

Airport Month Subject Category

Contact Details

Feedback Type : Compliment  
Categories : TSA Pre?™  
Current Date/Time : 1/25/2014 2:04:34 PM Airport : SAT - San Antonio International Date/Time of Travel : 01/25/2014 12:00 PM Airline & Flight Number :  
Checkpoint/Area of Airport :  
TSA Employee, (if known) :  
Comment : TSA Pre was unable to read lots of folks boarding pass and rerouted to regular line. To each she commented "That's the risk you take when you print at home"

The persons behind us and in front of us had the same issue.

Delta Airlines had no problem reading my nor my traveling companion boarding pass when we checked baggage and also at the gate.

Needless to say the TSA rep was frustrated and in a bad mood.

I have never had a device be unable to read the codes which were designed to be recognizable when printed from a crude dot matrix printer or displayed on a cell phone.

Any ideas?

Would you like a response?  True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT January Customer Service - TSO

Caller was flying out of SAT and her TSA lock was broken off and the bag is damaged.

SAT January Locks - Missing or Damaged Lock--Claim Request

tried to explain that it was likely caused by the conveyor system and TSA is not liable but that she could go to tsa.gov and download a claim form.  
Caller's number lock on her suitcase is not working. She thinks it has been locked by a TSA key. She cannot open the suitcase and unable to access her items. It has a number lock with a TSA key lock above it. She flew from San Antonio. Caller wanted to know if she could take the suitcase to the airport to have it unlocked?

Advised:

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

I suggested she contact the manufacturer of the suitcase to find out how it could be opened. I stated she could take it or call beforehand to see if a TSO could unlock it.

SAT January Locks - Missing or Damaged Lock--Claim Request

The caller traveled to SAT and had her bag locked with a TSA lock. On her return trip from SAT on 12-11-13 her lock was missing and she wants to know why. The caller did not have a NOI. The caller has always been bad for screening. The caller does not think it broke off while on the conveyor system. The caller states that she went through screening and they kept putting her down wanting to know what was on her back. The caller informed the officers it was a bra.

Many locks break off in airport baggage conveyor systems during transport.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

SAT January Locks - Missing or Damaged Lock--Claim Request

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. I advised the caller that her complaint was noted.  
Hello,

I recently traveled from San Antonio to Mexico City, and inside my bag was a notice of baggage inspection.

My bag has a TSA002 lock on it and when I picked up my bag it wasn't lock and now the combination that I had on the lock is not working.

Can you please tell me how can I reset the combination lock on my bag?

Do I have to do it at the airport?

Hope you could give me an answer soon.

Regards,

(b)(6)

SAT January Locks - Missing or Damaged Lock--Claim Request

The caller flew from SAT on December 31 on Delta. She had a NOI in her bag. She noticed that he lock was off. She thought it was a TSA lock that did not have to be broken. She wants to know what was in her luggage that caused it to be opened. She takes a lot of medicine and she is not sure that anything was removed and can not read the notice because there is tape on it. She was just not sure if she should not pack certain items in checked baggage. She has medical items and put her liquids that were over four ounces in checked because that is what she was supposed to do. She asked if she was not supposed to lock her baggage, she was certain that she bought a TSA lock. She asked if there was any way for her lock to be replaced and asked if the claim would replace her lock.

Advised caller

Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all.

Locked checked baggage may cause delays due to the need for TSOs to open locked baggage by using alternative measures, including force. To avoid possible delays and lock damage, TSA-approved Travel Sentry® and Safe Skies® locks can be opened by TSOs without force and little delay. Travel Sentry® and Safe Skies® locks and are available for commercial purchase. TSA cannot, however, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage.

TSA does not limit liquids, gels, and aerosols in checked baggage unless it is considered hazardous.

The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Bags may also be chosen for physical inspection at random.

SAT January Locks - Missing or Damaged Lock--No Claim Request

You do have the right to file a claim. You can get the form on TSA.gov. There is no guarantee that the claim will result in compensation as there will be a investigation. TSA does not guarantee locks will not

