 seconds for the other lady to see and turned over my underwear with my pad over to show the other TSA agent. I was humiliated and disgusted. I told them afterward, I wish, I was pregnant then to go through this and walked away. :(

This is purely sexual harassment and sexual assault. Women are allowed by law to have menstrual cycles and wear pads this is NOT illegal!!!

My rights as a U.S. citizen have been violated.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2386 10/19/2016

Submitted on Tuesday, October 18, 2016 - 19:51 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Tue, 2016-10-18

Approximate Time: 07:30

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

Airline & Flight Number: LH 0414

Checkpoint/Area of Airport: Transfers

Please provide a description of your inquiry/comment.: This employee said that opt outs were unavailable in jest after a well-trained tsa employee indicated that Dulles did permit opt outs. This particular employee lacked professionalism and risks violating the regulations as promulgated. He needs retraining.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2387 10/19/2016

Submitted on Tuesday, October 18, 2016 - 18:14 Submitted by user:
Submitted values are:

Categories: Screening
==Complaint Detail==

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

Date: Mon, 2016-10-17

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number: 2415

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

I was detained for no reason while a person in training was
instructed on equipment and process.

I feel that new people should be properly trained before doing
that in the field

Don't like being used. Very rude instructor and things were not
as they should have been.

10/18/2016

(b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2388 10/20/2016

From: (b)(6)
Sent: Thursday, October 20, 2016 5:04 PM
To: tsa-contactcenter@dhs.gov
Cc: (b)(6)
Subject: lost document during inspection
Importance: High

Dear Madam/Sir,

A document similar to the one showed in the attachment doc.jpg, has been lost after your inspection (see inspection.jpg) of my brother (in cc) luggage, before his trip from Washington Dulles to Rome Fiumicino on September 15, 2016.

Could you please let us know as soon as possible if you have this document?

Thanks,

(b)(6)

Attachment Worked by Blake

Attached were photos of a NOI and a document sheet.

2389 10/21/2016

From (b)(6) [mailto:(b)(6)]
Sent: Friday, October 21, 2016 9:19 AM
To: TSA-ContactCenter@dhs.gov
Subject: letter

Dear Sir,

Budapest, 20th of October, 2016.

I received your notice of baggage inspection and I sympathize with TSA's ambition to provide security for all passengers.

I also accept the inspection of checked luggage; nevertheless I cannot accept that my baggage has been destroyed during the process.

I also find it extremely annoying to receive my luggage wrapped in tape, with the lock smashed and in an unusable condition.

I claim a symbolic USD 100 compensation for the loss of my suitcase that has served me at numerous trips.

A perhaps even more irritating aspect is that such a handling of my luggage opens the possibility for the ground staff – e.g.: during transfer – to reopen my luggage and eventually place anything in it temporarily that can later on be removed.

I am convinced that such an exposure to vulnerability is a serious risk for any politician, like me, being Minister for National Economy in Hungary.

I hereby express my strongest disapproval with your procedure. If a baggage is locked, your officers should contact the owner to open it.

For your information:

my flight was by Lufthansa IAD LH 0415 C 08OCT
MUC

Attached please find the scanned boarding card and TSA Notice

Regards

(b)(6)

Attachment worked by Benge, Rachel M.

Attached was a NOI. The passenger flew on Lufthansa from IAD on 10/08/16. The passenger flew on flight number 0415. He flew out of gate B45.

Ezen üzenet és annak bármely csatolt anyaga bizalmas, jogi védelem alatt áll, a nyilvános közléstől védett. Az üzenetet kizárólag a címzett, illetve az általa meghatalmazottak használhatják fel. Ha Ön nem az üzenet címzettje, úgy kérjük, hogy telefonon, vagy e-mail-ben értesítse erről az üzenet küldőjét és törölje az üzenetet, valamint annak összes csatolt mellékletét a rendszeréből. Ha Ön nem az üzenet címzettje, abban az esetben tilos az üzenetet vagy annak bármely csatolt mellékletét lemásolnia, elmentenie, az üzenet tartalmát bárkivel közölnie vagy azzal visszaélnie.

This message and any attachment are confidential and are legally privileged. It is intended solely for the use of the individual or entity to whom it is addressed and others authorized to receive it. If you are not the intended recipient, please telephone or email the sender and delete this message and any attachment from your system. Please note that any dissemination, distribution, copying or use of or reliance upon the information contained in and transmitted with this e-mail by or to anyone other than the recipient designated above by the sender is unauthorized and strictly prohibited.

2390 10/22/2016

The caller says his checked baggage was inspected. He says his zipper is broken off of his bag and there is TSA tape wrapped around the baggage. He no longer can use the bag and wondering how to file a claim for this.

Date Time: 10 22 16 10:07AM

Gate Terminal: C17

Airport: IAD

Airline: United Airlines

Flight #: 117

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

Bag Description: It is a larger black rolling bag. It is Travel Pro.

Missing Damaged item description: The zipper is broken making the bag unusable.

NOI: Yes. Nothing written or stamped.

2391 10/24/2016

Caller states he would like to file a complaint . His luggage was inspected, the suite case has zipper that clip into a lock. The lock was not locked back. He has a NOI without anything wrote on it . He does not have anything missing or damaged. His suited case is burgundy and Briggs and Riley.

Time and Date: 10 21 2016 @ 2:35 pm

Airport IAD

Airline United

Flight number 696

Bag tag # (b)(6)

Missing Damaged Items: Lock was

NOI? Yes

Is there anything handwritten or timestamp on NOI? No

2392 10/24/2016

Julia is a small business that sells medical equipment, and she has a suitcase that has a lot of items that were in disarray and broken because of TSA s check. She cant afford to have these items broken, and she would like to know if there was a TSA check of checked luggage in front of her.

Date Time: 10.22.2016 @ 8:25 AM

Airport: IAD

Airline: United

Flight #: 796

Bag tag # (10digit: Unknown

Bag Description: Large Samsonite navy blue with 4 rollers on the bottom.

Missing Damaged item description: None of Julia s medical equipment was placed the way it was found, and a few items are broken because of how they were placed back into the luggage by TSA.

NOI: Yes, no note.

2393 10/24/2016

Submitted on Monday, October 24, 2016 - 11:41 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Sat, 2016-10-22

Approximate Time: 11:00

Name of TSA employee (if known): Unknown

Airline & Flight Number: United 4840

Checkpoint/Area of Airport: Check point leading to Gate 2

Please provide a description of your inquiry/comment.: I had two small carry on bags. One containing a small tablet and the other containing two wrist watches and other electronic items. I also had a Bluetooth headset. In addition to that, I have a permanent urethral catheter in place which caused me to have additional screening at the check point. My bags were sent thorough the screening machine and were with the TSA agent while I was being screen in a different area. After being cleared, I collected my belongings and went too the gate. When I arrived home and eventually unpacked my bags, I discovered that my watch and Bluetooth headset was missing. I made a couple of phone calls and of course, the results were negative. I am going to submit a formal claim as well as complaint. I don't have the receipt for the watch as it was a birthday gift this past July. I do have the box, model number and operations manual. What is an acceptable form of proof of value?

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2394 10/25/2016

Submitted on Monday, October 24, 2016 - 22:42 Submitted by user:
Submitted values are:

Categories: Lost and Found

==Complaint Detail==

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

Date: Mon, 2016-10-24

Approximate Time: 02:30

Name of TSA employee (if known): Unknown luggage screener

Airline & Flight Number: Southwest 2973

Checkpoint/Area of Airport: Southwest Baggage Drop-Off

Please provide a description of your inquiry/comment.: TSA inspected my checked suitcase but failed to put my TSA-approved Samsonite TSA Travel Combination Cable Luggage Lock back on after the screeners were finished. I'm in New Orleans right now (via Atlanta) and the lock is missing. I can only assume that it's either laying on a table or on the floor somewhere within the TSA screening area for Southwest Airlines. This lapse in basic competency doesn't instill a great deal of confidence for me in your screening staff at Dulles. How can I file a claim to get my lock replaced, which your employees lost?

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2395 10/25/2016

Hello,

I flew from Dulles (IAD) to Addis Ababa yesterday, the 24th. Before I left, I very carefully packed a bag of frozen blueberries into my luggage. I need to emphasize the "carefully" part of that: the bag of blueberries was sealed in the original container, which I then put into a tied and sealed plastic bag. I placed that plastic bag inside a cooler bag that was also taped and sealed. Then I put the entire cooler bag inside a plastic trash bag and sealed it again.

When I arrived in Ethiopia, I found that the entire outside of my bag was stained blue and, as I wheeled my luggage to a taxi, drips of blueberry juice were falling on the sidewalk. When I opened my bag, I found that it had been inspected by TSA. In the process of that inspection, they ripped open the sealed bags containing the blueberries and -- apparently -- punctured the store bag that it came in.

I say "apparently" because nearly everything in my suitcase has been dyed bluish purple. Four pairs of pants are ruined, along with two dress shirts, a pillowcase, and a pillow, not to mention my suitcase itself, which is covered in blueberry juice.

I have spent the last 5 hours trying to remove the stains, but blueberry stains are not easy to remove. I managed to remove the stain from three white t-shirts, but the remainder of my clothing appears to be completely ruined.

I understand that TSA needs to inspect my bag. I have no problem with that. I even understand that you need to inspect my bag of blueberries. But the TSA agent made no attempt to protect my belongings after destroying my careful packing system. They could have put it into a walmart bag and taped it up -- at least then maybe my clothes would have stood a chance.

Instead, I have a bunch of ruined clothing that I now have to wear to business meetings for the next two weeks.

I am incredibly upset by this. Is this really the way TSA treats passengers' luggage? What if I were transporting fragile art? Would a TSA agent just haphazardly toss my art back into the suitcase without bothering to even try to re-pack it properly?

(b)(6)

2396 10/26/2016

The caller had a problem at a IAD. The caller was taking to Liberia and the officers did not read his passport well. He missed his flight and was able to book another flight. He went to the embassy and they told him that they would look into the situation for him but the caller wants to handle the issue. The officer did not read the passport and told him it was expired but his passport is valid until 2018. The officer told him to step aside to go back and get his stuff. The caller took his bag upstairs and went to the airline with his passport and the airline told him they could not do anything. The passport is from Liberia. The caller got through screening the second time after the embassy personnel took him to the airport and the embassy personnel talked to the supervisor. The passport was issued by the Liberian embassy in DC.

Time and Date 06-19-16 departing at 11:25pm
 Airport IAD to JFK to Liberia
 Airline JetBlue and then to Royal Airlines
 Flight Nu 7919

2397 10/26/2016

Issue:

Caller went through Dulles on Monday at 8:00AM and accidentally left about \$5,000 worth of jewelry pendants at security screening. She called TSA lost and found at Dulles, David there told her that if an item is found by a TSA agent, they bring them downstairs and he logs them on the sheet. He says the items she left at security were never turned in. I asked her what number she called for the TSA lost and found was 703-662-2234.

Date and Time: October 24 at about 8:00AM when she went through security
 Gate Terminal: She came in at the Delta terminal, PreCheck lane. She flew from Gate B, but this was in a different area.
 Airport: Washington Dulles
 Airline: Delta
 Flight #: DL5701
 Missing Items: She s missing about \$5,000 worth of clay jewelry pendants, placed in gallon-sized bags. They look like poker chips according to the TSO at screening. That what he kept referring to them as.
 Email: (b)(6)

2398 10/27/2016

Caller just came back from Overseas and her bag was inspected. Her olive oil is missing from the checked bag.

Date Time: 10-25-2016 2:00pm
 Gate Terminal: ?
 Airport: Dulles, Washington D.C.
 Airline: United
 Flight #: 141
 Bag tag # 10digit: (b)(6)
 Bag Description: Burgundy Red color, zipper in the front with a pocket, blue masking tape on it to identify it-Samsonite not hard-sided
 Missing Damaged item description: Glass bottle Olive Oil from Mallorca
 NOI: Yes

2399 10/27/2016

Submitted on Thursday, October 27, 2016 - 10:08 Submitted by user:
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

Where did this happen? Other

Date: Wed, 2016-10-26

Approximate Time:

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

Airline & Flight Number: From UA-919 connecting to UA-1497 at IAD

Checkpoint/Area of Airport: Security prior to UA-1497

Please provide a description of your inquiry/comment.:

Coming from LHR to IAD yesterday, Global Entry permitted an easy entry back home for myself and my wife, two jet-lagged travelers.

Global Entry is great!

HOWEVER, prior to boarding the connecting flight from IAD to RDU, we had to go back through security at IAD, despite the fact that we had "TSA Pre-check" on our boarding passes.

The experience undid all the good of the Global Entry experience.

There is no "TSA Pre" @ IAD. THIS IS BAD NEWS!

The screening area resembled a cattle drive in an old western movie.

Much too small, much too crowded.

It took forever to get through.

PLEASE PUT ON YOUR ASAP LIST TO CORRECT SITUATION.

Thanks, (b)(6) Pinehurst, NC

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2400 10/27/2016

Submitted on Thursday, October 27, 2016 - 15:21 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? GEORGIA - ATL - Hartsfield-Jackson
Atlanta International

Date: Wed, 2016-10-26

Approximate Time: 19:00

Name of TSA employee (if known):

Airline & Flight Number: United UA6305

Checkpoint/Area of Airport: Domestic Baggage Claim

Please provide a description of your inquiry/comment.:

Dear TSA when I went to collect my baggage from domestic baggage claim, (ATL 10/26/2016) the TSA approved padlock was open. I traveled in from LHR (UA919) to IAD and did not notice the padlock was open when I rechecked my bags for my connecting flight to ATL.

My medication had been checked. Whilst I completely understand that baggage can be searched for security purposes and the importance of the work done by TSA, my TSA approved padlock was not closed after inspection. I have looked through my things and so far I cannot see anything is missing, but finding my luggage unsecured was worrying and I question the standard or care and regard my possessions were treated with.

Is it normal policy to not relock TSA approved padlocks after checking as I have never experienced this before?

I look forward to hearing from you soon.

Regards,

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2401 10/27/2016

CSM RFI-----Mishandling RFI

REASON for the call:

Callers Mother, (b)(6) flew from Dulles to India on 10-25-16 and she had a Seiko gold watch she put in the tray at checkpoint 3, line 1 along with her bangles. When the bin came out the other end her watch was missing and she did report it to the TSO but all the TSO s said they had not seen her watch. He confirmed she was not separated from her bin during the process except for a few seconds when she walked through the AIT. He called lost and found but nothing was turned in so they want to file a claim.

Date Time: 10-25-16 She was at the checkpoint between 7:45 - 8:10 PM for a 9:20 PM Flight departure.

Gate Terminal: Not sure but it was the international terminal

Airport: IAD

Airline: Qatar

Flight #: 708

Missing Damaged item description: Seiko gold watch (it was a gift from him to his mother on 9-1-16

2402 10/28/2016

Caller stated his bag was searched and when he got his bags back his bags were not locked and one of the locks was missing. Caller stated he didn t want to file a complaint but he wanted to let us know that TSA should take more care as to locking peoples bags back. He stated this was at IAD.

2403 10/28/2016

The caller traveled on Tuesday out of IAD on SW airlines when she noticed a pair of socks were missing from her checked baggage (NOI present).

Date Time: 10-25-2016 4:20PM

Gate\Terminal: na

Airport: IAD

Airline: SW

Flight #: 2973

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

Bag Description: Red bag, carry on size. Purple and white polka dot ribbon. American Tourister.

Missing\Damaged item description: Socks were missing from her checked baggage.

NOI: Yes

2404 10/28/2016

Caller traveled from IAD and her bag was left open after inspection she found a NOI inside.
She had nothing missing or damaged but just the condition of her luggage was unacceptable.

Date Time: 10 27 16 at 11:05

Gate Terminal: NA

Airport: IAD

Airline: SW

Flight #:167

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

Bag Description: Red Samsonite

Missing Damaged item description: nothing was missing or damaged a plastic container with cuscus was flattened but never spilled.

NOI: YES

2405 10/29/2016

Dear sir,

I received a paper in my luggage that my luggage was opened and searched as part of your protection policy.

Unfortunately, I discovered that two(2) very vital books were not returned into my luggage. These were books that are newly purchased and I just got them from the American Academy of Ophthalmologists conference that I just attended at Chicago between the 14th and 18th of October 2016. These books are in volumes of about 16 in number and two of them which I packed at the topmost part of the bag are the ones that were mistakenly not returned.

I boarded the flight TK 0008 10.55pm Turkish Airline flight from Washington Dulles international airport on 27th October to Abuja Nigeria via Istabul. My name is (b)(6)

(b)(6)

Please kindly do all things possible to enable me receive those books back.

I have attached the notice of baggage inspection, photographs of the bag, other volumes of the book, boarding pass and passport.

Thank you in anticipation of your favorable response.

Yours sincerely,

(b)(6)

+(b)(6)

Sent from my iPad

2406 10/30/2016

Caller states he is calling from Germany. He traveled on 10 27 from IAD to Munich. He is missing a metal from his checked luggage.

Time and Date: 10 27 2016 @ 5:15pm

Airport IAD

Airline United

Flight number UA106

Bag tag # (b)(6)

Missing Damaged Items: Missing a metal from checked luggage

NOI? Yes

Is there anything handwritten or timestamp on NOI? (b)(6) wrote in green ink

2407 10/30/2016

Caller stated she flew from IAD on the 26 and upon arrival noticed a NOI and her watch taken from her bag. Caller wanted to know how to retrieve her item.

Date Time of Travel: 10- 29-16 5:27 P.M

Gate Terminal: Gate B

Airport: IAD

Airline:Delta

Flight #: 1230

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

Bag Description: Black bag with Neon green luggage tag soft sided suitcase

Missing Damaged Item Description: Black and gold Michele Watch

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)

2408 10/31/2016

To Whom it May Concern,

On 29 Oct, I flew back from Vienna Austria through Dulles International. I had one bag checked which I claimed at Immigration and Customs and rechecked once through Customs. The bag was locked with a TSA-approved blue lock that had cost me about \$12. When I arrived at my final destination (Pasco WA (PSC)), I noticed the lock was missing. When I arrived home, there was a note in the bag that the bag was searched at Dulles. I don't mind the search and have had it happen to me several times in the past. However, what I did not expect was first my bag not being relocked with my TSA-approved lock and the sports jacket that was very carefully folded in the bag to prevent creasing haphazardly in the bag. I now also have to bring the jacket to a cleaners to get it pressed.

I really do appreciate the work the TSA does. I had spent 20 years in the Air Force so I know what it means to serve my government. However, there is also an expectation of care also which was obviously missing at Dulles. Not sure what can be done about the lock or the cost of the cleaners for the pressing but I found this disgraceful enough to write.

I would also appreciate a response to this email so I know that at least someone read it.

Thanks for your time,

(b)(6)

2409 11/1/2016

Sir,

My wife and I left Washington Dulles airport to London at 11:30 pm flight on BA airlines. One of luggage was unfortunately badly searched, as I have put a bottle of shaving foam gel, not allowed to carry it with me, in this bag and due to reckless handling of the search the cap was not put back in place, accordingly the bag and most of my expensive shoes and other stuff were damaged by the foam gel during the flight. Please make a note of this incident and I hope something like this would not happen to you or someone you know. It is very frustrating after a long journey you want to shave and you find that the shaving bottle is empty, because someone did not do his job properly.

Thank you

Regards

(b)(6)

2410 11/2/2016

I recently traveled from Dulles to Sacramento via Denver on 10/25/2016. My bag is a duffel type with a zipper closure and two interlocking restraint straps, and the zipper pulls were secured with a TSA approved lock when I checked my bag at Dulles. I noticed when I picked up my bag at the luggage carousel that the restraint straps were not connected and my TSA approved lock was missing. I checked inside my bag and there was a NOTICE OF BAGGAGE INSPECTION inside. This is not a new thing to me as I have traveled in the past for work and my bags have been inspected several times. What is new is that I don't feel my bag was properly secured after the inspection. It is my expectation that a bag should be secured after an inspection and if there is a TSA approved lock, that it should be returned to the bag and locked. This did not happen.