			<p>Caller traveled from San Antonio to Dallas to Puerto Rico, and she states that her lock was broken off. She has a NOI. She also paid 280 for the bubble wrap. She wants to know why if we have to rip off the plastic and break the lock, why do we allow the people at the airports to charge passengers for the bubble wrap.</p> <p>Informad caller: To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to inspect checked baggage by hand. Locked checked baggage may cause delays due to the need for TSOs to open locked baggage by using alternative measures, including force.</p> <p>Generally, TSA has no role in prioritizing, sorting, or transporting checked baggage. We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short, though it varies depending upon the operational conditions at each airport. In addition, TSA has found that many locks break off in airport baggage conveyor systems.</p> <p>Advised caller that we do not control the functions of the airports. TSA does not sell bubble wrap nor are we responsible for that. We only screen items. The caller had a computer in his backpack when he went through screening. The caller did not know he had to take the computer out of his backpack so the officers took out his computer out for him. The officers place his laptop in the bin on top of his glasses and broke his glasses. The caller went through screening around 3:00pm. Airport: SAT to DAL Airline: Southwest Flight Nu#: 1984 Date and Time: 12-17-13 departing at 3:40pm Contact Information (Email): [REDACTED]</p> <p>You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.</p> <p>Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at SAT.</p> <p>Caller flew 12-29-13 San Antonio to Denver on Southwest and had a NOI and 2 items were stolen from his bag, a Boise Speaker and an iPod.</p> <p>RESPONSE: Told I am sorry his items are missing. I will send a claim form to email within 24 hours and Claims Management makes the decision. We will also send a copy of his complaint to the Customer Support Manager.</p> <p>CSM Referral Information: Airport: San Antonio SAT Airline: Southwest Flight #: 1620 Date: 12-29-13 Departure time: 6:30 PM Baggage tag #: Did not have Description of baggage: It is a black medium size hardsided bag with rollers. Was there a NOI?: Yes Any information on the NOI?: Does not recall Specific location - Terminal or Gate: Terminal A Gate 3</p> <p>Caller and his family flew from San Antonio to Kansas City. In the process of their flight, they checked a bag with a laptop and charger in it. He stated he did have an NOI in his bag, but now the laptop and charger are gone. This computer has value and has sentimental value as well because it is the only computer that has all the pictures and videos of their son. He stated his fiance is very distraught about it being gone, it really means a lot to them.</p> <p>Advised caller I could go ahead and send a claim form via email, should receive it within 24 hours. It will come with a cover sheet that provides instructions and the address of where to send the claim form once it is complete. If you have any questions following filing the claim you can contact the CMB their number is on the cover sheet. Once it is complete send it back and they will file an investigation on that claim. They can also check surveillance of when the bag went through screening.</p> <p>Airport: San Antonio Airline: Southwest Flight #: 3958 Terminal or Gate #: Gate A5 Date and Time of Departure: 11 14 at 5:00pm Description of luggage: Black Samsonite Bag Standard size 3 foot tall on top of the bag a silver logo that says Samsonite and wheels are silver Baggage Claim #: [REDACTED] NOI anything written: Nothing Calling on behalf of: Self email: [REDACTED]</p> <p>Yesterday I flew with my husband and our 3 month son when I got my suitcases and opened if I found a notice regarding they went through my stuff now I have no problem with that but my issue is the fact that they opened a bottle of shampoo I had inside thus spilling entirely over everything inside the suitcase and they stole my babies toiletry bag and a couple of other personal item in that suitcase that belong to my infant!!!! I'm am a very outraged mom right now to think that these people whom we can "trust" with our personal item would do this I flew from San Antonio to El Paso so it happened sometime between there I demand that this complaint will be pursued because I don't think that is fair in anyway me and my husband work hard as it is to support our family!</p> <p>Sent from my HTC</p>
SAT	January	Locks - Missing or Damaged Lock--No Claim Request	
SAT	January	Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request	
SAT	January	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	
SAT	January	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	
SAT	January	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	

SAT	January	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	<p>Caller: Caller flew from SAT to IAD yesterday. She had a NOI. Her humidifier is broken.</p> <p>Airport: SAT Airline: United Flight #: 5491 Date and time: 01 04 14 at 6:10 p.m. Baggage tag #: (b)(6) Description: Green Travel Pro rolling bag. NOI: Yes</p> <p>Response: You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.</p> <p>Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. They should have video footage of the inspection. Caller was supposed to fly out on Delta and he had checked his bag. The flight was cancelled and the bag was returned to him at the airport. His bag was inspected. The bag was slash cut on the bottom. NOI inside the bag. The bag was a new \$160 Nautica bag.</p> <p>Advised: I apologized to the caller that his bag was damaged and offered to send a claim form which would be sent within 24 hours. I stated I would forward this information to the CSM.</p> <p>Airport: San Antonio to Minneapolis to Montana Airline: Delta Flight #: 5684 Date and Time: 01 05 2014 05:30 pm Baggage Tag: (b)(6) Description of Bag: Nautica Grey large duffel bag with rollers. NOI: Yes Anything on the NOI: No Terminal or Gate: Gate 13 Email: (b)(6)</p> <p>Claim form sent via email The caller's brother flew from San Antonio to Houston to Portland. The caller states that his suitcase was damaged at San Antonio. The caller states that she is trying to file a claim for his damaged baggage. The caller states that while on the aircraft a member of the TSA advised the passenger that his luggage was damaged. The caller flew in with United airlines. The caller wants to know how long the claim process can take. The caller wants to know if she can get the claim form online. The caller flew on United flight number 5135 on 01 06 14 at 1634.</p> <p>Advised caller: We regret that you were not satisfied with the service you received. I can assist you with obtaining a claim form so you can file a claim in writing to us for your item. It generally does take 24 hours to receive any document I send you. Also make sure that you check your junk and spam folders as my correspondence doesn't always come to your inbox. Also, if you will give me some more detailed information I can forward this complaint to the Customer Service Manager (CSM) at the airport which the incident happened.</p> <ol style="list-style-type: none"> <li>1. Airport: San Antonio</li> <li>2. Airline: United</li> <li>3. Flight number: 5135</li> <li>4. Gate Terminal: b5</li> <li>5. Time of Departure: 1634</li> <li>6. Date and time of incident: 1 06 14 1430</li> <li>7. Baggage Tag number: (b)(6)</li> <li>8. Was there a NOI: Approached by TSA agent</li> <li>9. Was there anything written on the NOI: no</li> <li>10. Description of bag: navy blue; wheels. It is not solid it has small squares</li> </ol>
SAT	January	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	<p>I advised the caller that the TSA has 6 months to process her claim from the time it is received. I advised the caller that she can obtain a claim form from the <a href="http://www.tsa.gov">www.tsa.gov</a> website.</p> <p>Caller stated that he flew from SAT to ATL and then on to EVV on Delta Airlines on 01 4 2013 he stated that he contacted delta in regards to his Bushnell Lazar Range finder that was missing from his Bow case he stated that there was a NOI inside the case. Advised the caller that I would send him claim forms as well.</p> <ol style="list-style-type: none"> <li>1. Airport: SAT</li> <li>2. Airline: Delta</li> <li>3. Flight number: DL 2132</li> <li>4. Departure date and time: 01 04 2013 1224 pm</li> <li>5. Location (gate number): A14</li> <li>6. Baggage claim numbers: N/A</li> <li>7. Notations on the NOI: YES</li> <li>8. Contact information: (b)(6)</li> </ol>
SAT	January	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	<p>The caller asked if during the inspections if items may have fallen out of her bag. She stated that a book that was a gift is missing from the netting in her bag, along with medical records. She is a military child and she is missing her records. She works in Turkey, and she is from TX. She knows her bag was searched, however she did not know that her items was missing. She stated that there was a NOI in the bag. She flew on United from SAT to IAD to Munich to Ankara on Lufthansa. She asked if she needs to call United since it was a United flight.</p> <p>I apologized to the caller for the manner in which their bags were handled and explained that the TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response. Claim forms are also available on our Web site at <a href="http://www.tsa.gov">www.tsa.gov</a>. Complete and return the form in accordance with the instructions. I explained that generally baggage is inspected at the original departing airport.</p> <p>These Lost/Found contacts are only for items left at TSA Security Checkpoints or items missing from checked baggage. Any items found in our baggage screening areas would be turned into the Lost and Found department.</p> <p>San Antonio International Airport 210-832-8333</p> <p><a href="http://www.tsa.gov/traveler-information/airport-lost-found-contacts#5">http://www.tsa.gov/traveler-information/airport-lost-found-contacts#5</a></p>
SAT	January	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	<p><a href="http://www.tsa.gov/traveler-information/airport-lost-found-contacts#5">http://www.tsa.gov/traveler-information/airport-lost-found-contacts#5</a></p>

Hi, on January 4th I flew from San Antonio Texas, to Salt Lake City Utah. Upon my arrival I found the TSA flyer saying that my suitcase was inspected. I didn't find anything to be missing or damaged, so I didn't think too much of it. Today (January 8th) I had to take my laptop out of my apartment, and I found out it wouldn't close. Furthermore the TSA flyer I found was in my laptop, so I have good reason to believe that TSA damaged my laptop. Now, I want to know what you can do to help me. I await a response.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

(b)(6)

Caller flew this morning with American Airlines from SAT to Dallas, TX. She is missing items from her checked luggage, and she did find a NOI. She is missing a watch, a flashlight, and a laser pointer. Caller is wanting to file a complaint.