(b)(6)

Sent from my iPad

2411 11/2/2016

Submitted on Wednesday, November 2, 2016 - 11:16 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Wed, 2016-11-02

Approximate Time: 10:30

Name of TSA employee (if known):

Airline & Flight Number: United 655

Checkpoint/Area of Airport: TSA Clear East

Please provide a description of your inquiry/comment.:

After going through screening a female TSA agent said she had to pay me down. The screen she was looking at showed yellow and said back and left arm. Instead she literally felt up and groped my buttocks and genitals I felt sick and humiliated after this horrible encounter. I could swear the make Agents standing near her were smirking and laughing. How do I follow up on this. She did not seem to be wearing a badge or name tag but I will relent her face.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2412 11/3/2016

Caller is active duty officer stationed in Alaska, he was taking a flight on Oct 29 from Washington Dulles. Caller checked his luggage and brought 3 firearms, caller said that 2 of them made it to Alaska. Caller said that one of them has not made it to him yet, he went through the declaration process for his firearm and they were put through the x-ray machine and cleared. Caller said there were 4 different locks on the cases, right before boarding his flight the agent told him he could not board until he gave the combination to his case. Caller did not have a choice but to give them the combination, when the flight was taking off he was called to the cockpit because TSA was on the phone. Caller said again they told he would have to either get off the flight or continue with the flight and leave his firearm behind. Caller was told that the reason his gun case was not allowed on the plane was because it was not adequately locked. Caller had his wife pick up the case and its missing one of the locks. Caller said that when he originally checked in the gun case it had 4 locks on it, his wife is afraid to open the case and he is afraid there is something damaged or missing.

REASON for the call: Missing Lock

Date Time: 10 29 16 @ 8:33 AM

Gate Terminal: N A

Airport: IAD

Airline: United

Flight #: N A

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

Bag Description: Black Hard Case with Firearm

Missing Damaged item description: Missing Combination lock

NOI: N/A

2413 11/3/2016

I just got home from my trip to Brazil, and TSA opened my bag. To my surprise, my bag was a mess. Before leaving I had packed everything away neatly. Several crystal glasses I had were broken. The bag was also unlocked and slightly unzipped, even though the locks were TSA locks. I'm fine with inspecting my bags but damaging my possessions is unacceptable. I was extremely surprised and upset to see that my bag was disorganized and some of my things had been broken. Can you please refund the three crystal glasses that were broken? I left São Paulo on October 31 UA 860 Boeing 777-200 to Washington DC US(IAD-Dulles) to Lax UA470 Boeing 757-200 Lax To ITO UA 1004 Boeing 737-800.

Hope to hear soon from you.

(b)(6)

2414 11/3/2016

Submitted on Thursday, November 3, 2016 - 10:08 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Tue, 2016-11-01

Approximate Time: 12:00

Name of TSA employee (if known): #79540, I believe

Airline & Flight Number: United #453

Checkpoint/Area of Airport: I do not recall

Please provide a description of your inquiry/comment.: After I went through the revolving X-Ray (which I thought was being removed from major airports), I was stopped for pat-down. For some inexplicable reason, the machines always mark my upper arms, and my hips. My body is entirely 80-year-old parts: no artificial joints, no transplants. I was wearing cotton clothing, no jewelry or watches except sterling earrings. The agent patted down very aggressively, including my inner legs to my crotch, although that area was not highlighted on the screen. She loudly told me to spread my legs more, then to turn around. Again she patted my inner legs although she had already done that. Again she told me to spread my legs more. She felt inside my underwear. I was getting very upset and finally asked to see her supervisor. He was standing right there, looking a bit sheepish, but not unpleasant. I finally said, "You are being abusive!!" She certainly was, as well as rude. She was simply exerting her power over me in a fundamentally wrong manner. Further, something is wrong when the machines mark me for no reason. I own no explosives, and certainly wasn't wearing any. I was wearing no metal. There was nothing to attract a machine looking for those items. I have already had cancer and do not like going through the machines, but a humiliating and unnecessary pat-down is inexcusable.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2415 11/3/2016

Submitted on Thursday, November 3, 2016 - 20:43 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Mon, 2016-10-31

Approximate Time: 09:00

Name of TSA employee (if known):

Airline & Flight Number: United 485

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: I had a TSA approved/access lock on my bag so why was it cut off? This is the second time this year my lock was cut off when it is suppose to be a TSA lock that TSA has a key. I purchased them because they are TSA locks....so why cut them off?

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2416 11/4/2016

Caller states he had a laptop inside his checked baggage that is now missing. Caller states he found a NOI inside the bag and asking what can he do about this.

Airport: Washington Dulles

Airline: United

Flight #: UA1566

Date Time: 11-03-2016 2:30 pm

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

Bag Description: Green bag about 39 inches tall with wheels

Missing Damaged item description: Laptop

NOI: Yes

Anything on NOI: No

Gate Terminal: Gate D 6

Email Address and phone: (b)(6) (Caller was in Mexico City)

2417 11/4/2016

From: (b)(6) [mailto:(b)(6)]
Sent: Friday, November 04, 2016 10:03 AM
To: TSA-ContactCenter@dhs.gov
Subject: Damaged luggage by the Inspector

Dear Office,

I was a passenger of the UA flight 225 on October 21 from IAD to Chengdu. When I arrived at Chengdu airport, I found one of my luggage was forced opened and damaged, and two books are missing. I have checked with the airline customer service and they found out your TSA notice of baggage inspection notice inside the damaged suitcase. They suggested to me to contact your office directly for the damaged luggage and missing books.

Could you explain how you damaged the luggage and why you took the two books away. I would like to find out how could I get the books back and compensated for the damage luggage suitcase.
Thanks for your anticipated help and advice.

(b)(6)
Attachment worked by Benge, Rachel M.

Attached were photos of a damaged suitcase.

The tag indicated a flight from IAD. The tag number was (b)(6)

Inline image
Inline image
Inline image
Inline image

Show original message

2418 11/5/2016

The caller stated that she boarded South African Airlines on Thursday. When she checked her bag the employee at the airline ticket counter made a phone call and stated she s here . When the caller asked who is here the employee ignored her. The caller then proceeded to go through security and board her plane.

When the caller returned home and checked her bag she noticed a NOI and that the contents of her bag had been destroyed. The caller stated that she had new clothes for Christmas gifts in her bag and they are ruined. The caller had salad dressings in her bag that TSA unsealed and the salad dressings spilled over the contents of her bag.

The caller believes that TSA was waiting for her to arrive because the airline made a phone call when she checked in. The caller believes the phone call made, to what she believes was TSA, is related to the destruction of her bag.

The caller would like to be contacted back regarding the situation. If possible she would like to be reached by telephone at:

(b)(6)

Date Time: 4:30 - 5:00pm 11 3 2016

Gate Terminal: B39

Airport: Dulles

Airline: South African Airlines

Flight #: 210

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

Bag Description: London fog bag. Dark green with brown on the corner. Another bag that is a Chinese bag that red.

Missing Damaged item description: New clothes, shoes, dresses. Salad dressing was spilled all over the contents of her bag.

NOI: Yes

2419 11/5/2016

She said she and her husband live in VA. She said she flew from Dulles on Nov. 1 on Southwest flight # 1127 and that she was in the PreCheck line. She said that she had to have additional screening and that the Officer would not let her go back through the ait machine. She said the female passenger behind her had metal on her clothing but the Officer told her she caused the alarm. She said she did not have any metal on her body or clothing. She said the female Officer showed her on the screen that she caused the alarm. She said she asked for a Supervisor and that Supervisor (b)(6) came to the checkpoint but that he would not look at her and he just handed her purse to her husband and walked away. She said the other Officers would not give their names or their badge numbers to her. She said she had to request to have the patdown in a private room and that she asked for a complaint card. She said the patdown was invasive. She said she is flying today from Vegas and she wanted to report this incident. She said she has a complaint on the patdown and the lack of customer service from the Officers. She said her employer provides software for Homeland Security and that those employees have always been professional but that the Officers at the checkpoint that day were not professional.

Mishandling RFI
REASON for the call:Complaint
Date Time:11-01-16 at 5:55 pm
Gate\Terminal:gate 50
Airport:Dulles
Airline:Southwest
Flight #:1127

2420 11/5/2016

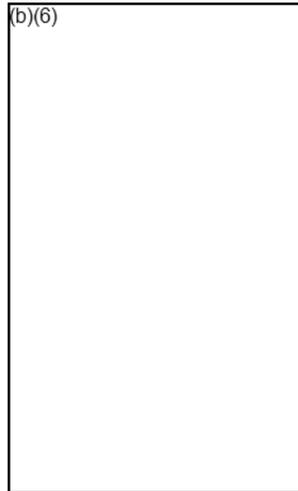
Callers bag went through the TSA check and now it is damaged. She stated there was an NOI inside and their TSA approved lock was missing. Caller said she is most annoyed because they had Butterfinger candy bars and someone removed those out.

Date and Time: 11 4 16 at 3:00pm
Airport: Dulles
Airline: Delta
Flight: 200
Bag Tag: (b)(6)
Bag Description: Pine Green Hard case Samsonite
NOI: Yes, nothing written or stamped

2421 11/5/2016

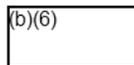
Hello,

I found a Notice of Baggage Inspection in one of my bags from IAD to BKK. While two bags have been inspected, one bag is missing a TSA-approved Master® lock. Below are the details transcribed from the baggage tag.



I kindly request either returning or reimbursing me for the missing TSA-approved Master® lock.

Thank you in advance,



2422 11/6/2016

Submitted on Saturday, November 5, 2016 - 19:50 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Thu, 2015-11-05

Approximate Time: 06:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: Employee checkpoint

Please provide a description of your inquiry/comment.: A TSA member but the name I dont no she is an African American lady I had an ice pack when the ice melted she started to talk very aggresivly in a very rude and mean way. Showing a zero amount of respect to me. She started to say that is a rule. i have come through the employee checkpoint i have treated by other TSA members they shown positive respect but this lady was mean i wanted to yell at her but i was like no point that will only make things worser. If you can guys can please fix this problem i will appreciate that.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2423 11/6/2016

From: (b)(6) [mailto:(b)(6)]

Sent: Sunday, November 06, 2016 5:17 AM

To: TSA-ContactCenter@dhs.gov

Subject: Damage to a TSA Recognized Lock 5 Nov Dulles

Please see obvious tool marks and unnecessary damage. This is a travel sentry lock as recognized by your web site. The bag was not relocked and the TSA officer clearly did not use the tool for these locks. I would hope that appropriate re training takes place for an employee that clearly does not value his or her job standards.

I was on UA 918 IAD to LHR. Bag checked at 1710. UA Tag number (b)(6), to assist you in finding the shift with the quality problem.

Sent from my Verizon, Samsung Galaxy smartphone

Attachment Worked by Blake

Attached was a photo of the lock.

2424 11/7/2016

Submitted on Monday, November 7, 2016 - 11:02 Submitted by user:
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

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

Date: Mon, 2016-10-24

Approximate Time: 15:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: TSA pre

Please provide a description of your inquiry/comment.:

I am a frequent traveler. I have never applied for TSA pre but frequently receive boarding passes with that imprinted. On my return flight to Seattle on Monday afternoon after a hearing before an Administrative Law Judge at FERC on Monday morning, Oct. 24,2016, in a matter delegated to FERC ALJ's by the Surface Transportation Board, I went through TSA pre security. I am a 65 year old lawyer with an artificial right hip (have had it for over ten years due to a bicycling accident years before), and always decline the X-ray search, electing the pat down. An agent claimed that I tested positive from the patdown for some explosive (I was wearing a business suit and shoes from the FERC hearing). I was then accompanied by three more agents for an extensive pat down of myself, and ruffle through my litigation bag and suitcase. Of course, absolutely nothing was found, but the whole incident took 15 or 20 minutes. One of the agents said that this was simply a random thing. Alternatively, your chemical tests for explosives at Dulles appear to be misguided. Which is it? If random, why have TSX pre in the first place?

I was extremely annoyed for a variety of reasons, and had I not won at the FERC hearing, would be writing my Congressman and Senators rather than you people directly for an explanation.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

ID Date Added_Date Only

Contact Details

2425 11/7/2016

Dear Sir/Madam

We flew from Dulles to Heathrow on Thursday, 3 November on United UA 122 (IAD - LHR). My suitcase was subjected to inspection.

I do not write to you to complain about the inspecting of my case but to complain that, unlike has happened on previous occasions, the special padlock was this time not put back on the suitcase.

This means my suitcase traveled and arrived unlocked, which I am not happy about but, most of all, that I now have lost this expensive padlock, one that can be opened but only by an inspector.

I am not at all happy that I shall have to now buy a new and expensive inspection padlock.

Yours sincerely

(b)(6)

PS

It would be useful to know why my case is always inspected.
What is it that seems to be dodgy that I pack
or is it just because I do lock it?!

2426 11/9/2016

The caller stated that TSA inspected his checked bag and he is missing several chargers.

Date and Time: 11-06-2016 10:35AM

Gate and Terminal: Gate C9

Airport: IAD

Airline: United Airlines

Flight #: Not Available

Bag Tag #: Not Available

Bag Description: Large, red, rolling suitcase, two front pouches, marked heavy.

Missing Damaged Items Description: 3 USB android phone chargers are missing, apple charger, power bank and a Nintendo charger are missing.

NOI: Yes

Does the NOI have a Timestamp Written Notice: No

2427 11/9/2016

Caller said he had a flight in the U.S and his bag was inspected. There is an item missing.

Date Time: 11-6-2016 4:10pm

Gate Terminal: Terminal D

Airport: Washington Dulles

Airline: United Airlines

Flight #: UA586

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

Bag Description: Green U.S. Military duffel bag

Missing Damaged item description: Gerber pocket knife-gray knife-about 3 inches long or so, where the blade pivots out there is a circular hole as a design.

NOI: Yes

2428 11/10/2016

Submitted on Thursday, November 10, 2016 - 07:37 Submitted by user:

Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Wed, 2016-11-09

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number: UA 360

Checkpoint/Area of Airport: Baggage tsa

Please provide a description of your inquiry/comment.: In my suitcase was a purple and silver packing cube with all of my undergarments and spanx. The entire cube is gone and I am boarding a cruise ship to the Bahamas. I am so upset and angry right now. I would like to know how you are going to take care of this situation. My bras, underware and spanx are not cheap and I have to replace them. The paper on in my suitcase did not have a name or initial on it and they did not replace my lock when they removed it to check my bag.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2429 11/10/2016

Submitted on Thursday, November 10, 2016 - 02:16 Submitted by user:
Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Unreasonable Search and Seizure

Where did this happen? Other

Date: Wed, 2016-11-02

Approximate Time: 17:00

Please provide a description of the issue.: While going through the checking process, I followed all requests during the process by Security Personal, but when they stated that I had to give them my funds and Passport, I stated that they did not need my funds. They quickly took my Passport and would not return it to me. They gave a very hard time and stated that I would not be able to fly to Kansas City International Airport, yet I had completed all security requirements and was cleared to fly. They took my ticket for flight and stated they would not allow me to fly, one of the staff finally printed off a new ticket and I was allowed to fly to Kansas City International Airport. But the TSA staff would not return my Passport to me. I am requesting my Passport be returned to me.

List any witnesses: Staff of TSA at Washington Dullies Airport.

Name of TSA employee (if known): Unknown

Are you filing this form for yourself? Yes

==Contact Information==

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

Preferred Language to Respond: English

Preferred Time to be contacted: 11:00 am - 1:00 pm

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

2430 11/10/2016

Mishandling RFI

REASON for the call: Caller and his colleague are contracted with the Navy, and his colleague took an enzyme that is used in a non toxic non hazardous material, that is on ice, and is used as part of their mission for the Navy to train Liberians on how to test blood samples for Ebola, and the enzyme contains no Ebola. Caller states that the enzyme was in a duffle bag in checked baggage to Liberia. Caller states that they have traveled from IAD with the enzyme for years, and this is the first time that it didn't show up. Caller states that it is several thousands of dollars that belongs to the government. Caller states that the Defense Threat Reduction Agency provided them a hand carry list that shows what they are carrying inside the bag, and that list was inside of a clear plastic folder inside of the rolling duffle bag. Caller states that their mission was blown because they didn't have their supplies for this trip to perform the necessary training. Caller would like to know if there is anyway he can recover the enzyme. Caller states that a claim has been filed with United, and they stated that it was because TSA held the bag due to potential bio hazardous materials.

Date Time: 11.03.2016, Departure time was 17:55, Check her bag about 3:00 PM

Airport: IAD

Gate Terminal: Terminal C

Airline: United

Flight #: 950

Bag tag #: (b)(6)

Bag Description: A large English (Medium brown) brown duffle bag, metal frame on the bottom with 2 wheels on the end

Missing Damaged item description: An enzyme used in a non toxic non hazardous material on ice that is used as part of the mission for the Navy to train Liberians on how to test blood samples for Ebola, and contains no Ebola. A 12x12x12 cardboard box and foam inside the box with freezer packs surrounding a plastic tube containing the enzyme, and the entire bag described above, and other supplies as well that were inside of the bag.

NOI: Bag is held up at IAD still by TSA according to United, for potentially bio hazardous materials.

2431 11/12/2016

The caller traveled into the U.S. with a connection in IAD. He found a NOI when he got to his destination in Cleveland, but he is missing two cooking books.

Date and Time: 11 12 16 at 8:25AM

Gate Terminal: NA

Airport: IAD

Airline: United

Flight #: 6122

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

Bag Description: Black, medium sized suitcase. It has one wheel. It has a red, white, and blue ribbon.

Missing Damaged item description: Missing two cooks books.

NOI: Yes. Nothing written or time-stamped.

2432 11/12/2016

Submitted on Saturday, November 12, 2016 - 12:11 Submitted by user:
Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

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

Date: Tue, 2016-03-15

Approximate Time: 06:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

Full tube of Colgate toothpaste was stopped and confiscated as
banned item. That is fine, but I just want clarification. I

immediately followed and my bog had a full tube of Sensodyne
toothpaste and the bag was not stopped after scanning.

I don't mind if something is banned but selectively stopping bags
with the same items and confiscating on a random basis is not
acceptable in my opinion.

Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2433 11/12/2016

Submitted on Saturday, November 12, 2016 - 11:56 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Thu, 2016-11-10

Approximate Time: 22:00

Name of TSA employee (if known):

Airline & Flight Number: La 2801

Checkpoint/Area of Airport: Latam airlines

Please provide a description of your inquiry/comment.:

My luggage was opened and broken to checked. For close just put a
tape around.

My staff is incomplete.

I have pics og my luggage

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2434 11/13/2016

Submitted on Sunday, November 13, 2016 - 13:37 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Thu, 2016-11-10

Approximate Time: 17:00

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

Airline & Flight Number: United 4904

Checkpoint/Area of Airport: Checked luggage

Please provide a description of your inquiry/comment.: Checked, locked (tsa approved) bag contained one large Tupperware container (empty), one decorated baby wipes container filled with small quantity of wrapped chocolates, and a three inch paring knife. All were missing upon return as well as my luggage lock. Note of inspection from tsa was present inside bag. I find all confiscations ridiculous. Especially the chocolates and empty Tupperware. Also, the tsa claim process is not setup to handle this kind of small time theft. How do I prove I owned a Tupperware and a personalized baby wipes container (gift from my wife and kids for during the trip) filled with candy? Even the paring knife, It was a nice one from Swiss army knife but I've had it for years so what's the proof of ownership that i use on the claim form?

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2435 11/14/2016

Submitted on Monday, November 14, 2016 - 16:06 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Wed, 2016-11-09

Approximate Time: 04:30

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

Airline & Flight Number: Alaska 729

Checkpoint/Area of Airport: Handicapped security checkpoint

Please provide a description of your inquiry/comment.: Although I had TSA Precheck, my husband who is in a wheelchair and I went through the handicapped checkpoint which I did not realize was not a TSA prechk line. I did not remove my laptop. from my carry-on bag. (b)(6) was quarreling with two other TSA employees who said he should check my bag at a vacant table. He wanted to use a table in use for another passenger's bag check. After five minutes or more of holding up the line, he finally picked up my bag and slammed it down hard on the table. He then went through everything in the bag, taking out jewelry. etc., before putting my bag back through the X-ray machine. Everyone watching was stunned and upset.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2436 11/15/2016

To whom it may concern,
I flew out of Washington Dulles yesterday on Southwest Flight #1591 to Denver. My bags were checked into Southwest desk at around 2:35 PM. When I got home I found a "Notice of Baggage Inspection" tag in one of my bags and did not think of it much as I had come across this tag in my bag previously since I fly quite a bit. The disconcerting part however is that I am missing an item out of my bag. I had a cloth gift bag full of stamped coins that I had purchased in DC -As these were not financially valuable but heavy- I had just packed them in my checked bag. I am not accusing anyone of anything but maybe the bag just fell out of my bag and it was noticed later and it can be returned to me?? These coins are stamped with a well wish for bride and groom in

(b)(6)

Thank you (b)(6)

2437 11/15/2016

From: (b)(6) [mailto:(b)(6)]
Sent: Tuesday, November 15, 2016 8:01 AM
To: tsa-contactcenter@dhs.gov
Subject: Concerns after opening of my suitcase in IAD on November 14

Sir,

As you can see on the attached pictures, my suit case has been opened at the airport Alan Dulles in Washington DC by TSA.

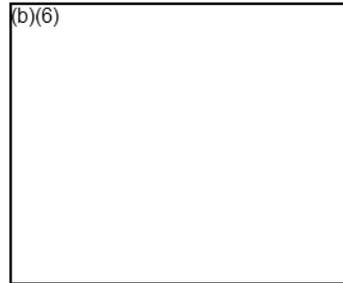
I was on a flight SAS from IAD to Bussels via Copenhaegen.

At home in Brussels, it was not possible to open my suitcase. The combination lock had been forced probably using a scewdriver. Damages were established on the suitcase near the combination lock. (see pictures)

I cannot used my suitcase anymore and ask how i can be compensated for the damages?

Regards

(b)(6)

A large 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 and name of the sender have been redacted.

Attachment worked by Benge, Rachel M.

Attached was a photo of damaged luggage.

2438 11/16/2016

Caller states that he flew from DC and received an NOI. Caller states that his laptop batter is damaged.

Date Time: 11-16 1235
Gate Terminal: Not Provided
Airport: Dulles
Airline: United

Flight #: 221

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

Bag Description: Samsonite hard case black

Missing Damaged item description: Apple Mac Pro laptop damaged battery

NOI: Yes

Time Stamp: No

Caller asked what happens after he files a claim

2439 11/17/2016

From: (b)(6)
Sent: Thursday, November 17, 2016 7:35 AM
To: tsa-contactcenter@dhs.gov
Subject: VB: Scannad bild från (b)(6)

(b)(6)

(b)(6)

HYPERLINK "mailto:(b)(6)"

Från: HYPERLINK "mailto:(b)(6)"
Skickat: den 17 november 2016 10:04
Till: HYPERLINK "mailto:(b)(6)"
Ämne: Scannad bild från (b)(6)

Svara till: HYPERLINK "mailto:(b)(6)" <HYPERLINK "mailto:(b)(6).com">
Enhetsnamn: (b)(6)
Maskinmodell: MX-C301W
Plats: Ej inställt

Filformat: PDF MMR(G4)
Upplösning: 200dpi x 200dpi

Bifogad fil är en scannad bild i PDF-format.
Använd Acrobat ® Reader ® eller Adobe ® Reader ® från Adobe Systems Incorporated för att visa dokumentet.
Adobe ® Reader ® kan laddas ned från följande URL:
Adobe, logon för Adobe, Acrobat, PDF-logon för Adobe, och Reader är registrerade varumärken eller varumärken tillhörande Adobe Systems Incorporated i USA och andra länder.

<http://www.adobe.com/>

Attachment worked by Benge, Rachel M.

Attached was a claim form.

Apparently the passenger's rear suspension for his motorbike was removed from his luggage. The suspension is valued at 3,000 dollars. He states that he found a note but

doesn't specify what type of note it was. He believes the item was removed at IAD. He flew on United. The flight numbers are 017, 933, and 6526. The incident took place on 10/11/16. The passenger lives in Sweden.

2440 11/18/2016

Submitted on Friday, November 18, 2016 - 08:19 Submitted by user:
Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Unreasonable Search and Seizure

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

Date: Fri, 2016-11-18

Approximate Time: 06:00

Please provide a description of the issue.:

Traveling with expressed breastmilk has not been an issue for me until today. I was traveling home from Washington Dulles back to San Francisco after a quick 2 day trip away from my babies. I followed all rules and regulations as laid out : <https://www.tsa.gov/travel/special-procedures/traveling-children>, including alerting the first TSA agent prior to reaching the conveyor that I was traveling with approximately 60 ounces of milk, and each subsequent agent as I progressed through the security line. The milk was left aside in a cooler (that i had open as it went through the belt), and was packaged individually in 10 6 ounce clear bags specifically designed for breastmilk.

I was told that the only way to test the milk was to use testing strips into each bag of my milk. Feeling concerned about anything touching my milk for safety reasons, they stated that there was nothing else they could do but an extensive search. I knew that to be false as I have had my milk tested in the container which clears the milk (I had recently travelled through the AZ Phoenix airport, and although difficult, they were able to test every single bag without testing strips, and everything was fine). I told the woman and gentleman helping me today that I did not want anything touching my milk and would prefer that they put it in the machine. They said that it was not possible because the bags my milk was stored in were cold and slightly went from the ice, and would not put them in the machine. They let me know that my option was an extensive pat down and testing of my bags, but if any alarms went off all of my milk would be discarded, and not allowed past the testing point. That was the part I was most upset about :)

I knew that this could not be possible, as without it my son will be without his food for the week. I of course agreed to let them do their job, but I felt practically strip searched right in front of everyone (i was asked to lift my shirt twice, and was never offered a private screening). They also began unloading all of my suitcases (yes, including my bras and undies) all over the table. When I asked why they were unloading all of my bags everywhere, they said that every single piece I was traveling with would need to be screened before I would be allowed to leave. It took about 25-30 minutes for them to screen every single one of my things!

I respect that the TSA has an extremely important job, and is doing a wonderful job to keep us safe. It however is just so upsetting to be treated this way over traveling with my baby's milk. I would seriously hope that we can find a better way to screen this. I do have a photo of my things sprawled all over the table if needed.

List any witnesses:

Name of TSA employee (if known): (b)(6) (?) and others. There were a number involved in the search.

Are you filing this form for yourself? Yes

==Contact Information==

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

Preferred Language to Respond: English

Preferred Time to be contacted: 3:00 pm - 5:00 pm

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

2441 11/18/2016

Caller stated she had an experience coming through Dulles and she wants to report a TSA agent. The caller said when she was going through screening, an agent named (b)(6) was slinging her stuff out of the bin so the caller asked her to stop throwing her stuff. This officer sat her items on the floor and told the caller to move along. The caller asked 3 times for the officer to stop throwing her stuff around and this officer then called her a B*tch. The caller asked for a Supervisor and the officer said she was the only supervisor and there wasn't anyone else she could speak with and refused to let her to talk to anyone, then said to call this number. She stated she absolutely ruined her experience through TSA and she felt uncomfortable that this officer was touching her items. She's not trying to get this lady in trouble, but she does believe that she should go through customer service classes or something.

Date and Time: 11 17 16 at 2:35pm

Airport: Dulles

Airline: Delta

Flight: 2277

Gate Terminal: It may have been Terminal B

2442 11/19/2016

He indicated that items become missing his checked bag every time that he flies. The last time that he traveled a large bottle of 5HTP supplement for anxiety, raw honey, and 3 packages of turkey bacon were missing.

TSOs should provide a reference or ID number on the NOI to identify themselves.

Date Time:10 21 16 11pm

Gate Terminal:

Airport: IAD to Istanbul

Airline: Turkish Airlines

Flight #: NA

Bag tag # (10digit: NA

Bag Description: The suitcase is a shade between brown and dark red.

NOI: Present. Nothing indicated.

2443 11/20/2016

The caller traveled from IAD on United airlines when she noticed her lock was broken and two books were damaged. (NOI Present)

Date Time: 11-19-2016 5:40PM

Gate\Terminal: D16

Airport: Dulles

Airline: United

Flight #: UA6292

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

Bag Description: Blue bag. Tripp brand.

Missing\Damaged item description: Lock is broken and books are damaged.

NOI: Yes

2444 11/21/2016

Submitted on Monday, November 21, 2016 - 00:16 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Sun, 2016-11-20

Approximate Time: 22:00

Name of TSA employee (if known):

Airline & Flight Number: United 6090

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: I was pulled for extra screening right before my flight boarded and was told I wouldn't miss it. I arrived at the gate 7 minutes late after running all the way back and was told that I couldn't board the plane. Now I have to spend the night in the airport and miss my classes I was supposed to teach the next day. Other airports have extra screening stations at the gate. Communication between the TSA and the airline needs to be better, they could have held the flight for 7 minutes for me.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2445 11/21/2016

From: (b)(6) [mailto:(b)(6)]
Sent: Monday, November 21, 2016 11:40 AM
To: TSA-contactcenter@dhs.gov
Subject: Concern, flight: UA6341 IAD to OKC

Ladies and Gentlemen,

Yesterday, I came back home to Oklahoma City from DC area with United flight 6341. I checked 2 luggages at IAD airport. On arrival home and opened my luggage I found your "Notice of Baggage Inspection" statement which I read carefully and I have the following comments and concerns:

- 1- I candidly appreciate the work you do to keep our flights and airports safe and the results of your work are obvious.
- 2- I do believe that some of your staff are not well trained to do their tasks and here is my experience from last night;

When I opened my luggage I found 2 damaged items, one of them was completely damaged (see attached photo documentation), the reason for the damage was, the inappropriate repacking the luggage after opening for inspection. The inspector didn't place the items in the same order (we did it to protect the fragile items). Of note, my wife just came back (few days ago) from Dusseldorf (Germany) to IAD with this luggage with the same contents but appropriately packed, without any damage. Ironically, I read the following statement in your "Notice of Baggage Inspection", FOR PACKING TIPS AND SUGGESTIONS ON HOW TO SECURE YOUR BAGGAGE DURING YOUR NEXT TRIP VISIT; HYPERLINK "<http://WWW.TSA.GOV>" \nWWW.TSA.GOV.

Probably you should advise some of your staff to visit your own homepage.

- 3- It is not the first time to receive my inspected luggage contents inappropriately repacked from the inspectors, but last night experience was a bit disturbing.
- 4- By the way I am TSA Pre approved by my carrier status

Thank you for your understanding and looking forward hearing from you

(b)(6)

Attachment worked by Benge, Rachel M.

Attached were photos of the damaged items.

2446 11/21/2016

The caller flew on Delta today. The front two pockets of her luggage was opened. She had a NOI in her baggage.

Mishandling RFI

Date Time of Travel November 21 at 6:15 am

Gate Terminal

Airport IAD

Airline Delta

Flight # 4621

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

Bag Description Large black suitcase softshell. Top handle was already broken and sticking up

Missing damaged items Missing -- Two vials of iodine, Deodorant stick

Was an NOI Present? (Checked only) Yes

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

Email Address

2447 11/21/2016

Submitted on Monday, November 21, 2016 - 15:16 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Sun, 2016-11-20

Approximate Time: 03:30

Name of TSA employee (if known):

Airline & Flight Number: Southwest #355

Checkpoint/Area of Airport: TSA Precheck area

Please provide a description of your inquiry/comment.:

I have done everything in my power to make the TSA agents' jobs as easy as possible. Yet every time I travel through This airport I am treated roudely and roughly by your agents.

A few months back my sunglasses were "lost". I refused to leave, until they were returned. The agents grumbled as though this was my fault. I then applied and received a global clearance which places me in the TSA pre check section.

Returning from Virginia on the flight referenced above, again, in spite of placing my bag, coat, cell phone and sunglasses together, they were all separated, and again, I had to ask for my sunglasses and my coat. Which seemed to have "disappeared".

Your agents were rude to all passengers, rushing them through, barking orders and treating us as though we were livestock. I did get my belongings, along with a TSA agent yelling at me to keep them together next time. I did not react, although I wanted to ask for her name and identification as I'm really fed up with this.

I've done nothing, I've been polite, and I'm out of patience. Please know that I travel through this airport regularly. I will now be taking your TSA employee's names, so you can personally explain why this is a condoned behavior.

==Passenger Information==

First Name: (b)(6)

Last Name: [redacted]

Email: (b)(6)

Phone: (b)(6)

2448 11/22/2016

I received a reply from your customer service asking for departure details. I departed from IAD - Washington Dulles - on Monday November 21, 2016. Southwest Airlines. To Orlando. Leaving at 10:55 am. Do you need additional details?

(b)(6)

ps..I had an upset little grandson to deal with, because of your staff. They did what they did solely because they could, not because they had any justification. And I can promise you that if they tell you some story about their "reasons" it's a total fib. You need to get rid of these people. Start by making EACH inspector sign a document with their name, print their name, and include their employee ID number, on every piece of paper they insert into EVERY piece of luggage they "inspect." That way the public can hold them accountable. I will bet that reduces the instances of abuse, though it is unlikely to eliminate them. There's no vaccine for stupid, unfortunately.

> On Nov 21, 2016, at 5:14 PM, Caribbean Soul <(b)(6)> wrote:

>

> I am so ashamed of you and what your agency has become. Instead of safeguarding the public, which was a noble calling, many of your staff have deteriorated into a bunch of ignorant people getting their jollies off of abusing the interior of people's luggage with absolutely NO justification whatsoever. This is what you get when you hire incompetent, uneducated boors that can probably hardly even spell their own name, and put them in charge of screening luggage. You put the school yard bully in charge of molesting people's private belongings.

> That's right. This is not the first time this has happened to me. Your staff KNOW they can do whatever they want, and we the public have no recourse. We have to "suck it up." So your staff abuse that power because it gives them a sense of authority over the rest of us. Your staff rifle our lingerie, you tear open our Christmas presents (yes, you wrecked the Xmas gift for a 9 year old boy. And what was so suspicious about a drawing set? Tell me what caused them to destroy a set with pencils, a sketch pad and an instruction book??????). I even checked the policies online BEFORE I wrapped that gift. The TSA agent said that it was a complete myth that TSA wrecked people's Xmas gifts. He said they never would do that unless something terribly suspicious was spotted. Is that so? On top of everything else, you can't even tell the truth.

>

> Shame on you. Shame, shame, shame.

>

> I hope you fire all these people and hire intelligent folks. I am tired of being violated and having my belongings ruined by power hungry idiots who are just plain bored out of their minds and looking for entertainment at my expense. I originally had such high hopes for the vision and mission of your agency when it was founded. I defended your calling to all my friends. And now, you have proved them right. They said this would lead to abuses of power, and they were spot on.

>

> You don't safeguard the public at all. You just get your jollies by harassing them.

>

> (b)(6)

>

ID Date Added_Date Only

Contact Details

2449 11/22/2016

Disability Description: WW (b)(6)

Branch Of Service: (b)(6)

Rank: (b)(6)

Names of Traveling Companions: (b)(6)

Cell Phone Number: (b)(6)

Information Request: Caller is asking for WW (b)(6). She sent an email to (b)(6) and is not sure the request has gone through because the traveler got a call from TSA at Dulles and they did not seem to know when or where he was flying to. He is a WW and needs assistance going through screening.

Traveling with (b)(6) his wife.

Contact Number: (b)(6)

2450 11/23/2016

Dear Sir,

On Oct 18, 2016 I flew from Barcelona to Washington Dulles and then on to State Collge, PA. One of my baggaes - a Delsey 21 inch hard shell suitcase with in-built TSA combination lock - had been opened by TSA for inspection at Washington Dulles airport. However, I was unable to reset the lock as the combination system no longer worked. I was surprised as I had assumed that any TSA compliant lock could be opened by TSA without damaging the lock.

This is for your information. Best regards, (b)(6)

2451 11/23/2016

Caller was very upset that he found 3 mustard glasses not packaged the way he had. They had been unwrapped and all three placed in a plastic bag together where they could have easily broken and damaged the items in his suitcase. Asked what would happen if no one contacted him about the incident. Stated it was bad customer service that it was not a guarantee somebody would contact him. Flew from Dulles Washington Airport, VA (IAD) to Rochester, NY.

Mishandling RFI

REASON for the call: 3 Mustard Glasses

Date Time: 11 23 2016 5:20 PM

Gate Terminal: Gate A1A

Airport: Washington Dulles Airport

Airline: United Airlines

Flight #: 4820

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

Bag Description: Green Travel Pro, Roller Board

Damage: One mustard bottle slightly leaked

RESOLUTION to the caller's issue: Escalated complaint

Special Notes:

NOI: Yes, nothing written

Email:(b)(6)

2452 11/24/2016

The caller stated that her mother had a NOI in her bag and she is missing three books.

Date Time: 7:00am 11 24 2016

Airport: IAD

Airline: United Airlines

Flight #: 860

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

Bag Description: Large Black Canvas bag.

Missing Damaged item description: Three Portuguese books

NOI: Yes

2453 11/24/2016

The caller traveled from IAD and he had two checked bags. He stated that both bags had two TSA locks on them.

When he received his bags, his locks had been opened and one lock was missing. He stated that he wanted to be reimbursed for this lock and did not appreciate that his bags were left open.

2454 11/24/2016

Submitted on Wednesday, November 23, 2016 - 23:07 Submitted by user:
Submitted values are:

Categories: Screening
==Complaint Detail==

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

Date: Mon, 2016-11-21

Approximate Time: 02:00

Name of TSA employee (if known): Hispanic or Asian woman who was
short and training an African American young lady with curly hair

Airline & Flight Number: SU 105

Checkpoint/Area of Airport: Security after walking through
detectors

Please provide a description of your inquiry/comment.: I have
traveled many times through IAD internationally, I am TSA pre
check certified but was unable to use it with this airline. For
years I've. Wen trough security and never had a problem with baby
formula being opened because it was sealed. The Hispanic or Asian
officer was training the young lady and told her because the milk
is sealed we they had to open it to test it. Clearly on the label
it goes bad once the seal is broken and can only be drunk within
a certain period of time. Thank you TSA for wasting my babies
food and having a cranky hungry baby on a 9 hour flight. Also, I
had a sippy cup with water never returned back to me or even
tested. Waste of money and time.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2455 11/25/2016

Reason for Call.....Checked bag inspected.....NOI.....Pillow Insert for the baby car seat is missing and she cannot use the car seat.

1.Date and Time of Flight.....Nov 24 2016 at 5:20 pm

2.Gate Terminal.....Unknown

3.Airport.....IAD

4.Airline.....United

5.Flight #.....UA 4681

6.Baggage Tag #..(b)(6)

7.Bag Description.....Black Britax Car Seat Bag

8.Missing Damaged Item.....Pillow Insert for the baby car seat is missing and she cannot use the car seat.

9.Was NOI Present.....Yes

10.Was Time Stamp Note.....No

11.Phone.....(b)(6)

12.Email....(b)(6)

2456 11/27/2016

Caller noticed that her baggage has been damaged and her lock was broken, and a pair of earrings are broken.

Mishandling RFI

Date Time: 11 23 6am

Gate Terminal: Does not have

Airport: IAD

Airline: American

Flight #: 1083

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

Bag Description: Green and flowers, Coleman

Missing damaged item description: Locks, Pearl Earrings

NOI: no

2457 11/27/2016

Submitted on Sunday, November 27, 2016 - 13:09 Submitted by user:
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

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

Date: Sun, 2016-11-27

Approximate Time: 08:30

Name of TSA employee (if known): Several

Airline & Flight Number: Jetblue 1308

Checkpoint/Area of Airport: Security checkpoint

Please provide a description of your inquiry/comment.: My son is a Midshipman at the U.S. Merchant Marine Academy and was traveling from Dulles to JFK. He had a TSA Pre?,military ID, TWIC, and was in uniform. The first security check point told him to go to the non-TSA Pre? line. Then, TSA agents had him remove his uniform coat, belt, and shoes. He had to go through the full body scanner. When I questioned an agent, they acted confused and never corrected the problem. When I asked where I could complain, they said they "didn't know." That had to be very embarrassing for a young service member. What's the point of TSA Pre?, if your agents don't follow protocol?

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2458 11/28/2016

To whom it may concern:

I wanted to share with you an experience I just had going through the east security lines at Dulles Airport today, 28 Nov 2016 at 11am ET

I believe I went through security door 22 however I may be mistaken.

A passenger in front of me failed to take something out of his bag and so the officer called for a bag check. He did not push the bag to the side to allow other bags to pass along - when asked about this he said it was "policy" to hold up the entire line.

There were 6 TSA agents standing around (since no bags could go through the scanner there was no one coming through the body scanner...) and apparently no one could do a simple bag check - "per policy"

So for nearly 5 mins all of us just stood around waiting for someone to come over and look at the bag - they finally found someone across the way to do so - and so the line could continue to move along.

I was already through the scanner so for me it was a 5 minute inconvenience however since no one could go through the line on the other side of security it backed up considerably placing other passengers in a major traffic jam.

I have never witnessed this "policy" in any other airport that I've flown through so I think this was simply a function of TSA agents being lazy.

I would recommend you get in touch with whomever runs operations at Dulles to have them review the video and conduct proper training with the agents that stood idly around waiting for someone else to do their job.

Sincerely,

(b)(6)

2459 11/28/2016

(b)(6) received a NOI and some money is missing. How can he file a claim or get this back.