Advised,

Airport: SAT

Airline: American

Flight Number: 227

Date and Time of Flight: Jan 17, 9:55 AM

Baggage Tag Number: (b)(6)

Description of Luggage: military duffel bag, new digital camo, red band around the entire bag said US Army Reserve Safety.

NOI: Yes

Anything on NOI: No

Contact Info: (b)(6)

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I advised caller I will be sending the complaint to the CSM at SAT. I also gave the phone number to the lost and found at San Antonio International Airport, 210-832-5333.

The caller flies once a month from San Antonio to Harlingen, TX. She stated that once in a while, her items do not make it home. This does not happen too often. She stated that the last time she flew last month, she could not find a plaque that she bought that said Amazing Grace on it. She searched around the house, and also thought that she left it at her daughters in San Antonio. She has looked for it at her daughter's house and did not find it. She has never called us. She is traveling with two suitcases and putting her 2 pairs of shoes in each suitcase, due to afraid that her items will get stolen. She doesn't want to lose another pair of shoes. She always has a TSA NOI inside of her luggage. She will need to call us back with her flight details. She was flying on Southwest. She will need to call us back with the rest of the details. She then talked about not being able to remember what shirts are missing because they are new. She is taking inventory of her items on this flight. She reiterated that she will try and gather her flight details from the flight in December and call us back. She is very upset over her lost plaque.

Response:

I apologized to the caller, and told her that if she can provide some details of that incident, I will be happy to forward them to the CSM for review. I told her that I will be more than happy to go ahead and send a claims form to her. She asked me to mail them. She said she will be calling back with the information to escalate it to the CSM at SAT.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The caller has a bag that was inspected. The caller flew from San Antonio. The caller states that her laptop was in there and it was not repackaged properly. The caller states that her laptop battery is dead. The caller states that her jacket has a big mark across her jacket. The caller states that she does have a NOI. The caller flew with Delta Airlines on flight number 071 or 1790 on 01 25 14 at 1445.

Advised caller:

We regret that you were not satisfied with the service you received. I can assist you with obtaining a claim form so you can file a claim in writing to us for your item. It generally does take 24 hours to receive any document I send you. Also make sure that you check your junk and spam folders as my correspondence doesn't always come to your inbox. Also, if you will give me some more detailed information I can forward this complaint to the Customer Service Manager (CSM) at the airport which the incident happened.

1. Airport: San Antonio
2. Airline: Delta
3. Flight number: 071 1790
4. Gate Terminal: no
5. Time of Departure: 1445
6. Date and time of incident: 01 25 14 1230
7. Baggage Tag number: (b)(6)
8. Was there a NOI: Yes
9. Was there anything written on the NOI: no
10. Description of bag: tapestry brownish color, it is a carry on size, floral pattern colors, two front pockets.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Good Afternoon

My Name is (b)(6) I had flew today with American Airlines. I had traveled from San Antonio International Airport to Dallas (DFW), then to final Destination, Manhattan Airport in Kansas. When I arrived home, I realize I was missing my Small Apple Orange iPod Nano(6th Gen) in my Checked Suitcase. There was no TSA Safety Checklist Notice in my bag. I know I had put my iPod nano in a small cup container to protect it, but it was opened when I had opened the suitcase, and it was gone. I have gone through LOST AND FOUND at all 3 airports, and there was nothing. My tags and Flight number for the Suitcase were (DFW AA 1206) and (MHK AA 3053), please respond, my phone number is (b)(6) if you need it. This what the missing item looks like.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Flew from San Antonio to Orlando on Jan. 3rd, when they checked in their luggage they found that 3 of the 4 bags they locks were broken for inspection and there was a NOI. They are now missing an iPad mini from their luggage.

Response:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

I can send you a claim form via email, mail, or you can get it from our website at TSA.gov.