Date Time: 11 16 2016 7:30 PM

Gate Terminal:

Airport: IAD

Airline: SW

Flight #: 3102

Bag tag # (10digit:

Bag Description: Small bag, roller

Missing Damaged item description: \$1500 cash is missing

NOI: Yes

2460 11/28/2016

Submitted on Monday, November 28, 2016 - 00:18 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Sun, 2016-10-09

Approximate Time: 07:00

Name of TSA employee (if known):

Airline & Flight Number: South African 207

Checkpoint/Area of Airport: Arrivals

Please provide a description of your inquiry/comment.: I had a card in my checked luggage stating it had been searched by TSA. Upon unpacking I discovered a wallet was missing. Thankfully no credit cards ID or large amounts of money were in it. I know that this can and does happen. I felt it should be reported.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2461 11/28/2016

Submitted on Monday, November 28, 2016 - 12:21 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Sun, 2016-11-27

Approximate Time: 01:00

Name of TSA employee (if known):

Airline & Flight Number: Avianca 583

Checkpoint/Area of Airport: Checked luggage area

Please provide a description of your inquiry/comment.: The lock on the luggage was broken, which is fine, I understand that, however there is a teddy bear missing. I don't understand why it was taken and I am extremely upset due to the sentimental value that it had. Your people can't just take someone's teddy bear.

I'd like it back. Thank you.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2462 11/28/2016

Submitted on Monday, November 28, 2016 - 16:43 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Mon, 2016-11-21

Approximate Time: 04:30

Name of TSA employee (if known):

Airline & Flight Number: Qatar Airways /QR708

Checkpoint/Area of Airport: Qatar airways check in

Please provide a description of your inquiry/comment.: I arrived at he airport between 3 a d 3:30 on Nov. 21 The flight was scheduled to depart at 8:45. Qatar airways check in opened around 4:45, therefore my bags were tat Dulles tea for about 4 hours. TSA did in fact go in the bag and I know because they enclosed a tags inside of the bag. I noticed that the rings were missing after arriving and looking for then. Today I asked my son back home to look for them at my house to see if they were somehow left out of the bag but he did was unable to find them. I've taken everything out of my bag and the rings are missing.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2463 11/29/2016

Submitted on Tuesday, November 29, 2016 - 19:14 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Mon, 2016-11-28

Approximate Time: 11:00

Name of TSA employee (if known):

Airline & Flight Number: Delta Airlines - Flight Number 3486

Checkpoint/Area of Airport: West Checkpoint - TSA Precheck
Entrance

Please provide a description of your inquiry/comment.: An airport employee directed my mother and I down a line to a TSA podium. There was no one in front of us in the line; however there was a line of people coming from the other side, but they were separated by a barrier. My mother approached the TSA agent at the podium after he finished checking the previous passenger and waved her up. He looked at her and shouted "No! Step back...you must merge with the other line. Get back in line!" Confused and taken aback, we waited for other passengers to allow us to merge in their line. When it was our turn, the TSA agent checked our IDs and boarding passes - my mother went up first, and after he said "Go through" to her and she went toward to the screening line that was less crowded and the same agent shouted at her to go to the other screening line...again she was confused and very offended by the rudeness of the agent. After my ID and boarding pass were checked, I asked the agent if I should go to the right or left, and he very tersely said, "You go over there, not that way!" Again, confusing and bizarre that some passengers were permitted to go to the shorter screening line, but we were forcefully told to go to the other, busier line. After that, we placed our bags on the belt to be screened...and two different agents were saying different things about whether our jackets needed to be taken off and screened and if our laptops should be brought out (this was TSA Precheck, so some people were left very confused with the different commands from the agents). When it was my turn to walk through the body scanner, I waited for the TSA agent to wave me forward. When she did, I walked through and the scanner beeped - she looked at my shoes and shouted in my face: "Your shoes! Go back through and take them off and put them on the belt! Go now!" So I was startled mostly, but I walked back through the scanner and took off my shoes and she waved more people through and then looked at me impatiently and told me to walk through again (with a very forceful, rude tone). I walked through and I had my right hand in my cardigan pocket and she then snapped at me: "Get your hands out of your pockets! Get them out!" and then said "Move over!" I was red in my face and shocked. The tone and attitude of both these TSA agents was outrageous...not one passenger was being difficult or rude to them, while my mother and I (and I am sure other passengers) felt

like we were inmates! I cannot emphasize enough how incredibly unsatisfied we were with this experience. There is no excuse for treating passengers so inappropriately. Please make this right...we deserve an experience that is respectful and professional - this was neither! I will be waiting to hear from someone at TSA who can make amends for this awful experience...I am a human being and deserve to be treated as such.

==Passenger Information==

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

2464 11/30/2016

Caller; He traveled from Dulles airport to Dominican Republic via Dallas. When he arrived at his destination he found a hazardous material NOI and a regular NOI. An epoxy that is use to paint concrete that he had in a box was missing. Wanted to know how he can get it back. Also a set of a screwdrivers, perfumes and chocolates were missing. Want to file a claim.

Date Time: 11 30 2016 7:00AM

Gate Terminal: 72

Airport: Dulles airport

Airline: Delta

Flight #: 452

Bag tag # (10digit: Not available

Bag Description: Black in color, Duffel bag

Missing Damaged item description: Screwdrivers, Perfumes and chocolates were missing.

NOI: No info

2465 11/30/2016

Dear Sir/Madam,

I had traveled from IAD Dulles Intl Airport on Nov. 18, 2016 with BA216 flight to LHR (London) leaving at 6.25 p.m. I had checked in only one piece of luggage and it was carrying an TSA approved lock. They opened my luggage at the IAD, inspected it and put that notice copy inside but never locked it back again. When I received my luggage in Kuwait, the lock was not there and it was missing. I am very much disappointed at this casual behavior of the TSA at IAD. I feel that they must restore that lock back again after the inspection, otherwise travelers may loose their valuable materials from the lugagge. So I lost this lock and I have to buy a new TSA lock next time. I had also lost one TSA lock in a similar way last year too.

I request your TSA officials to restore the same lock on the luggage back again after inspection. I hope and pray that you would take corrective action in such matters.

With best regards,

(b)(6)

2466 11/30/2016

She said she flew from IAD to CLT on Nov. 19 and that she flew back yesterday. She said she is missing keys from her carry on bag when she flew Nov. 19. She asked for lost and found. She requested that we email the claim form to her.

I called back to confirm her email address for (b)(6) because I could not locate the record on the IVR to listen to it for the correct email address. I left a message on her machine to call me back.

(b)(6) found the record on the IVR and I corrected the start of the email address from riel to reil.

Mishandling RFI

Date Time of Travel:11-19-16 at 8:15 am

Gate\Terminal:A 10

Airport:IAD

Airline:Mesa

Flight # 6005

Bag Description:large camel and white linen carry on bag with black leather handles
Missing\damaged items:missing burgundy wrist and silver keychain with 2 house keys, mail key and square gold door key to the condo building

Email Address:(b)(6)

2467 12/1/2016

Caller arrived back in the US last night and one of his luggages was opened, He is now missing his medication from the checked baggage. He advised that he flew into the US with a connecting flight in Dulles.

Date Time: 11-30 Around 6:45PM

Airport: Dulles

Airline: United

Flight: 951

Bag Tag: Unknown

Bag Description: Medium Dark Blue Duffle Bag

Missing Damaged: Medication, Herbal Capsules.

NOI: Yes.

2468 12/1/2016

Submitted on Thursday, December 1, 2016 - 12:38 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Thu, 2016-12-01

Approximate Time: 12:00

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

Airline & Flight Number: United

Checkpoint/Area of Airport: TSA Precheck

Please provide a description of your inquiry/comment.: As an airline employee as well as frequent traveler, you can say I've had exposure to a vast network of TSA employees. Agent (b)(6) is a prime example of an agent that damages the reputation of your organization. Agent (b)(6) was combative, argumentative, and abusive without any due cause whatsoever. When I asked if I could please have a bin to place my coat, he was rude and criticized me for not being able to fit my heavy overcoat in my small travel duffle bag. In addition to submitting this, I informed a group of TSA leadership that happened to be standing by. His actions were so unwarranted his co-worker standing next to him even questioned his behavior. This is completely unacceptable behavior and I respectfully ask someone contact me regarding this matter. Thank you.

==Passenger Information==

First Name (b)(6)

Last Name:

Email: (b)(6)

Phone:

2469 12/2/2016

Submitted on Friday, December 2, 2016 - 02:54 Submitted by user:
Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

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

Date: Thu, 2016-12-01

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: TSA
confiscated my tactical flashlight that was brand new. To my
knowledge, it doesn't say anywhere on the website that these
aren't allowed in carry-on items. If these aren't going to be
allowed, it would be helpful to state it on the website.

==Passenger Information==

First Name (b)(6)

Last Name:

Email: (b)(6)

Phone:

2470 12/2/2016

Submitted on Friday, December 2, 2016 - 17:09 Submitted by user:
Submitted values are:

Categories: Lost and Found

==Complaint Detail==

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

Date: Thu, 2016-12-01

Approximate Time: 19:00

Name of TSA employee (if known):

Airline & Flight Number: Qatar Airway flight 0708 to Doha, qatar connecting flight 1168 to Riyadh, Saudi Arabia

Checkpoint/Area of Airport: Security check point

Please provide a description of your inquiry/comment.:

EXPEDIA Itin# 7225811046872

QATAR AIRWAYS e-ticket # 1577925916894 (b)(6)) & 1577925916894 (b)(6)

Dear Officer,

During the security check we left our HP Silver Laptop at about 7:00 pm on Thursday December 1,2016. We realised that while entering the plane QA 0708 at about 8:05 pm on December 1, 2016 from Washington DC Dulles Airport (IAD)

Although there were about 40 minutes before the departure yet the Ground Staff of Qatar Airways did not let us go or support us getting the laptop by someone from the staff etc saying that once you have crossed the security nothing could be done whereas the Qatar Airways staff on board was kind and tried to help us but we couldn't go to get our Laptop from security check point.

The Flight QA 0708 Incharge Hostess Ms (b)(6) told me that she wrote an email detailing our issue to the concerned office Qatar Airways.

I requested the Qatar Airways ground staff member (b)(6) to kindly deal with the issue as she was there in the aircraft before departure to doha.

I and my wife (b)(6) who was travelling with me in the same trip have important documents in the laptop as well as the latest motel touch screen HP Laptop amounts a price.

I am sure from your professionalism and quality of care we will soon get the laptop.

My phone contact is: (b)(6)

Email (I used for booking as well) is (b)(6)

Mailing address:
(b)(6)

(b)(6)

(b)(6)

2471 12/3/2016

Submitted on Saturday, December 3, 2016 - 07:25 Submitted by user:
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

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

Date: Sat, 2016-12-03

Approximate Time: 07:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: tsa pre-check

Please provide a description of your inquiry/comment.: Very long lines. When I tried to go thru regular security, they said I wasn't allowed to because I was tsa pre-check. I saw one poor guy with a walker who had to wait thru long. Precheck line only to get to the front of the line and told he had to go to a different line because he had metal in him - shoul

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2472 12/4/2016

Submitted on Sunday, December 4, 2016 - 16:30 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Thu, 2016-12-01

Approximate Time: 07:00

Name of TSA employee (if known):

Airline & Flight Number: Vs022

Checkpoint/Area of Airport: Dulles international to london heathrow

Please provide a description of your inquiry/comment.:

My family and travelled from IAD to london Heathrow and on our return, I received two notes in my black duffel bag stated that my bag has been searched by TSA. I didn't have a problem with that as I understand the need for these random checks; but while unpacking a noticed that a grey faux fur throw and grey jersey bedsheets where missing. I bought both items as gifts for my wife and I am certain they were in my luggage before I checked my bags in with virgin Atlantic.

I'm very disappointed that these items are now missing after TSA did their checks on my luggage. I would like to see these items returned to me if possible.

If this helps, I have the information from the paper tag on the bag I'm referencing too.

AGENT 2DCA12 01/01

IAD/TA

01DEC16. 1834

QUASHIE/MICAHMSTR

PNR (b)(6)

5932233307

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2473 12/4/2016

Submitted on Sunday, December 4, 2016 - 15:27 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Sun, 2016-12-04

Approximate Time: 03:00

Name of TSA employee (if known): trainee and supervisors

Airline & Flight Number: ua947

Checkpoint/Area of Airport: fis 4445

Please provide a description of your inquiry/comment.: I requested an opt-out at 2:35pm. There was a gentleman being processed before me. The person doing the processing was a trainee. It took him approximately 6 minutes to process before me. Including processing, the total waiting time *excluding* queue time took 15 minutes. I complained to the supervisor of the trainee, who said this was all my fault, since I "opted in" (I opted out). Then I spoke to the senior super who told me he was the only male assist on the floor. I complain of 2 things: the fact that only the trainee was present, not backed up by anyone. 2. the response of the trainee supervisor blaming me for using my inalienable rights. I hope you will improve the process.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2474 12/5/2016

(b)(6) is calling for her mother who had a bad patdown experience, the TSO were very rough with her. This made her cry. The TSO also would not let her lotions go through as well.

Date Time: 12 5 2016 6AM

Gate Terminal: B74

Airport: IAD

Airline: Delta

Flight #: 1520

Time through TSA 4:30 AM

2475 12/5/2016

Submitted on Monday, December 5, 2016 - 06:44 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Sun, 2016-12-04

Approximate Time: 16:30

Name of TSA employee (if known): off site inspection of checked
suitcase

Airline & Flight Number: Austrian OS94

Checkpoint/Area of Airport: unknown

Please provide a description of your inquiry/comment.: My TSA
lock is missing on collection of suitcase. Contents are in
disarray.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2476 12/5/2016

Submitted on Monday, December 5, 2016 - 14:35 Submitted by user:
Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

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

Date: Sun, 2016-12-04

Approximate Time: 16:30

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

Airline & Flight Number: United US360

Checkpoint/Area of Airport: TSA Precheck

Please provide a description of your inquiry/comment.: I had a flashlight taken by the screener. It was a Bushnell single AAA battery hunting flashlight that was 1 3/4 inches long. They took my bag apart and finally had to ask me where the item was. After ~15 minutes of waiting the screener tells me the flashlight is not allowed. I asked why and was told it was considered a weapon. I asked by who, and was told by TSA. I asked for a supervisor who came over looks at the flashlight, has a private conversation with first screener and says, we consider these weapons. The flashlight is 1 3/4 inch long .7 in wide. It uses 1 AAA battery. I asked to see it in writing and was told to check the website. I have since checked the website and no mention of flashlights is mentioned anywhere. I have flown with this light for years. It was a gift before my last deployment. I feel like I was just robbed because someone wanted to and had the power to do it. They told me I could put the light in my checked bag...really? I was at the security line, where did they think my bag was? So the guy just held my light and gave me no choice but to have it stolen with no recourse. But looking online and seeing that many others have had the same issues I realize now I am not the only victim. I will say I was very angry, I still am. I just looked at these folks and let them know that I was retired military, over 26 years, and that light was a gift, had been with me on many deployments and was less than 2" long. Telling me it was a weapon was a farse and they knew that, and calling it their job was total b.s. I have pre-check, global entry, and TS clearance and was travelling for work. My flashlight is a weapon? This needs to be fixed.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2477 12/6/2016

Submitted on Tuesday, December 6, 2016 - 10:53 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Tue, 2016-11-15

Approximate Time: 08:00

Name of TSA employee (if known):

Airline & Flight Number: Emirates 675

Checkpoint/Area of Airport: Baggage inspection area

Please provide a description of your inquiry/comment.: We checked our bags at Dulles for a flight to Dubai on Emirates. TSA opened our bags, which I can understand, because our bag contained a set of brass grandfather clock weights and I'm sure they wanted to inspect them. There were also several other boxes of goods in the bag. Those boxes were also opened and not reclosed, so the contents became scattered all over during the trip, some of them damaging the interior of the bag because they weren't contained. Also, the bag was secured outside with three nylon straps that were not put back on the bag. The bag tag number is (b)(6)
Please advise how we will be reimbursed for the nylon bag straps.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2478 12/7/2016

Submitted on Wednesday, December 7, 2016 - 08:36 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Wed, 2016-12-07

Approximate Time: 20:30

Name of TSA employee (if known):

Airline & Flight Number: LK 414 - UA 6200

Checkpoint/Area of Airport: international baggage recheck

Please provide a description of your inquiry/comment.:

Yesterday my husband and I flew through Dulles airport on our way home from Germany to Norfolk. Our large back was opened for a security check. Fine. But the lock and zipper was broken due to it. One of the sippers is completely missing, the other is just the nub of the zipper left so the bag can close. We recieved a note inside saying it was broken as we did not use TSA approved lock.

Here is the problem with this.

- 1) Not a single lock we own for luggage is not TSA approved. It was TSA, your person was lazy and didn't look at the bottom of the lock for the unviersal opener.
- 2) There is not reason for the bag to be as damaged as it was. This particular samsonite bag does not have the rings so that the lock locks the zipper part together. We have to loop on to the end of the zipper pulls. IF THIS HADN'T BEEN A TSA LOCK, WHICH IT WAS, the person could have simply broken a single zipper pull. Whoever unlocked this bag was malicious in their work.
- 3) the lock was big enough they could have just broken the loop on the lock.

I understand the need for security checks. I understand that sometimes you may need to open bags in order to do them, and if it is not a TSA approved lock that may require you to break a lock or a (in this case) zipper pull. But to have an employee break off a full zipper (ie the part of the zipper that closes the teeth) plus everthing but the zipper of the other closure WHEN IT WAS A TSA APPROVED LOCK is ridiculous. I would send you pictures of both the zipper damage and a lock (i have an extra that we carry in case the lock is opened and then thrown out, which has also happened before).

How is TSA going to repair the bag -- this was malicious work by your staff.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2479 12/8/2016

Caller had 2 glasses in her bag. She is a flight attendant and knows how to pack her bag. She says her glasses got broken and she found a NOI in her bag. She assumes the agents did not pack the glasses back the way she had them, causing them to break.

CSM RFI-----Mishandling RFI

REASON for the call: Damaged items

Date Time: 12-06-16 at 7 pm

Airport: IAD

Airline: Alaska

Flight #: NA

Bag tag # (10 digit): NA

Bag Description: Black bag, medium in size, soft sided

Missing Damaged item description: 2 broken glasses

NOI: Yes

2480 12/8/2016

Submitted on Thursday, December 8, 2016 - 07:59 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Wed, 2016-12-07

Approximate Time: 22:00

Name of TSA employee (if known):

Airline & Flight Number: BA292

Checkpoint/Area of Airport: Staff/employee/crew screening

Please provide a description of your inquiry/comment.: I am a British Airways Flight Attendant. On collecting my checked bag at Heathrow I noticed my Samsonite padlock had been cut off my bag despite the lock being TSA approved and having a key access for your employees to use. I found a notice of baggage inspection inside my luggage. Whilst I fully understand and support the importance of rigorous checks for all travellers including operating crew I don't understand why the lock was destroyed. I secure my suitcase with an additional lock to enhance the security of my baggage somewhat ironically. The same thing happened when I left SFO on BA 286 on 11/14/16 so this lock was a replacement for my previous loss. Could you please clarify why this is happening as it is obviously becoming costly to replace the lock only to have destroyed the next time I come to work.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2481 12/8/2016

Submitted on Thursday, December 8, 2016 - 12:51 Submitted by user:
Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

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

Date: Mon, 2016-12-05

Approximate Time: 16:00

Name of TSA employee (if known):

Airline & Flight Number: UA 511

Checkpoint/Area of Airport: TSA Screen (TSA-Pre)

Please provide a description of your inquiry/comment.:

I had a pen confiscated as a prohibited item. This i sold as a "Tactical Pen" by vendors. Solid metal with removable cap, but still a pen. I have traveled all across the United States over the last three years; San Francisco, Seattle, Charlotte, Los Angeles, Minneapolis, Houston, Dallas, Huntsville, Tampa to name just a few, with this pen in my carry-on baggage all departing out of Dulles (IAD). Not once was I asked about this item until Monday 5 December at IAD. I was rather upset when I was told that this item was not permitted in my carry-on. I had again reviewed your website for this item and could not find a reference to it. I use TSA-Pre so I do not need to arrive hours before a flight and on this date, I was going through security within 30 minutes of boarding. After I was told that I could not have this in my carry-on, I attempted to have this item checked by the airline, but as there policy is no checked bag within 45 minutes of departure, I could not check this item and I had to dispose of it at a personal loss. I make it a point to be polite, informed and aware when interacting with TSA personnel, but YOU make it difficult to be AWARE of prohibited items, when; even according to your website, TSA personnel can make an on the spot decision whether to allow or deny an item. How is the general public supposed to support you when you change your policy and do not provide that information to the general public, let alone a recourse for your decisions. If I showed up with a known prohibited item and you confiscated it, shame on me, I can accept that. When I show up with an item that has been approved on no less that 20 flights and is not deemed prohibited, according to your website, what is my recourse by a "local" decision?

I feel that I should be reimbursed for the cost of this item. I know that it will never happen, but that is how the traveling public feels when you allow local staff to make confiscation decisions that are not made known to the general public.

Respectfully,

(b)(6)

==Passenger Information==

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

2482 12/8/2016

Submitted on Thursday, December 8, 2016 - 14:27 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Thu, 2016-12-08

Approximate Time: 01:30

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

Airline & Flight Number: American 2541

Checkpoint/Area of Airport: TSA precheck area

Please provide a description of your inquiry/comment.: My bag was checked. I carry dental implants and a dental implant kit. I travel every week through Dulles and return through LAX. I've had this kit in my bag for the past year. So 52 times I went through security with no incident. This time I was informed that I could not have my kit in my carry on because it contained drill bits. I responded by saying for the past year I had this in my bag and I was allowed to have it. I asked for a supervisor and (b)(6) came. He told me I needed to check my bag. I said I was confused because 52 times I carried my kit through without being told this. He said that I just got "caught" this time. How highly insulting of a statement. It wasn't because TSA didn't do their job 52 times but because I got caught. What a horrible thing to say. I want an apology for being treated so horribly and an explanation why my kit all of a sudden became disallowed.

==Passenger Information==

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

2483 12/9/2016

He feels that his pat down was uncalled for as was traveling on government orders and is a retired Navy officer. He went through AIT and there was an alarm in his crotch area. The male TSO (Caucasian, 5 10, scraggly beard, dark hair) felt too far into his crotch.

The caller spoke a supervisor. STSO (male, dark hair, Caucasian) who provided the same response as I.

He asked how TSOs know that there is an alarm and what color the alarm appears as.

He indicated that he was not going to let this go and that he intends to pursue this with Congressman General Kelly with whom he has already contacted.

Date Time: 12 9 16 2:10pm

Gate Terminal: C19

Airport: IAD

Airline: United

Flight #: 511

Bag tag # (10digit:

Bag Description:

NOI:

2484 12/9/2016

Sir / Ma'am,

While flying from IAD to GSP on 6 December, the TSA cut open the plastic wrap around my luggage for a search. In doing so they slashed my luggage with what appears to be a razor blade. This rendered my luggage unusable and is forcing me to buy new luggage.

I put this plastic wrap on to prevent unauthorized personnel from slipping articles in my luggage or stealing from it. I work the Dept. of Defense in Afghanistan. I can't afford to risk Afghans from slipping things in my luggage, but I also can't afford to keep buying new luggage destroyed by careless TSA searchers.

Luggage Ticket: (b)(6)

Flight #: UA 4924

Date: 06 December 2016

(b)(6)

(b)(6)

2485 12/9/2016

Reason for the call - She has three items missing from her luggage. All of the items in her bag were topsy turvy.

Airport - IAD

Airline - Emirates Airlines

Flight Numbers - 232

Departure Times - 10:15 am

\Date And Time of Incident - 11 08 2016

Baggage Tag Numbers - Does not have

Description Of Luggage

Color - Gray and black

Style - Duffel bag

Size - Large

Brand - Ful

Was There An NOI - Yes

Was Anything On The NOI - No

Missing Damaged item description - She has a lemon colored chiffon sari with gold and yellow embroidery, a green semi precious stone rosary, and 2 blocks of ajrak fabric missing. The fabric is navy blue, maroon, and white with a block print.

Location Of Incident

Gate - Does not know

Terminal - Does not know

Phone Number - (b)(6)

Email - (b)(6)

Special Notes - She flew from IAD to Dubai and then to Melbourne. She stated that the items were precious to her and are not replaceable. She wanted a claim form emailed to her.

2486 12/9/2016

I departed Washington Dulles airport on Wednesday, December 7 on Turkish Airlines flight 2, bound for Tbilisi, Georgia with a stop-over in Istanbul, I finally arrived in Tbilisi on December 9th.

When I reached my home in Tbilisi and opened my luggage, I found a Notice of Baggage Inspection in one of two checked suitcases.

Upon further examination, I found that the second bag had been looted and several important items had been removed. These included an iPad, two Christmas gifts, and a package of documents which included copies of my federal and state (Maryland), income tax returns, along with a copy of my Medicare card.

I am reporting this to you and to the police department here in Tbilisi.

I am quite worried that the information mentioned above can compromise my identity and frankly wonder how this could have happened while the bags were in your control?

Sincerely, (b)(6)

2487 12/10/2016

The caller stated that he was flying yesterday and received a NOI. The caller is now missing a pocket knife.

Date Time: 12 9 2016 6:00PM

Airport: Dulles

Airline: United Airlines

Flight #: 644

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

Bag Description: Large grey suitcase by Swiss Gear.

Missing Damaged item description: Raw Metal finished pocketknife. Zero Tolerance brand knife.

NOI: Yes

2488 12/10/2016

Screening Complaint:

Caller said she wants to lodge a screening complaint because there were 3 of them who missed their flight at Dulles IAD because TSA held them up and it will be 8 hours before they can get another flight out.

She said they told TSA they were going to miss their flight but they did not care. The airline was paging for boarding and they were still in line waiting for screening.

Date 12-10-16 Time of Travel At the checkpoint at 8:30 AM (Departure time of 9 AM)

Gate\Terminal D70

Airport IAD

Airline JetBlue

Flight # Not sure

2489 12/11/2016

Submitted on Sunday, December 11, 2016 - 09:20 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Sat, 2016-12-10

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number: United 1694

Checkpoint/Area of Airport: transfer to UA4903 recheck baggage

Please provide a description of your inquiry/comment.: I had purchased 2 bottles of duty free alcohol in Cancun along with a small bottle of hot sauce. the alcohol was in tamper free bags and sealed at the duty free store. The bottles were in the center of my luggage cushioned from the exterior with a pillow and other clothes.TSA felt the need to open the sealed plastic bags and then poorly repacked the suitcase with the bottles at the periphery.Needless to say one of the bottles broke and soaked half of my luggage. Had it still been in the plastic bag the results my not have been so unfortunate. The bottle of hot sauce was gone, no mention on the TSA form that it was confiscated.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2490 12/12/2016

Submitted on Monday, December 12, 2016 - 09:42 Submitted by user:
Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

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

Date: Tue, 2016-12-06

Approximate Time: 20:00

Name of TSA employee (if known): -

Airline & Flight Number: Etihad EY130

Checkpoint/Area of Airport: Crew gate

Please provide a description of your inquiry/comment.:

Dear sirs, I am an Etihad pilot and I used to pass through the crew gate in IAD at least 2/3 times a month in the last 2 years. I always carry the same bag with the same stuff inside and never had any problem during security checks.

This particular day I was stopped by an employee (unfortunately I did not take his name) who opened my pilot bag and confiscated my Maglite torch claiming that it was a prohibited item.

I tried to explain that I pass through that gate almost every week and I had never have any problem with that but he kept repeating that this was a prohibited item without any other explanation. Unfortunately as I did not want the flight to be delayed for this, I had to accept his verdict and let go my torch.

Now I just want to point out, not only that was a 100USD torch, but we, as pilots, we all have a torch on our bags not for fun but because in case of an emergency that could be something very useful to save your day!!

Moreover I am still wondering why for 2 years that was a no troubles item and suddenly it has become a prohibited item?? Dealing with security checks and procedures every day of my life, I can say that this was a really bad example of common sense and and could have had a dangerous and unsafe outcome.

Regards

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2491 12/12/2016

Caller said she traveled from VA and her luggage was inspected she had knitting items and her scissor , she had several items from Peru and all her boxes were opened. Her Luggage was in disarray.
One of her lotions was not allowed because the size was over 3.4 oz.

Date Time:12 09 16 at 8:15 am
Gate Terminal: NA
Airport: IAD
Airline: United
Flight #:
Bag tag # (10digit: NA
Bag Description: Na
Missing Damaged item description: Disarrayed items
NOI: YES

2492 12/12/2016

Submitted on Monday, December 12, 2016 - 20:47 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Mon, 2016-12-12

Approximate Time:

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: Tsa

Please provide a description of your inquiry/comment.: This flight as well as 2 other flights in the past 3 months we have had our TSA approved locks cut or removed from our suitcases. One of them actually had a sheet that said that TSA had gone into the suitcase and we just assumed they just forgot to put the lock back on. But since then 2 other flights have arrived at destination without locks. One was a flight between PNS -Dca, the other 2 have been IAD-VPS. They are not expensive but 6.00x3 is beginning to add up. We also own a travel agency and I am always recommending people to purchase them.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2493 12/13/2016

From: (b)(6)
Sent: Tuesday, December 13, 2016 3:56 AM
To: TSA-ContactCenter@dhs.gov
Subject: Lost baggage after Inspection at IAD on 12/11/2016

Dear Sir or Madam,

On 12/11/2016 I flight from Washington International Airport Duelles to Reykjavik with Iceland Air. Before this flight you have got inspected my baggage. Now I arrived Germany and some parts of my luggage be missed. This is my wash case with my necessary medication and an electrical shaver.

Can you help me, how I can get my wash bag completely back? Thanks for your help.

Yours faithfully,

(b)(6)

--

Mit freundlichen Grüßen

(b)(6)

Attachment worked by Benge, Rachel M.

Attached was a photo of a NOI.

2494 12/13/2016

Submitted on Tuesday, December 13, 2016 - 11:35 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Mon, 2016-12-12

Approximate Time: 01:30

Name of TSA employee (if known):

Airline & Flight Number: Jet Blue 456

Checkpoint/Area of Airport: security

Please provide a description of your inquiry/comment.: My husband is 76 years old, suffering from Cancer in his lungs, very weak, and I had requested a wheel chair. No one was around or offered to take him in a wheel chair, so I wheeled him myself. When we got to Security, they had him stand up and put all his stuff on the conveyor belt, and walk thru the xray walk thru, even though he has a pacemaker. Then they made him stand there and practically strip searched him. He could hardly stand upright when they were finally done with him and I put him back in the wheel chair. . I was totally disgusted with their treatment of an elderly, sick, person. I felt that it was important for you to know about this treatment so that you can instruct your workers to be more aware of who they're treating so badly. Sincerely,

(b)(6)

==Passenger Information==

First Name (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2495 12/14/2016

Good morning.

I'm sending this email because one of our bags was open the day we were traveling and when we opened that suitcase a GoPro camera was gone.

The number in the tag of the suitcase is:

(b)(6)

Moreno Valles

The flight information is
November 26, 2016
Washington Dulles - Chicago O'Hare
UA 374

I totally appreciate if you could help us to know where that camera is, if the officer that opened the bag took it or he forgot to put it back in. We've been looking for it everywhere but we believe it stayed with you at the airport.

Thank you.

(b)(6)

2496 12/15/2016

CSM RFI-----Mishandling RFI

REASON for the call: Caller works for the FBI and her luggage that contained liquids was inspected by TSA at Dulles. She had shampoo spilled out in her luggage, the beer in her checked luggage was taken out of the duty free bag and the box was cut and this was suppose to be a Christmas gift. She found her toothbrush in her dirty underwear. Her entire bag was in disarray.

Date Time: Dec 14th @ 5:15pm

Gate Terminal:

Airport: Dulles

Airline: United

Flight #: 0511

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

Bag Description: medium size teal bag with wheels

Missing Damaged item description: beer box was cut , shampoo all in her luggage, toothbrush needs replaced, and the beer box was cut.

NOI: Yes Nothing was written or stamped on the NOI.

2497 12/15/2016

Hello,

My name is: (b)(6)

I was told that there are cameras recording everything, so please lets use it only to look for the facts.

I came to the USA as a student and as a tourist more 15 times, and never been through a similar situation.

Basically, I was traveling from (IAD Dulles international airport) on December the 11th of 2016, and I was at the TSA area almost at 4:30 pm. Me, my wife and our 3 years old son passed the physical screening, and our bags passed the screening except the (milk and our son bag). So I waited until I get instruction about the stopped Items (the milk and our son bag), no body was in front of me to tell me what to do, so I asked the person who was in front of the screening screen, about what to do, do I take the passed stuff and go to where or I don't know what to do actually. He yelled at me and told me that there are other stuff need to be inspected, I told him okay but what should I do because There are lots and lots of people behind me. He came to me and start yelling again, I told him not to yell at me, he didn't stopped so I showed him that I can speak louder too. When I realized that he is a behaving childishly I asked to speak with a supervisor and he said I am the supervisor, he went even further and he said I am the boss here. When I heard that I left then I saw other TSA persons with more "lines" on their shoulder, so I assumed they are the real supervisor and not him, as he stated. I explained the situation and the fact that he is laying about being the boss here.

After that I saw him acting really childishly with other TSA person by shaking hands, it gives you an idea about what kind of responsible behavior he has. Yelling, Lying, and acting with all confident that he will not be questioned. (Unless those behaviors are acceptable, Which I highly doubt it). As I said, more than 15 entry and 15 time I get out of the USA. I've never something even similar.

Complaint is against: TSA employee (b)(6))

Regards,

(b)(6)

2498 12/15/2016

Submitted on Thursday, December 15, 2016 - 09:33 Submitted by user:
Submitted values are:

Category: Screening

Please provide a description of your inquiry.: went thru TSA@IAD last night@6pm -
more TSA agents than passengers, but no TSAPre line - what is that?
==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2499 12/16/2016

Caller s son returned from Georgetown to LAX. He had 10 suitcases and 9 boxes. Collectibles were in the boxes, cleared customs. Every box was opened and the collectibles were removed from their boxes. These cleared customs. TSA tape was around some of the items. There were NOIs in the bags.

Why would they do that? Were they trying to steal these?

Reason for the call: caller s son s Japanese collectibles have been removed from the original packaging.

On behalf of: her son, (b)(6).

Airport: Dulles

Airline: Virgin America

Flight number: 97

Departure date and time: 12-15-2016, 1820 hrs.

Location - gate and terminal: B-63, Terminal 1

Time of alleged incident: early...at 1430 to 1500 hrs.

Bag claim number (10 digit): caller does not have these.

Bag description: most of the boxes were rifled through. Some of the bags-boxes were for (b)(6) and others for (b)(6)

Missing or damaged item description: Japanese collectibles removed from the boxes. There were customs labels on the box. The loss and destruction of the boxes means the collectibles are no longer valuable.

HAZMAT or prohibited?: NA

Notations on the NOI: caller does not see anything on the NOIs.

Contact information: see above

Every box was rifled through. They aren t on any watch list. Caller was extremely agitated during the call.

2500 12/17/2016

Dear Sir/ Mam

I traveled from Washington DC, Dulles airport to Frankfurt by 6.20 pm Luftanhsa flight on 11th Dec 2016. My checked in bag was opened, had Notice of Baggage Inspection. Fine, but a coat bought for my grand daughter is missing. Please help me with the loss.

Thank you.

(b)(6)

2501 12/17/2016

Submitted on Saturday, December 17, 2016 - 00:34 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Thu, 2016-10-27

Approximate Time: 21:00

Name of TSA employee (if known):

Airline & Flight Number: Qatar airlines

Checkpoint/Area of Airport: After passport control

Please provide a description of your inquiry/comment.: First off we know this airport is busy. However we travel a lot. All except for one woman was nice. We know this is a serious job, because we fly a lot we appreciate and love the need for safety. However when asked if you forgot a piece of paper in your pocket going through x-ray and you apologize for not removing it then ask, do you want it or does it need to go through scanner and the man says " did I ask you for it" with a bad attitude... just not nice. Traveling is stressful on our part and yours. attitudes need to be kept in check. No place for rudeness. Second , we use TSA locks all the time. Again it was cut, now I know because I live in Africa I take chances bring Spices back. But when checking them I would appreciate you resealing them. I had spices all over my clothes and through everything I bought. Somethings ruined and or needing repaired. I don't appreciate this. As it cost me money. I live here in Africa and don't appreciate the damage nor loss of product. As I bring what I can't get here.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2502 12/18/2016

I would like to register a complaint regarding the handling of my checked case during two recent TSA screenings.

The first instance was on Sun 4th December, from IAD to MSY on UA495. On claiming my checked baggage at MSY I immediately noticed the TSA approved lock on the case that was present at IAD was now missing. Upon opening the case there was a TSA Notice of Baggage Inspection. I would like an explanation as to why the TSA approved lock was either cut off or simply was not replaced after it had been unlocked. Either way this is unacceptable as it cost me the price of a replacement lock and also left my suitcase open to the risk of items falling out/being stolen due to the zips being unsecured during the flight. I understand that if the lock was not TSA approved you have to do this, but there is no reason a TSA approved lock should be missing.

Secondly, I had another issue on the return flight on Sun 11th December from MSY-IAH-LHR on UA3594 and UA880. Because of the missing lock above, I had bought a new TSA approved lock for this journey. Upon picking up my checked bag at LHR the lock was indicating that it had been opened. However, there was this time no TSA Notice of Baggage Inspection as I would have expected.

It seems from these experiences that your staff are not being very careful with how they treat passengers' baggage and are not following proper procedures.

I find the first incidence particularly concerning, leaving my case contents vulnerable and the padlock missing. I would like your comments on these issues and recompense for the unnecessarily removed TSA approved lock.

Regards,

(b)(6)

2503 12/20/2016

Hello-

I traveled from IAD to ORD to YYC yesterday and received one of your notices in my bag. Upon unpacking there is an item missing which seems to have been taken by one of your staff who did the inspection. Do you have film of the inspections taking place?

What is the process of officially reporting this and seeking compensation?

Thank you, (b)(6)

2504 12/20/2016

Submitted on Tuesday, December 20, 2016 - 20:18 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Mon, 2016-12-19

Approximate Time: 05:30

Name of TSA employee (if known):

Airline & Flight Number: Jet Blue flight #1208

Checkpoint/Area of Airport: Security

Please provide a description of your inquiry/comment.:

I lost my laptop an hp 360 Silver in colour. I was traveling on Jet Blue flight number 1208 to JFK connecting through South African Airways to JHB and then to Lilongwe Malawi.

I spoke to Mr. (b)(6) from the TSA who confirmed that the laptop is found. I gave him contacts of one of my relation in Maryland (b)(6) for ease of communication.

I am in direct contact with her but may also be reached through my local Malawian number (b)(6). There are some Malawians also traveling through Dulles to Malawi whom I will confirm with my relation to liaise with so that we can facilitate the ferrying of the laptop to me in Malawi.

Kind regards

(b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: +(b)(6)

2505 12/21/2016

??To Whom It May Concern:

I've received the baggage inspection note a few times before during many trips I've had before, but I am writing you now because this time there was an absolute disregard for respect, privacy and proper procedure for inspection by whoever "inspected" my suitcase. This was more RANSACKING my suitcase than inspecting it.

This matter needs to be taken seriously addressed and investigated. Whoever searched in my suitcase displayed a total lack of respect for a citizen's belongings, it makes the TSA look as an agency that has no regard for people's privacy. When I opened my suitcase I felt disgusted and violated by the lack of respect displayed from your employee(s) going through my things.

On Sunday December 18th, 2016, i took flight United Airlines 946 from Dulles airport. When I arrived in Copenhagen and opened my suitcase, everything had been rearranged, completely disorganized and not the way I had packed it.

2 gifts were not just opened, they TORE all the paper when it was very easy to just open the wrapping without having to destroy my gifts. The packaged and sealed cheese I had in plastic bags so my clothes would not smell and get wet, the plastic bags were tied but it could again be easily untied, but these were also tore open. WHY WAS IT NECESSARY TO TEAR THEM OPEN? It is not that difficult to untie the bags and see it's contents. My bags were not tied so tightly that it needed to be torn.

A bottled of hot sauce that had not been open had the wrapping torn as well. Why did your employee need to open it? To check it is really hot sauce?

My toiletry bag had a pink pompon attached (it is part of the bag decoration), this was RIPPED and cut open. What was he/she looking to find inside that it needed to be so damaged?

I had 2 bags of starch, both again inside plastic bags. 1 bag was already open so it. It was put back in the plastic bag but not tied so all the flour was spread all over my clothes and gifts. It took hours to clean all this.

My nail polish set and remover were also in a plastic bag. If it spills, it will damage whatever it touches. Again, this was placed between my plastic withouth the plastic bag it was in and of course, the nail polish remover was spilling probably because it was opened too.

Hand and toe warmers. These were CLEARLY and obvious as to what they are. 2 of them were ripped opened. What were they looking to find inside them? Once the bags are opened, the warmers get activated and they can't be used anymore.

My underwear which was neatly packed at the bottom was spread all over on top of everything. How would you feel knowing someone touched all your underwear and handled it carelessly?

Attached are several photos of how i found my things mishandled by your staff.

I am requesting a full investigation on this and release of records as my rights for release of information per the Freedom of Information Act

FOIA requests must contain the following information:

Your full name, address, telephone number and, if available, email.

(b)(6)

Clear indication of whether the request is a FOIA and/or a Privacy Act request (if known).

This is an FOIA request

Specific information about the records sought.

Video and/or inspection report. Why was this one suitcase searched and what were the findings/results.

Delivery information for the responsive records, e.g., electronically or via mail.

Please send via email to HYPERLINK "mailto:(b)(6)"

A statement regarding your willingness to pay fees, including any limitations.

I will pay fees after I know exactly what the fees are.

I fully understand that baggage inspections do happen for our security and I know it needs to be done. I am not against it. But this needs to be done with respect and proper handling. TSA employees shouldn't feel the right to ransack someone's belongings because they have a job to inspect and feel entitled to do whatever and however they want to. This is absolutely unnecessary and if someone can't handle this type of duty they shouldn't be doing it. This inspection feels like the employee(s) were angry. Our 2 other suitcases were not inspected and had more wrapped gifts. So I don't believe this was done because of wrapped objects.

I do hope to hear a response soon.

Thank you,

(b)(6)

2506 12/21/2016

Caller states it was suggest that he make an incident report . He traveled from Tyland to Japan to IAD to SYR . His wife was in wheelchair , her carry on bag received additional screening . She had two bags , one bag had a smaller bag that is missing. He has checked with CBP and the airlines and nothing was turned in.

Time and Date: 12 11 2016 @ 5:21 pm
Airport IAD
Airline United
Flight Number 4904

Missing Damaged Items: Missing a blue cloth bag with white lettering WKB-2 , foreign currency, three pair gold earrings, one diamond necklace with chain, diamond heart charm , one skin snake in square shape, reading glasses and case, black hair brush, purse small with two zippers and gum and Tylenol PM tablets.

2507 12/22/2016

The caller states her son went on an international flight. He had some agave in the suitcase and it was spilled on all the items. Everything is wet and sticky. There were six hats packed and only five were put back in the suitcase. Also there was chocolate and it was half open.

Mishandling RFI
Date Time of Travel December 20 at 10:00am
Gate Terminal
Airport IAD
Airline American
Flight # 1388
Baggage Tag # (Checked only – 10 digits)
Bag Description Blue duffle bag with rollers
Missing damaged items Agave spilled in the suitcase. One hat missing. Chocolate opened and scattered inside of bag.
Was an NOI Present? (Checked only) Yes
Was there a timestamp or written notice on the NOI? (Checked only) Nothing written on it.
Email Address

2508 12/23/2016

(b)(6) flew from IAD he received NOI and his lock is broke

Date Time: 12 22 2016 12:30 PM
Gate Terminal:
Airport: IAD
Airline: United
Flight #: UA6277
Bag tag # (10digit: (b)(6)
Bag Description: Black, Swiss Army Brand, roller
Missing Damaged item description: lock broke
NOI: Yes

2509 12/23/2016

Submitted on Friday, December 23, 2016 - 10:06 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Thu, 2016-12-22

Approximate Time: 03:30

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

Airline & Flight Number: United UA0107/112

Checkpoint/Area of Airport: Customs

Please provide a description of your inquiry/comment.: Baggage
was screened. I had my luggage wrapped in Italy, when going
through customs, my bag was selected for screening. They must
have used a razor to cut wrapping and my suitcase now has
multiple cuts on it.

==Passenger Information==

First Name (b)(6)

Last Name (b)(6)

Email: (b)(6)

Phone: (b)(6)

2510 12/24/2016

The caller traveled from IAD on Emirates when she noticed items were taken out
checked baggage

Date Time: 11-8-2016 10:15AM

Gate\Terminal: Terminal 3

Airport: IAD

Airline: Emirates

Flight #: 232

Bag tag # (10digit): NA

Bag Description: Duffel bag

Missing Items:

Sari lemon colored

Ajarak fabric, black and maroon.

Stone green rosarie.

NOI: Yes

2511 12/25/2016

Caller states: they took a flight from Dulles on the 24th. The caller noticed that a gift was opened and the contents were missing. It was a polo gift set which included a cologne bottle and lotions. She wanted to inform us of the incident.

Mishandling RFI

Date Time of Travel: 12 24 2016 1030am

Gate Terminal: Gate 31 terminal A

Airport IAD

Airline: Ethiopian Airline

Flight #: 501

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

Bag Description Pink with polka dots with wheels on it

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)

2512 12/25/2016

Caller stated she flew out of Dullas IAD today at 8:50 with southwest on flight 2814. She had a NOI in her checked bag and is missing a pair of Avon cologne bottles that are dueling pistols from 1950s that were in the original box . Caller states that the note says for your safety and safety of others they have removed items. Caller stated she would like to get these back that the box clearly stated what they were.

Date Time of Travel 12 25 16 8:50 am

Gate Terminal Gate B50

Airport IAD

Airline Southwest

Flight #2814

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

Bag Description Red 4 wheeled Samsonite 24x18

Was an NOI Present? (Checked only) Yes

Was there a timestamp or written notice on the NOI? (Checked only) No timestamp. Notice said they removed due to safety of her as well as other travelers and said may be hazardous materials.

Description of Item Missing: Original very dark box the lid lifts off. It is about 12x10 2 inches thick. inside lining is red. dueling pistols that are gold with dark brown tag that says Avon and says all purpose cologne.

Phone Number and Email Address (b)(6)

2513 12/25/2016

From: ????? [mailto:(b)(6) (b)(6)]
Sent: Saturday, December 24, 2016 9:36 PM
To: TSA-ContactCenter@dhs.gov
Subject: Broken cap

I was on flight UA1930 from Dulles to St. Thomas on Dec.24.
One of my baggages was inspected which is fine of course, but my cap was ruined and completely broken. It was placed where I didn't put it. It was left just on top of the pile. It's unusable.
I don't know if it will help but I will attach a picture.
Is there nothing I can do about this?
Thank you.

(b)(6)

ATTACHMENT WORKED BY Daylan:
Attachment info.....

Picture of a NOI and a hat.

2514 12/26/2016

Greetings,

This morning I completed an airline trip comprised of two legs: IAD-EWR (UA1972) and EWR-LIS (UA64). When I picked up my soft-sided suitcase in LIS, I saw that the straps that wrap around the suitcase to help prevent the zipper from coming apart were undone. When I opened the suitcase at home, I saw that the laptop that I had carefully packed between layers of clothing was now on the very top, with nothing between it and the outside except for the soft skin of the suitcase. I also saw the TSA notice of baggage inspection. The contents of the suitcase were all in disarray.

First, I don't understand why my suitcase was inspected. Could it have been because of the laptop?

Second, it was disappointing to see that the TSA inspector took no care to place the laptop back in between the protective layers of clothing, instead apparently tossing it without a second thought right where it could have easily been damaged. And then forgetting, or not bothering, to secure the external suitcase straps, when all it would have taken was to click a couple of Fastex buckles together.

While I understand the need to inspect luggage, I would expect that the luggage inspectors would take the same care with our checked baggage, when we, the passengers, aren't present, as they do when they find it necessary to inspect our carryons.

Best regards,

(b)(6)

Sent from my iPhone

2515 12/27/2016

Caller said her bag was checked by TSA. She flew on December 26th. She is missing something inside the checked bag.

Date Time of Travel: 12-26-2016 10:30am

Gate Terminal: A16

Airport: Washington Dulles

Airline: Emirates Airlines

Flight #: EK783

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

Bag Description: Green bag

Missing damaged items: Missing-Red pants and a black nightgown

Was an NOI Present? (Checked only): Yes

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

Email Address: (b)(6)

2516 12/27/2016

Submitted on Tuesday, December 27, 2016 - 13:49 Submitted by user:
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

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

Date: Sun, 2016-12-18

Approximate Time: 05:30

Name of TSA employee (if known):

Airline & Flight Number: UA 2048

Checkpoint/Area of Airport: TSA Pre-Check Line

Please provide a description of your inquiry/comment.:

I would like to draw to your attention my recent experience with several of your TSA agents.

Some background information. I'm a type 1 diabetic, and as such, I have a couple of medical devices attached to me - an insulin pump and a CGM - continuous glucose monitor- sensor. I also recently had surgery on my left hand - which is still in the recovery stages.

I am aware that my insulin pump sets off the metal detector, and I always inform the agents on duty of this. I also inform them that because they have been insufficient studies concerning the impact of the body scanner and the insulin pump, that I am unable to go through the body scanner - as such, 99.9% of the time I have to get a body pat down, which I totally understand is necessary for both the safety of myself, but also for the safety of my fellow passengers.

However, I have sever concern with the way your agents (with the exception of the female supervisor on date indicated) handled my situation. I carefully informed the agent, who had an attitude to begin with and continued to be rude through the entire process, where my medical devices where attached to my body, I also emphasized that my left hand is incredibly sensitive due to still recovering from surgery and to be extremely gentle - the agent the previous day, 12/17/2016 at approximately 6:30am, failed to remember the sensitivity of my hand and roughly ran the swab wand over it - causing excruciating pain for the remainder of the day - this agent was extremely apologetic. The first this this agent did, apart from being quite brutal and rough in the pat down, but when grabbed my hand - which was not covered by clothes, I was wearing a shirt that went to my elbow and skinny jeans, she claimed that she did not grab my hand and wrist area where I had previously informed her that it was sensitive and to be extremely careful. What is the point of informing your agents of sensitive areas if they fail to listen, therefore causing more emotional distress and harm as a result. What is the point of having TSA pre-check. The agent was not satisfied with my explaining the location of the CGM on my upper thigh, failed to follow protocol for swabbing her hands and then swabbing my hands. Then went and grabbed the metal detector wand and because

the CGM contains metal, the wand beeped requiring secondary screening. At this point her attitude was not only disrespectful, but incredibly upsetting. As a type 1 diabetic, we do not choose to have this disease, it is a constant battle and every day is a fight. Stress can either cause my blood sugar to drop or cause it raise - and for the most part agents in the past have been understanding and shown at least some form of compassion.

I was then brought back to a private area for the secondary screening, at which point the supervisor on duty rushed over to see what was going on. I informed her what happened - which the agent not listening to me about my sensitive hand - I visibly flinched when she grabbed my left wrist and hand and was almost in tears at this point - from pain and the humiliation this agent just put me through). The supervisor then took this agent out of the room and informed her that she did not follow protocol. The agent was giving the supervisor an attitude and even attempted to blame me in the process. I understand that not all agents are aware of every medical device out there, but when you are dealing with someone who has TSA Pre-check and I presume some for of background check has been performed as part of the process, there needs to be some level of understanding and education provided. The supervisor was incredibly apologetic, explained that their sister is also a type 1 and was sorry for the stress this agent just put me through.

I do not have a problem with your agents going their job. But I do have a problem with the inconsistencies in the agency. I have been traveling and flying with an insulin pump for over 10 years now, and never have I had more problems with your agents than in the last couple of months of this year. I would like there to be consistency on your part in terms of dealing with those with medical devices, which cannot go through the body scanner or X-ray machine, and I would like there to be some level of compassion shown towards those with these medical devices and not be persecuted for having a disease that is no fault of their own.

For the most part your agents do a wonderful job, but I have become increasingly frustrated with those who either have not had sufficient training or no incentive to understand and keep up to date with the device out there.

I would be more than willing to meet with your agents and explain the different insulin pumps on the market, the different medical devices they may see on type 1 diabetics (and even to a certain extent type 2 diabetics). I apologize for the rambling of this comment/complaint, but even over a week later I am humiliated and angered at how I was treated.

==Passenger Information==

First Name (b)(6)

Last Name:

Email (b)(6)

2517 12/28/2016

The caller would like to file a complaint. She traveled from Europe and packed a pellet gun within a lock suitcase. She was told to put it in a locked suitcase to get it within the US. She arrived last night and the suitcase was busted in two and ruined because the lock was cut off.

Date and Time: 12 27 16 at 440PM

Gate and Terminal: NA

Airport: IAD

Airline: UA

Flight: 644

Baggage Tag: (b)(6)

Description of bag: A large silver metal suitcase that was locked.

Description of missing item: The bag is ruined, busted, and the lock is cut off.

NOI: Yes. Nothing written or stamped.

2518 12/28/2016

Date Time of Travel: 12-27-16 5:15pm

Gate Terminal: C1

Airport: IAD

Airline: United

Flight #: 325

Bag Description: Purple, RENOWA, Hard sided

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)

2519 12/28/2016

Dear TSA,

I'm contacting you with regards to the experience I just at at IAD at 3.10pm on Wednesday 28 2017 at the TSA check.

I passed with no issue the check and made my flight on time.

Nevertheless, it is the first time is weekly flight I had to ask to talk to the manager in charge. (b)(6) who didnt provide is identification number.

I'm TSA and Global entry. Green card holder with a belgian passport. TSA is clearly indicated on my boarding passes.

First, I was denied to use the TSA pre line. When ask the agent, they mention the manchine doesnt accept foreign passport. To my knowledge, only the boarding pass is scanned and not the ID. Please clarify why I paid for this service if I'm denied (as others) to use it when i was connecting my united bru - iad flight connecting to take rhe iad @ den UA542. when ask to a tall white male agent, he said it is management fault. I proceeded to the regular line.

Second, I removed my shoes, the computers, my jacket etc. I pass the body scan and started to recover my items.

TSA agents were not in a good mood. There was also a lady with compaignon dog and they were not friendly with her and appeared offensive / reluctant towards the small dog.

The TSA agents were of no help to gather the empty tray from the check belt. (at this stage i will use description as none of the agents had badges with names or decline to provide their names or to point me to their supervisor).

A middle age lady slightly overweighted of South America origin just yelled at 3 people including me collecting our items and said : 'keep it moving" without providing much help with empty trays left by other passengers.

As I was putting my shoes on (which would not be needed if TSA pre was permitted for me), a young slim built male of latin or maybe india origin who had control me after the body scan, turned around and just yelled at me not to lay against the table while putting back my shoes. The perception I had was very much treated like a dog. He didnt inquiry if I needed help, he didn't provide or indicated another area where i could by my shoes on. He yelled again with a aggressive and threatening tone. He told me I couldn't seat there. I was lying slightly... I asked where was the sign and he told me "im the sign". I terminated the conversation. I just asked his name. He declined to provide it. I ask who could I speak to, he declined to provide that information. I move away and I asked the lady previously mentioned, she declined to provide it. I had to ask to 4 different people until I found (b)(6) who indicated he was in charge. He was started to check the bag of a passenger. I seated down and waited until he was free. He retirated that the "new machine was not working for foreign passport and they cannot confirm the pre check status". He then proceeded to tell me I had no right to ask for the identification or names of the other agents. He had no interest to here what happened. I asked him why none the people I had asked were willing to indicate who was in charge. He walked me to a complain form and indicated that thats what I should filled out. He had no question to ask me. He as not interested in what happened. He

was not even interested in me identifying the agents I had interact with.

This was a disturbing experience. If this staff is frustrated or unhappy, it shouldnt be at the expenses of the passengers.

(b)(6)

2520 12/29/2016

Her son flew from IAD this morning on UA38. He went through screening at 6:30am. A grooming shoe shine kit was not permitted through the checkpoint. She asked if there is a way that it can be retrieved.

2521 12/30/2016

Caller states his baggage was checked by TSA. Caller states the item was a brand new box Lego s. Now the box has been open and damage so its not worth anything now that TSA has opened it and destroyed the box. There is a NOI.

Checked Baggage

Date Time of Travel :12 30 2016 @12:30 Pm

Gate Terminal : G-2 T D

Airport : IAD

Airline: UA

Flight #: 6318

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

Bag Description: Box about 3 inches deep 18 in wide 16 in long. White box with Lego, building set of the panama canal, which is made in Panamal

Missing Damaged Item Description: brand new box Lego s, value paid was 250.00 with tax. Selling the set is worth 1000.00 dollar from Collectors in the US

Was an NOI Present? (Checked only): Y

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

Phone Number: (b)(6)

Email Address: (b)(6)

2522 12/30/2016

Submitted on Friday, December 30, 2016 - 10:02 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? Other

Date: Sat, 2016-12-24

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number: KLM ROYAL DUTCH AIRLINES KL 652

Checkpoint/Area of Airport: TSA - WASHINGTON DULLES, DC

Please provide a description of your inquiry/comment.: My baggage was delivered to me late because the TSA who inspected it completely trashed it, they opened everything (snacks, chip bags, dressings, etc.) Completely left everything trashed and open, unprofessional in every sense. i have pictures of everything, ruined over \$500 USD worth of goods. This baggage was checked in at Washington Dulles airport in DC, USA and arrived at Rome, Italy looking like a trash, unbelievable.

==Passenger Information==

First Name (b)(6)

Last Name

Email (b)(6)

Phone:

2523 12/30/2016

Submitted on Friday, December 30, 2016 - 20:08 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Fri, 2016-12-30

Approximate Time: 04:00

Name of TSA employee (if known): unknown lady

Airline & Flight Number: KLM652

Checkpoint/Area of Airport: going through the screening process with carry-on

Please provide a description of your inquiry/comment.:

(b)(6) is recovering from a knee replacement. She arrived at screening in a wheelchair. She told the screener that she had had a knee replacement. I am her husband, and when I had a hip replacement and went to screening, they asked me if I had metal in me and I said yes. They wheeled me around the regular walk-through screener and patted me down. But at IAD today, they had her get out of the wheelchair and walk through the regular scanner. Then, since it set off the alarm, they asked her to pull up the right leg of her pants. Then they scanned it by hand three times. As they did so it set off the alarm and it felt like a magnet was pulling on her knee. It was painful, and became more painful when she proceeded on to wait for boarding. Now her knee is extremely painful and she is afraid it may interfere with the trip she is taking to Nairobi, Kenya.

QUESTION: Was this behavior proper and following protocol?

I called TSA and gave this complaint. I was told that it would be reported to the proper authority at Dulles Airport and they would contact me. I provided both my email and my phone number. (b)(6) is now on the flight to Amsterdam and will continue on to Nairobi. I hope her knee will not continue to increase in pain and I will ask her to inform future screeners in advance of screening that she wants AIT since she was badly hurt while screened at Dulles.

My email address is (b)(6) and my phone number is (b)(6). She had no complaint about being embarrassed or inconvenienced. But she had a big complaint about her knee hurting much more than before the screening, and greatly increased difficulty in walking.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2524 12/31/2016

Submitted on Saturday, December 31, 2016 - 06:13 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Mon, 2016-12-19

Approximate Time: 15:00

Name of TSA employee (if known):

Airline & Flight Number: UA 915

Checkpoint/Area of Airport: United Airlines

Please provide a description of your inquiry/comment.: My luggage was searched which I am used too and don't have a problem with tsa doing their job. I was flying to Africa so my shampoo and toothpaste were vacuum packed so they wouldn't leak. My bag was cut open and my shampoo leaked all over my luggage. My vitamin bottles were then left open and spilled through my luggage and shampoo. Wtf ridiculous

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2525 1/1/2017

Callers in laws traveled from Dulles to Peru and had a laptop in checked baggage, There baggage was inspected and had an NOI in the bag. They are now missing the power cord and power brick for the laptop.

Passengers Name: (b)(6)

Date Time: 12-31 3:28PM

Airport: Dulles

Airline: Copa

Flight: 305

Bag Tag: (b)(6)

Bag Description: Large Black Rolling Suitcase

Missing Damaged: Dell Laptop Power Cord and Power Brick

NOI: Yes.

2526 1/1/2017

Dear TSA,

This morning I took a flight from Dulles (IAD) to San Francisco (SFO) and checked a bag. When I returned home, I had a "Notice of Baggage Inspection" in one of my bags. When I unpacked my things, I noticed that the instruction manual to a new appliance that was inside the bag was missing. I distinctly remember packing it last night with the appliance (a pressure cooker). My guess is that as someone was inspecting the box, the manual came out of the box and it wasn't put back in.

I was able to find a copy of the manual online, so I don't need the one that disappeared. However, I did want to let you know that I believe something went missing during the inspection so that the inspectors can be more careful going forward.

Sincerely,

(b)(6)

--

(b)(6)

HYPERLINK "mailto:(b)(6)

2527 1/2/2017

Caller flew from Dulles to Punta Cantu, his bag was inspected and he has some damaged goods.

REASON for the call: Complaint

Date Time: 01 02 17 @ 8:40 AM

Gate Terminal: D 5

Airport: Dulles

Airline: United

Flight #: 1661

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

Bag Description: Gold Cooper Hard Shell (Bovano)

Missing Damaged item description: Keurgi Machine

NOI: Nothing wrote on it

2528 1/2/2017

Submitted on Monday, January 2, 2017 - 02:16 Submitted by user:
Submitted values are:

Category: Other

Other: Under clothing money belt

Please provide a description of your inquiry.: I recently had a very unpleasant experience at a TSA checkpoint. I was at Washington Dulles airport. I was preparing to board a flight to South Africa. The agent was quite rude. I was scanned by the body scanner after which I was required to be patted down. I had an under clothing money belt on under my slacks. The agent rudely required me to remove the money belt. In addition she raised her voice and said," You are to have NOTHING, absolutely NOTHING UNDER YOUR CLOTHES. I have traveled by air several times a year and also have traveled internationally, always with my money belt under my clothing. This is the first time I was ever required to remove it. I want to know if this is indeed a TSA requirement and if it is why I have never had to remove it in the past. I also want information about reporting an agent who is behaving unprofessionally. I was so stunned I failed to get this woman's name. I assure you in any similar future incident I will not hesitate to do so.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2529 1/2/2017

Submitted on Monday, January 2, 2017 - 10:00 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Mon, 2017-01-02

Approximate Time: 09:00

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: TSA line
took 45 minutes and I arrived at the gate 4 minutes before the
plane left. There were not that many people in line! TSA needs
to get their shit together.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2530 1/2/2017

Submitted on Monday, January 2, 2017 - 03:53 Submitted by user:
Submitted values are:

Categories: Screening

==Complaint Detail==

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

Date: Sun, 2017-01-01

Approximate Time: 05:30

Name of TSA employee (if known): Female TSA dark brown/black hair

Airline & Flight Number: UA 326

Checkpoint/Area of Airport: Security screening

Please provide a description of your inquiry/comment.: After exiting the full body scanner, I was told to step forward for a manual screening. The agent described the procedure & asked if I wanted a private screening room, which I declined. I was touched in my vaginal area multiple times in a way I feel was unnecessary & invasive. This was not a pat down of the vaginal area. It was an invasive reach that traveled into the vagina. I plan to follow up directly with TSA management & any necessary authorities. I am shocked & disgusted after this incident & hope you re-evaluate your safety & security procedures. To say this was violating does not begin to describe the experience. This will be shared publicly to help raise awareness about these unfortunate occurrences. Had I not been in such shock, I would have contacted authorities at Dulles Airport & filed an incident report. In retrospect, I wish I would have.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2531 1/2/2017

Submitted on Monday, January 2, 2017 - 11:14 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Wed, 2016-12-28

Approximate Time:

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

Airline & Flight Number: Copa. Flight 304

Checkpoint/Area of Airport: IAD Airport

Please provide a description of your inquiry/comment.: After a long and tiring flight without food got into this Airport and finally got my two sandwich of my luggage which I check on by accident so decided to eat and then take my medicine as I am diabetes with B P and had not taken any medicine all day at the check point was very honest and said I have my sandwich that I need to eat in order to take it to my dismay and shock the agent threw my sandwich in the trash although I pleaded with her to let me eat a bite or two so as to take my medicine the other agents were there are food places now mind my mom has cancer I make three trips a year I am flat broke can't even afford a water this was so cruel and rude I cried all the way home my phone number is (b)(6) please contact me if you need any mor information eg a list of my medicine Thank you !!

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2532 1/3/2017

Caller locks were missing off his bag. Caller wants to file a complaint.

2533 1/3/2017

Hello,
I travelled on a plane from Washington Dulles to Munich (Germany) on November 8th. On this flight my suitcase was inspected by TSA. After this inspection it is no longer possible to lock the suitcase with the code I have had. The lock works with any code. The suitcase was locked when I checked it in. How can this be rectified?

The flight I was on was: UA 106

Best Regards

(b)(6)

2534 1/3/2017

Steven, received a NOI and the wrong lock was placed on his bag.

Date Time: 1 2 2016 5:25 PM

Gate Terminal: C 3

Airport: IAD

Airline: United

Flight #: 989

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

Bag Description: Black, roller, Jeep brand, orange strap

Missing Damaged item description: wrong locks placed on his bag.

NOI: Yes

2535 1/3/2017

Mishandling RFI

Caller flew last night at 5:15 PM from United #251 from DC IAD to Portland Oregon and TSA put a NOI in his bag.

He began by saying he wants the Ape TSO who searched his bag and stole the bright yellow bag strap to be fired today. He said either the person did not care or was lazy or just plain stupid.

Caller explained had a throw and pillows packed around things and everything was thrown back in and the corners of some books he bought as gifts were damaged. He said he is aware of the claims process because his Sister had to deal with it once and he does not want to give his time to fill out a claim and we should do it for him. He said that my apology was not good enough and he wants an apology from the person who screened his bag. He said it is 5:16 AM in Oregon and he wants us to know he did not sleep well over this.

He said maybe there is a pile of luggage straps laying around or it was stolen. He refused Lost and Found PH# and said he should not have to be bothered and he wants a call back on this.

Caller went on a rant and said he will continue to push his legislators to do something about TSA.

Date Time of Travel 1-2-17 Departing at 5:15 PM

Gate\Terminal C9

Airport IAD

Airline United

Flight # 251

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

Bag Description A blue with Hawaiian print soft side bag with a rigid bottom

Missing\damaged items: Missing: A bright yellow 2 inch web bag strap And the corners of some books were damaged.

Was an NOI Present? (Checked only) Yes

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

Email Address (b)(6)

2536 1/3/2017

Submitted on Tuesday, January 3, 2017 - 12:11 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Mon, 2017-01-02

Approximate Time: 08:00

Name of TSA employee (if known):

Airline & Flight Number: IcelandAir 644

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

My checked bag with a TSA approved lock was searched sometime between the time I checked my bags (6:00pm EST) and whenever the luggage was loaded onto the flight (it left at 8:30pm EST).

When I arrived at my final destination, I searched my luggage and it had a "Notice of Baggage Inspection" inside. Two of my travel adapters were missing from this bag. I have removed everything and cannot find them, even though I distinctly remember packing them. One was a plain, tan UK adapter, the other should be in a box. The one in a box is a universal adapter with two USB ports and is covered in an American flag sticker.

Please return these items to me or reimburse me the cost.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

2537 1/3/2017

Submitted on Monday, January 2, 2017 - 23:59 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date:

Approximate Time: 21:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: Security screening area

Please provide a description of your inquiry/comment.:

After several flights out of IAD were delayed and/or cancelled, several passengers were redirected to the main United airlines ticket counter in the main terminal. Among these was a Chinese woman who spoke little English, accompanied by her college aged son. She was able to obtain another flight leaving half an hour later. As the last person in the screening line at that time, I allowed them to get in front of me to aid them in making the flight. The African American female who was checking the boarding passes of those in the line was very rude and unprofessional to these folks. She kept screaming (and I do mean in a raised tone of voice which echoed thru the hallway) at them to go to the back of the line. When I tried to explain the situation, the agent then started yelling at me that it was not her problem that their flight was leaving that soon and they would have to get behind all the other passengers that had since gathered behind me, and asking how I would like it if someone in front of me had let this couple cut in line. In my 16+ years of military service I have have never had a drill sergeant or superior yell at me the way she did. The people in line behind me were supportive of getting these folks onto their flight, so the line continued to move. The unprofessional behavior of this woman no doubt had a profound effect on this mother and son, and as you well know, bad news travels fast. I refused to engage the agent further, as she continued to rant and mutter under her breath. I do not know if her behavior was rooted in some sort of bias or if she was just having an off day. Regardless, I believe this situation should be addressed.

That being said, most of the agents I have encountered at multiple airports have been friendly and helpful. They display the type of behavior I would expect from a TSA agent, doing a thankless job. Kudos to you for helping maintain such high levels of personal conduct in your agency.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: +(b)(6)

2538 1/4/2017

Caller picked up his luggage yesterday and it was wrapped in TSA tape. He is missing a lot of clothing items. He asked if he can file a claim and what documents does he need. He has the claim form already and said he did not want another one.

Date Time of Incident: 01.02.16 Checked in Bag around 02:30 pm . Flight Time: 4:40 pm

Gate Terminal: N A

Airport: IAD

Airline: United

Flight #: 644

Bag tag #: ONE OF THESE 4: (b)(6)

(b)(6)

Bag description: Medium Size, Black Color, Canvas Material with wheels. There was a blue colored tag around the top of the bag.

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

Email: (b)(6)

2539 1/4/2017

Caller is traveled from Dulles to Nigeria and is missing medications from his checked medications.

Date Time: 1-3-2017 1120am

Airport: Washington-Dulles International

Terminal Gate: A31

Airline: Philippine Airlines

Flight: ET501

Bag Tag Number: (b)(6)

Description of bag: Black Soft sided Samsonite Bag

Description of Damaged Missing Item: Medications

NOI: Yes

2540 1/5/2017

Callers wife (b)(6) and wanted to know if 2 missing items were located , she departed from IAD on December 18, 2016 UA 924 going to China via London. She had a NOI and 2 packs of new underwear missing.

REASON for the call: Missing Item

Date Time: 12 18 16 @ 9:55 PM

Gate Terminal: C

Airport: IAD

Airline: United

Flight #: 924

Bag tag # (10digit:) N A

Bag Description: Black Samsonite luggage with wheels

Missing Damaged item description: 2 Packs of missing underwear

NOI: Dont know

2541 1/5/2017

Submitted on Thursday, January 5, 2017 - 10:06 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Sat, 2016-12-31

Approximate Time: 03:30

Name of TSA employee (if known):

Airline & Flight Number: KLM 652

Checkpoint/Area of Airport: At checkpoint for Gate A

Please provide a description of your inquiry/comment.: I
accompanied my 96 year old father to gate A. During the security
check he was rudely and disrespectfully treated by a young male
TSA person. I pleaded with him to be patient but got a rude
response. My father is hearing impaired and I told him that. It
was a demeaning and hurtful experience for him.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2542 1/5/2017

Submitted on Thursday, January 5, 2017 - 03:11 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Tue, 2017-01-03

Approximate Time: 17:00

Name of TSA employee (if known):

Airline & Flight Number: SAA 210

Checkpoint/Area of Airport: ?

Please provide a description of your inquiry/comment.: Two of my bags were opened with the locks and straps missing. I can understand the need for this level of security but would ask that it would have been at the very least a curtesy for cable ties to be used to secure the zips. It would also be nice to have the bag strapped. By carrying out this procedure you compromised the security of my possessions. African airports, my arrival destination, do not have a good reputation for trusted baggage handlers. I have experience of this.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6) (South Africa)

2543 1/5/2017

From: (b)(6)
Sent: Thursday, January 05, 2017 6:08 PM
To: TSA-ContactCenter@dhs.gov; (b)(6)
Subject: Fw: PICTURES OF DAMAGED ITEM

Good Day Sir/Madam,

I am providing pictures of merchandise that was packed in my suitcase on flight United Airlines UA988 from Frankfurt, Germany to Dulles airport Washington, DC. As you can see from the pictures there is a broken jar, this was honey and the contents spilled into my suitcase which is (RUINED) and also the majority of the contents had to be washed. Also while the suitcase was upright the honey drained out onto my rug (see picture).

This all happen due to negligence on the part of TSA Inspectors, as you can see if they would have taken the time to re-wrap the jars of honey as the Inspectors did for the other merchandise (see picture) nothing would have been broken, and the spill would not have contaminated clothing and (RUINED) my suitcase.
Show original message

I am requesting (\$200.00) for reimbursement of damaged and destroyed merchandise, Thank you for your assistance.

(b)(6)

ATTACHMENT WORKED BY Daylan:
Attachment info.....

Picture of NOI, and a broken jar of honey.

2544 1/6/2017

Caller states he traveled from IAD to SAV . He has a NOI and his bag is torn, handle was torn off and the lock is missing. He inquired why his bag was searched.

Time and Date: 01 06 2017 @ 8:16 am
Airport IAD
Airline United
Flight number UA2805
Bag tag # (b)(6)
Missing Damaged Items: Bag is torn, handle was torn off and the lock is missing.
NOI? Yes
Is there anything handwritten or timestamp on NOI?

2545 1/6/2017

Caller is very mad because she had a large box of Cream of Wheat in her checked luggage and there was a NOI in her luggage and now the Cream of Wheat is gone! She is very upset about this. She does not lock her luggage and TSA should put things back if they check them out. She would like someone to contact her back if possible. States that last year around Christmas they ate her chocolate candy.

REASON for the call:

Date Time Jan. 5 @ 5:15 PM
 Gate Terminal..... Gate B 40
 Airport..... IAD Washington Dulles
 Airline..... Scandinavian
 Flight #..... 926
 Bag tag # (10 digit)..... (b)(6)
 Bag Description Color of luggage is medium dark blue;
 large made out of plastic
 Missing Damaged item description Missing a large box of Cream Wheat
 NOI..... YES

2546 1/6/2017

To whom it may concern:

I was a passenger on the Flight HYPERLINK "x-apple-data-detectors://0"UA106 from Dulles to Munich (departing on January 2, arriving January 3). When I arrived to receive my luggage, I saw that my TSA approved lock, was opened to examine my suitcase, and since then my lock combination no longer works. I go out of my way to buy these special TSA locks, and I really do not want to buy another TSA lock, because I can no longer use my current one from this trip. This is the THIRD time I have had problems with the TSA-it has happened TWICE that my TSA lock was not even put back on my suitcase, and I had to purchase another one... and now this situation.

I would very much appreciate it, if the TSA would either provide me with a new TSA approved luggage lock or financially reimburse me for it. I am a student, and cannot afford to purchase TSA locks every second/third time I travel. Would you please let me know what my options are?

Thank you very much for your time, and I greatly appreciate your help.

Sincerely,

(b)(6)

2547 1/6/2017

Mishandling RFI

Caller flew 12-10-16 from Dulles and had a NOI in her bag and she is missing a Christmas card that contained a gift card from her Elderly neighbor (does not know the value) and a notebook.

She waited to return home and double check that she had not forgotten to pack those items before calling.

Date Time of Travel 12:10-16 Departing a t6:43 PM

Gate Terminal Does not know

Airport IAD

Airline: American

Flight # 1362

Baggage Tag # (Checked only – 10 digits) Discarded already

Bag Description: A small dark blue Samsonite brand bag

Missing damaged items: A Christmas card that had a gift card inside (Not sure what the value of the card was) and a note book

Was an NOI Present? (Checked only) Yes

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

Email Address (b)(6)

2548 1/7/2017

Submitted on Saturday, January 7, 2017 - 09:29 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Thu, 2017-01-05

Approximate Time: 03:30

Name of TSA employee (if known): N/A

Airline & Flight Number: UA6305

Checkpoint/Area of Airport: N/A

Please provide a description of your inquiry/comment.:

Good morning, I was on an international flight coming from Paris to Atlanta with a connection in IAD. I had a checked bag, that I picked up, (it was intact) I then put it back onto the conveyor belt to be sent onto my final destination (Atlanta). It went through TSA check in DC, there was a sticker on the outside "IAD TSA". Nothing on the inside that states, they took something out.

Upon arrival at Atlanta, my bag zipper broken and opened wide, my properties falling out. Upon closer check, I noticed that some of my items were missing. This is unacceptable behavior/treatment of ones, property. We should strive to treat people and their stuff the way, we would like to be treated. I am extremely disappointed and upset about this. TSA as continued to be extremely unprofessional in the treatment of travelers and their properties, something needs to be done, customer training, it seems to be lacking among them.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2549 1/8/2017

TRANSPORTATION SECURITY ADMINISTRATION

Dear Sir

I'm writing to complain about the control you have made to one of our suitcases on 05th January, at the Orlando Airport (MCO), after the flight F9 1747, (FRONTIER AIRLINES) from Washington to Orlando.

I understand you must control the luggage; therefore you have to open suitcases and bags. But I don't agree you leave the suitcases opened after that, causing the bags arrive opened to the baggage claim in front the rest of the passengers. In this case we have received one of our suitcases damaged and our belongs scattered outside the bag, on the conveyor belt.

But the principal aim I'm writing you is why once at the hotel, we became aware the bijouterie cases of my wife and my daughter were missing.

So I would ask you to return them to us, and I suggest you to investigate the issue. Fortunately we have also found, inside the suitcase, the Notice of Baggage Inspection, which is a prove we were subject a legal procedure.

We will remain in the USA until 12 January, so it would be good to receive the bags (one brown an the other light blue), in the hotel we are staying.

Let me clarify that my wife and daughter didn't have the bijou within the cabin bags because of the current security orders, and they have become aware once at the hotel because at the airport my wife had no time to control all her belongs.

Looking forward hearing from you.

Yours faithfully.

(b)(6)

2550 1/8/2017

Mishandling RFI

Date Time of Travel: 1-7-17 6:27pm

Gate Terminal: G1

Airport: Washington Dulles

Airline: United

Flight #: 644

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

Bag Description: Black hardsided, Samsunite

Was an NOI Present? (Checked only): Yes

Phone Number and Email Address: (b)(6)

2551 1/8/2017

Dear To whom it may concern

I arrived at Detroit Metropolitan Airport through Washington D.C.(Dulles) on 6th January.

NH 2 (NRT-IAD) 01/06/2017
UA6013 (IAD-DTW) 01/06/2017

After I opened my luggage, it seems that my kindle and i-phone cable and adopter seems missing. Is there anything left at inspection centre?

Kindle and a cable and an adopter are packed by typical plastic cushioning material.

It is very appreciated if you can search them.
I will be waiting for your reply.

(b)(6)

?? ??

2552 1/8/2017

Hi TSA

You inspected my suitcase during my trip from Washington, D.C., to Stockholm, Sweden (via Copenhagen, Denmark), which resulted in some major damage to the suitcase and some of the belongings inside of it.

First, you cut/broke the elastic strap used to hold items in place in the case. Photos 1, 2, and 3 included in this email show this damage.

Second, you opened a sealed container that had a liquid in it, which subsequently leaked into the suitcase. This container was a sealed package of "Swiffer Sweeper Wet" cloths for our Swiffer broom. We always bring a package of these back from the U.S. and they have never, ever broken. Photos 4 and 5 included in this email show this damage. The damage caused by this includes the following:

One original oil or acrylic painting that was a Christmas gift from my family was thoroughly soaked and basically ruined. I am not sure of the value of the painting as it was a gift.

The liner of the suitcase itself is now coated in a strongly scented oil that will probably not come out. The liner is not removable, so I cannot take it out to wash it. It is a very strong odor and certainly will make any clothes that I put in the suitcase stink from here on out, thus rendering the suitcase unusable.

Various clothes were soaking wet and are now in the process of being washed. I do not yet know whether any of them will be stained. These include brand new, never worn shirts and wool sweaters bought or received as gifts during our Christmas trip to the U.S.

Several children's books that were given to my daughter and son as Christmas gifts. These were wet when we arrived at our destination and are now drying out. We are not sure if they are salvageable or not. They do stink to high heaven and my kids are not interested in reading them, now. We can barely have them in the house, actually.

Just for your records, I have also included the TSA Inspection note (photo 6) which shows that the note itself was soaking wet.

The suitcase is brand new, purchased just a few days before our departure on December 23rd. Perhaps the elastic band can be repaired, but the liner will also have to be replaced and I am not sure if that is possible or if the bag must be replaced entirely.

I filed a formal, written report with Scandinavian Air Service upon our arrival to Arlanda Airport. The flight was SK 926 on 06 JAN leaving Dulles International Airport at 1715. The baggage claim number for this suitcase was (b)(6)

How do I go about getting compensated for all of this?

Thank you,

(b)(6)

Stockholm, Sweden

2553 1/9/2017

CSM RFI-----Mishandling RFI

REASON for the call: Callers husband flew from DC yesterday and his luggage was inspected. His suite was ripped by the zipper and she is wanting to file a claim for reimbursement.

Date Time: Jan 8th @ 5:15pm

Gate Terminal: B D24

Airport: IAD

Airline: United

Flight #: 6183

Bag tag # (10digit: ?

Bag Description: solid black bag with brown leather handle with Texas A M tag

Missing Damaged item description: suite jacket was ripped.

NOI: Yes Nothing was written or stamped on the NOI.

RESOLUTION to the caller's issue:

Special Notes:

2554 1/9/2017

January 9, 2017

Greetings from the Philippines.

This is (b)(6), Me and my family went to USA for our Christmas Vacation. We just arrived today here at Manila. I'm about to open our luggages. One of my luggage has no more padlock and saw a note about TSA baggage inspection. As i unpack my things i found out that one pair of nike rubber shoes that i bought was lost. What happen to my shoes? How come it was lost. I need an explanation on this matter. Thank you and hoping for immediate response.

Our flight details is

Jan 7, 2017 bwi dulles airport to los angeles via american airlines AA2636 7:10am. Then from los angeles to san francisco via american eagle AA6042 4:40pm then san francisco to manila via PAL PR105 9:20pm

Yours Truly,

(b)(6)

Sent from (b)(6) iPhone

2555 1/9/2017

From: (b)(6)
Sent: Monday, January 09, 2017 6:38 AM
To: TSA-ContactCenter@dhs.gov
Subject: Approved lock broken during inspection

Dear Sir or Madam,

I would like to file a complaint about the handling of my luggage before the flight LH419 from IAD to FRA on Jan 8th 2017 at the Washington Dulles International Airport by a TSA agent.

When I picked up my checked luggage at the destination airport, I have noticed that the lock was damaged and not fully closed. Upon opening the luggage, I have noticed the "Notice of baggage inspection" paper (see attachment 1).

The TSA agent handling my luggage broke the lock (see attachment 2), thus irreversibly damaging my luggage, making it impossible to secure it against theft on future travels.

I understand that the TSA has the right to open my bags for inspection and in case the lock can not be opened, they are entitled to break the lock, however, I have purchased a suitcase with a TSA-approved lock (see attachment 3) and thus the TSA agent should have been able to use the master key to securely open and close the lock without breaking it.

Since I am unable to use the luggage with a broken lock, I expect a full refund for my suitcase.

The exact model of my suitcase is Samsonite AERIS Spinner 75cm Vivid Blue and it costs EUR 210.00 (approx. USD 221).

Please let me know if you need any further information.

I am looking forward to your reply.

Kind regards,

(b)(6)

Attachment worked by Benge, Rachel M.

Attached was a photo of a NOI. Also attached were photos of a broken case and lock.

2556 1/9/2017

Submitted on Monday, January 9, 2017 - 10:57 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Thu, 2016-12-29

Approximate Time: 19:00

Name of TSA employee (if known):

Airline & Flight Number: BA 292

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.:

TSA has now confiscated three of my TSA-approved locks worth a total of \$30. When I receive my bags at baggage claim the locks are gone and I'm left with a TSA pamphlet telling me officers have searched my bag. How can I get reimbursed for these taken locks. Thank you.

(b)(6)

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2557 1/10/2017

Issue:

Caller opened a TSA Notice of Inspection in her bag. Her mouthwash wasn't put back the way she packaged in. It burst in her suitcase. Two weeks of clothing is ruined because the TSO didn't place back into the bag. She said her underwear and bras were also not in order.

Date and Time: January 9th was scheduled at 6:45PM, actually flew at 8:45PM

Gate Terminal: Not Available

Airport: Dulles

Airline: Southwest

Flight #: Not Available

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

Bag Description: It's a blue bag, dark navy. It has teal and light blue striping. There's two bags, a larger bag and then a carry on that she checked. Only the larger bag had damaged

Missing Damaged item description: The clothing were soaked by the mouthwash. They were all packed in large plastic bags originally. The officer left everything opened, dumped into her bag, the plastic bags were left on top. They had gone through her clothing as well.

NOI: Yes, the notice didn't have notes or stamps.

Email: (b)(6)

2558 1/10/2017

On a 25 December 2016 flight from Dulles to Punta Cana, DR, our checked bags were selected for physical inspection. I have no problem with this. I believe that as many security precautions as possible must be taken to keep us safe. I admire the work you do, and the overwhelming task you tackle each and every day. However, I do have a problem with the lack of care taken with the inspection of our luggage. I had packed bottles of Dayquil and Nyquil because I felt an impending cold coming on. The original labeled bottles were securely capped; I had even placed a piece of saran wrap between the bottles and the caps to help prevent leakage, and both bottles were in a zip lock bag. Apparently an inspector opened the bottle of Dayquil and failed to securely replace the cap. Upon arriving at our destination, the bottle of Dayquil had leaked and filled the zip lock bag and even leaked into the contents of the suitcase. Our clothing, including a pair of white leather golf shoes, was soaked with sticky bright orange syrup. You can imagine the horrible mess we had to clean up, and the stain may not come out of the expensive golf shoes. It could have been prevented if the inspector had taken the time to securely close the cap on the bottle - just one little click. It was a child proof cap that easily secures when twisted until it clicks.

I realize the enormous amount of bags that need to be inspected. But if the time could be taken to open the bottle, then certainly the time could have been taken to securely replace the cap. Please caution your inspectors to secure the caps of any bottles containing liquid that they feel compelled to open and inspect.

A Respectful Citizen of the USA

2559 1/10/2017

Caller advised that her luggage was delayed, She advised that she received her luggage back and there is an NOI in the bag and she is missing 3 outfits from Africa.

Date Time: 1-8 5:15PM

Airport: IAD

Airline: United

Flight: UA325

Bag Tag: (b)(6)

Bag Description: Carry On Sized Black And Grey Small Rolling Bag

Missing Damaged: 3 Outfits Made In Africa Missing From The Bag.

NOI: Yes.

2560 1/11/2017

Caller stated she flew from Dulles to Denver yesterday and her bag was searched. Caller stated she is missing an expensive mouse for her laptop and the bag with her shampoo and body wash is missing. Call disconnected

Date Time of Travel 1 10 17 @ 12:30pm

Gate Terminal D1

Airport Dulles IAD

Airline United

Flight # 735

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

Bag Description Hard sided Grey Black Samsonite has stripes

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)

2561 1/12/2017

Caller s friend flew from IAD to Iran. She has three items missing from her bag and has a NOI. She is missing bottles of Vitamin C, Centrum, and a multivitamin. He only had the flight details for her connecting flight overseas. He will call back when he has the information for the flight from IAD.

Date Time: 01.11.17

Gate\Terminal:

Airport: IAD

Airline:

Flight #:

Bag tag # (10digit:

Bag Description:

Missing\Damaged item description:

NOI:

2562 1/12/2017

Submitted on Thursday, January 12, 2017 - 07:34 Submitted by user:
Submitted values are:

Categories: TSA Pre?®

==Complaint Detail==

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

Date:

Approximate Time: 07:00

Name of TSA employee (if known):

Airline & Flight Number: United 3226

Checkpoint/Area of Airport: TSA Precheck security point

Please provide a description of your inquiry/comment.: I was going through TSA Precheck metal detectors between 6:55 am and 7:00 am. I noticed the 2 African America women watching the x-ray machine weren't really watching what was going through on the belt. They were socializing and laughing. Given what happened in Florida, security should be paying more attention to what is being brought into the airport regardless of it being TSA Precheck.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone:

2563 1/12/2017

(b)(6) just called and spoke to (b)(6) in regards to her friend. She flew from IAD to Iran he wanted to add the flight # QR708. She received a NOI and items are missing.

Date Time: 01.09.17 20:45

Gate\Terminal: B41

Airport: IAD

Airline: Qatar

Flight #: QR708

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

Bag Description: Black, roller

Missing\Damaged item description: vitamins and pills are missing.

NOI: Yes

2564 1/13/2017

Submitted on Friday, January 13, 2017 - 03:06 Submitted by user:
Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

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

Date: Tue, 2017-01-10

Approximate Time: 10:00

Name of TSA employee (if known):

Airline & Flight Number: Royal Air Maroc / AT555

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: My luggage was searched by tsa and i cant find my shirt. It is a sky blue sweater like shirt. My box was torn open by TSA when it was not even locked. The zip was working perfectly fine but you guys decided to tear it open instead.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

2565 1/14/2017

The caller traveled from IAD to ATL last night. He noticed a NOI in his bag, but he is missing sunglasses.

Date and Time: 1 13 17 at 1PM

Gate and Terminal: NA

Airport: IAD

Airline: SW

Flight: 544

Baggage Tag: (b)(6) or could be (b)(6)

Description of bag: It is a black roller suitcase that is the size of a carry-on.

Description of missing item: A pair of black Oakley sunglasses. It is radar style.

NOI: Yes. Nothing written or stamped.

2566 1/15/2017

The caller stated that two pairs of really expensive were missing from his bag.

Mishandling RFI

Date Time of Travel: 1-13-17 4:25pm

Gate Terminal: G230

Airport: IAD Washington

Airline: United

Flight #: 6341

Baggage Tag # (Checked only – 10 digits): N A

Bag Description: Gray big bag

Was an NOI Present? (Checked only): Yes

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

Phone Number and Email Address: (b)(6)

2567 1/17/2017

Caller just flew on flight 2140 Southwest from Dulles and she had a NOI in her luggage and she is missing a leather shoulder bag now.

Date Time	Jan. 14 @ 5:05 PM
Gate Terminal.....	B 64
Airport.....	Dulles
Airline.....	Southwest
Flight #.....	2140
Bag tag # (10 digit).....	Will call us back with this information
Bag Description	Color of luggage Dark navy blue almost black with a pop up sliver handle; Soft sided
Missing Damaged item description	Brown leather handbag with long thin handles and about 7 inches in width
NOI.....	YES

ID Date Added_Date Only Contact Details

2568 1/17/2017

Reason for the call - His sunglasses are missing from his carry-on. His bag was pulled out for additional screening. He thinks his sunglasses fell out of the bag during the inspection.

Airport - IAD

Airline - United Airlines

Flight Numbers - 360

Departure Times - 5:35 pm

Date And Time of Incident - 1 16 2017

Missing Damaged item description - He has a pair of Costa Del Mar sunglasses missing. They have a black frame and green lens.

Location Of Incident

Gate - C17

Terminal - East Terminal

Phone Number - (b)(6)

Email - (b)(6)

Special Notes - Caller flew from IAD to TPA. He wanted to know how to file a claim for the sunglasses. He also wanted a claim form emailed to him.

2569 1/17/2017

Callers father was flying from Dulles and there was a Hazardous Materials NOI in his luggage and she wants to know if he can get the two bottles of liquid back.

2570 1/17/2017

Dear TSA,

My wife and I have had a very bad experience on a recent trip from Washington, DC (IAD) to Fort Lauderdale (FLL) and on to the Bahamas (MHH) on January 14, 2017. Please allow me to explain.

We departed IAD on United Airlines flight 1508 at 9:15 a.m. We continued our trip on United flight 3086 departing at 1:30 from Fort Lauderdale and arriving at Marsh Harbour in the Bahamas. We checked four pieces of luggage at Dulles, all with regulation TSA locks. Two of the bags were brand new. The TSA apparently went through three of our cases, leaving three notices of baggage inspection.

When we received our luggage at the airport in the Bahamas, we noticed that one of the brand new suitcases was partially unzipped and its zipper and TSA locking mechanism were broken. Please note that this had to be done either at Dulles airport or at Fort Lauderdale, not in the Bahamas, because we were on the tarmac when our luggage was taken off the small plane there. When we took our luggage off the belt, we had to push in some of the clothing and other belongings that were protruding from the open suitcase.

When we arrived at our destination in the Bahamas that same day and unpacked our suitcases, we realized that besides the broken lock and torn zipper on our brand new suitcase, the following items were missing:

- one can of olives
- two cans of special dog food
- one roll of cosmetic squares

Of note is the fact that these items were not removed from the suitcase that had been damaged by your agents, but from at least two of the other suitcases.

To my mind, the reason why we buy a suitcase with a TSA lock is so that your agency can gain access to our luggage for security of all passengers without breaking locks, so that your agents might treat our luggage with some modicum of respect. What is the point of buying a special suitcase and locking it?

I would like to know what you do to compensate passengers who have suffered losses through the negligence and disrespect of your agents.

I would appreciate your attention to this matter and look forward to hearing from you. Thank you.

(b)(6)

2571 1/18/2017

Caller advised that she boarding a flight from Dulles on 1-7 and she is missing a phone from her checked bag.

Date Time: 1-7 10:30AM
Airport: Dulles
Airline: Emirates
Flight: Ek232
Bag Tag: (b)(6)
Bag Description: Large Red Rolling Suitcase
Missing Damaged: Missing Cell Phone
NOI: Yes.

2572 1/18/2017

Hey
I would like to tell you guys that i miss some staff from my baggage one mag for coffee to kept warm .. i was coming from Riyadh to Washington Dullas to Dallas Taxes and To Little Rock And it cost me \$120.23 so please answer me if you have it

(b)(6)

2573 1/18/2017

The caller received a NOI and is missing an iphone and some razor blades and some face cream.

Date Time: 1 16 17 10:25AM
Gate Terminal: He
Airport: IAD
Airline: Emirates
Flight #: EK222
Bag tag # (10digit: (b)(6)
Bag Description: The caller s bag was large and brown. The brand name was Fourtest. The was a red amulet tag with his name.
Missing Damaged item description: Iphone 7S. It was in the box. There was a container of face cream missing as well as razor blades.
NOI:

2574 1/18/2017

Caller said he bag was taken at the checkpoint and not given back to him. He ask the officer for his bag back and took off with it. He had a new jacket in his bag, a jockey hat and a Viking toys inside the bag.

He is deaf and is using an interrupter, not one ever came back with the bag. Caller said the agent new he was deaf, not explanation was given. Just left with his bag. He said he waited for sometime but no one ever came back. He said it was a plastic shopping bag. Not explanation was given about why it was taken, he ask everyone around him but no one knew anything. An agent was sitting looking at the screen, both light skin in color. The agent wearing glasses at the checkpoint took his bag. He said all 3 items are over \$100 value. He believes the items were stolen.

Date Time: 1 16 17 @ 1:30pm

Gate Terminal: main terminal Gate A

Airport: IAD

Airline: aeroflot

Flight #: 105

Missing Damaged item description: jacket, hat and a Viking toy

2575 1/18/2017

Submitted on Wednesday, January 18, 2017 - 19:34 Submitted by user:
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

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

Date: Wed, 2017-01-18

Approximate Time: 02:30

Name of TSA employee (if known): Unknown, dark hair female,
medium build, caucasian

Airline & Flight Number: United

Checkpoint/Area of Airport: Deprtures

Please provide a description of your inquiry/comment.: I was
setting up at the security checkpoint, two bins and a carryon.
There was one person behind me. He and I were travelling
together. There was no one else in line. The agent walks up and
shouts "move forward" and shoved my bins and bag forcefully, then
walked away. That us just rude. I travel extensively and have
never experienced something like that. It is shameful you have
such a person working for you. It just further proves the common
conception that TSA agents are rude thugs that bully people
because they can.

==Passenger Information==

First Name: (b)(6)

Last Name: [redacted]

Email: (b)(6)

Phone:

2576 1/19/2017

Submitted on Thursday, January 19, 2017 - 14:16 Submitted by user:
Submitted values are:

Categories: Broken Locks

==Complaint Detail==

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

Date: Wed, 2017-01-18

Approximate Time:

Name of TSA employee (if known):

Airline & Flight Number: Go 1500

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: when I picked up my suitcase, the broken lock was inside with a note that my suitcase was inspected. In addition, my black leather gloves are missing. This is the SECOND TIME MY LOCK WAS BROKEN. If they wanted to inspect it, I would have let and opened it. It's a violation of my privacy and to have things taken. I demand some sort of restitution.

==Passenger Information==

First Name (b)(6)

Last Name (b)(6)

Email: (b)(6)

Phone: (b)(6)

2577 1/23/2017

Caller is reporting missing items from her checked bag at the Dulles Airport. Three items are missing : a mouth guard, religious meditation material and a Tiffany jewelry box with sterling silver jewelry..

Mishandling RFI

Date Time of Travel 1-18-2017 5:30 p.m.

Gate Terminal D

Airport Dulles

Airline United

Flight # not provided

Baggage Tag # (Checked only – 10 digits) not provided

Bag Description: Roller Jennifer Lopez Gold soft canvas bag

Was an NOI Present? (Checked only) No

Phone Number and Email Address (b)(6)

2578 1/23/2017

Hello,

I was on a flight on Southwest Airlines out of Dulles airport today, January 22 2017. When I received my luggage back the a very important , family metal antique tea serving set pieces were un packaged by your staff and not properly re-packaged as they were when I PACKED my luggage. On top of that there was SAND or a SANDY SUBSTANCE inside my luggage all over my CloTHES. What is going on here????? I understand you like to check luggage. But not to put it back the way you found it is unacceptable. I expect a phone conversation and an explanation. Also my cosmetic case was opened and not zipped , when I went to pick it up, knowing I had zipped it shut when I packed it, I would not of guessed i would send the contents flying across the room. I know TSA picks on my luggage all the time but really?

I await your response,
Sincerely,

(b)(6)

Sent from my iPhone

2579 1/23/2017

From: (b)(6) mailto:(b)(6)
Sent: Monday, January 23, 2017 1:54 PM
To: TSA-ContactCenter@dhs.gov
Subject: IAD pre check

TSA managers that make the staffing schedule at Washington Dulles (IAD), your pre check line today was just one line and this is not the first time. Resulting in nearly an hour to get through a line that nobody has to remove shoes, electronics, liquid items, etc,; thus it should be a quick experience.

You continue to under staff this lane outside of the holiday season. Please consider Monday and Friday with business and government travelers using precheck, to increase to two lanes working pre check.

I've written the airport as well and they have said they complain enough and it's up to us.

Please. I enjoy the experience once I'm at the screener, it is fast, it is just the number of lines that's sad.

Thanks for your time

Dan

Attachment worked by Bengel, Rachel M.

Attached was a photo of the precheck line.

2580 1/24/2017

Callers cousin traveled from the US via SAUDAR Airline. His cousin found a NOI in his bag and he found some items from one of his checked bag. The items were taken from a outside pocket of the duffle bag, all this items were in a plastic bag. He ask if it was possible they got left out of the bag?

What is the person name that is missing these items? (b)(6)

CSM RFI-----Mishandling RFI

REASON for the call: Missing items

Date Time: 01-19-17 at 6 pm

Airport: IAD

Airline: Saudi

Flight #: SV38

Bag tag # (10 digit): There was two bags and he isn t sure which was missing the items

(b)(6)

Bag Description: Duffle bag gray in color, with blue trim with a black bottom, the brand is High Sierra

Missing Damaged item description: Supplements in tablet form and tea in powder form

NOI: Yes

2581 1/24/2017

Hello Sir or Ma'am,

After flying on flight 356 from IAD to BOS, my suitcase was checked in a bag inspection. I have become familiar with finding the paper slip in my bag upon my arrival--not sure what was being searched, but I am always searched. However, on this trip I had a sealed can of fruit preserves that was opened during the inspection and not sealed again properly causing the contents of the jar to spill in to my suitcase destroying several brand-new sweaters that I received from my mom for Christmas. I need to know the proper route to receive compensation for this careless mistake and those who performed the search need to be refreshed on precautions when opening bags. I understand the need to be cautious in this modern era of terrorism and technology; however, they should never to this carelessness and callous.

Thank you.

(b)(6)

2582 1/27/2017

Caller stated she traveled 01-18 from Dulles to Denver. She has a NOI in her bag. She noticed her item is missing. It was a woman scarf.

Date Time of Travel: 01-18-17 at 4:04pm

Gate Terminal:

Airport: Dulles

Airline: Southwest

Flight #: 1688

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

Bag Description: It is a carry on size bag. It a cranberry color cloth bag. Two internal side pockets.

Missing damaged items: A woman s scarf

Was an NOI Present? (Checked only) Yes

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

Email Address: (b)(6)

2583 1/28/2017

Caller flew from IAD and his bag was inspected. He stated his gift was taken out of the box and the box was crushed. He stated his information was pulled out of the folder and his bag was in disarray. He stated his folder was wet as well.

Date Time of Travel 1 27 2017 7:21PM

Gate Terminal Gate 73B

Airport IAD

Airline American

Flight # 1362

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

Bag Description Black bag with wheels.

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)

2584 1/28/2017

The caller traveled from IAD on Ethiopian airlines when he noticed his herbs were taken from his checked baggage.

Date Time: 12:05pm 1-14-2017

Gate\Terminal: D32

Airport: IAD

Airline: Ethiopian

Flight #: NA

Bag tag # (10digit): NA

Bag Description: Blue and black bags

Missing\Damaged item description: Herbs is missing.

NOI: yes

2585 1/29/2017

Caller was traveling from Dulles to LAS and had his laptop in his suitcase. TSA has an NOI in his suitcase and he has a TSA approved lock and they didn't do it correctly so he can't unlock it. Caller is wanting TSA or someone to try and unlock his lock for him