Caller stated he would get the claim form from our website.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Feedback Type : Complaint  
Categories : Missing or Damaged Items  
Current Date/Time : 1/19/2014 4:15:16 PM Airport : SAT - San Antonio International Date/Time of Travel : 01/09/2014 Airline & Flight Number : Southwest 747 Checkpoint/Area of Airport : was checked in outside terminal TSA Employee: (If Known) :  
Comment : My small red velvet bag with my ear rings was taken from my bag there was a pair of small diamond studs, sterling silver hoops, gold filigree ear rings, small gold hoops, small gold designed ear rings and a silver and enamel flower ear rings. This was taken from my checked luggage and I would like a response and for you to know there is someone stealing. Est cost.. since 2 were gifts from my dead husband it is hard to say 400-500 dollars.  
Would you like a response? : True  
Passenger's Name : (b)(7)(C)  
Phone Number : (b)(7)(C)  
Email : (b)(7)(C)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew yesterday from San Antonio on Southwest Flight #125 at 5:55 PM to El Paso but he checked in around 5 PM.  
His bag was disarrayed and he was missing a bottle of cologne and a gold scale from his checked bag. He did not have a NCI

RESPONSE:

Advised caller I am sorry he had that experience.  
Sometimes Cologne is considered flammable and intentionally removed but he would of had a notice about it if that were the case.  
Offered a claim form but he refused it.  
Told him the lack of the NCI might indicate TSA did not open his bag so he may want to report it to the airline since that may have happened after TSA released the bag.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Hello,

My suitcase on an indirect Delta flight from San Antonio, TX to Detroit, MI to Portland, ME on January 1, 2014 was randomly inspected by the TSA. I appreciate the need for this type of security, however, when I opened my suitcase at home, several items were wet. As you can see from the water line on the TSA inspection notice in the attached photo, clearly the inspection happened in the rain or snow, and while I support added security in air travel, I think it's unnecessary and disrespectful to expose people's personal belongings to the elements and leave them dampened in an enclosed suitcase. Please let me know with whom I can file a formal complaint.

Thank you,

(b)(7)

-

(b)(7)(C)

(b)(7)(C)

SAT January Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked

Feedback Type : Complaint  
Categories : Screening  
Current Date/Time : 1/7/2014 3:09:00 PM  
Airport : SAT - San Antonio International Date/Time of Travel : 01/07/2014 2:00 PM Airline & Flight Number : SWA 1709 Checkpoint/Area of Airport : Tsa screening TSA Employee: (If Known) : NA  
Comment : This is partially a complaint and partially a suggestion.

Airport: San Antonio International

Background: my 7-year old son lives in San Antonio so I frequent this airport 10 or more times a year. I have always found the tsa screening at this airport to have longer lines and processing times than most airports I fly through. Today my southwest flight ended up being delayed so as I ordered food in the food court I observed the tsa processing and decided to contact you with a suggestion.

Problem: the San Antonio tsa line typically has 3 screening stations running, 2 for the regular passengers and 1 for the tsa pre passengers. The tsa-pre line is kept completely separate, only allowing tsa pre passengers to use that baggage screening line. In the 20+ minutes I stood in the tsa line and the 15 minutes I sat in the food court I only saw about 10 passengers use this pre line while hundreds waited for 20+ minutes in the regular lines. I noticed the pre line screeners (4 of them) sitting mostly idle and chatting while they waited lengthy times between passengers coming to their lane.

Suggestion: get rid of the tsa pre line at this airport except during times when the tsa pre line is big enough to keep the screeners busy.

Would you like a response? : True

Passenger's Name : (b)(7)(C)

Phone Number : (b)(7)(C)

Email : (b)(7)(C)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT January Screening - Lengthy Lines

To whom it may concern,

I am writing as a citizen of the United States of America. I had a recent flight to and from San Antonio, Texas. I wanted to express my deepest irritation with this TSA inspection process. This is the biggest infringement on my rights as a US citizen and as a human that obeys the law. I have never seen such unhappy individuals to be forced to work with in my life experience. We as flyers do not want to go through the process any more than the TSA individuals seem to want us there. I have chosen on many occasions not to fly due to this harassment but sometimes it is just to far to drive. Let me assure you, on many occasions I have chosen to drive many miles rather than endure this process.

I understand that there are crazy individuals that are out there who make life very difficult for everyone due to their lack of respect of human life. But, infringing on my rights as a human individual to stop these individuals is not the answer. Doing as I was asked by TSA, I checked my carry on luggage on the return flight because I chose to purchase liquid items over 3.4 oz while on vacation. But, that was not good enough, they have to go thru my personal clothes that the items were wrapped in trying to protect my items leaving them together in a pile where the glass could break. Not only is it upsetting to have my personal clothes pilfered through but to not put my items back as they were to be protected is very discouraging and makes a flyer very upset.

I am a law abiding citizen, who pays taxes to support our government and I am the one who is being penalized. Because as you know, crazy individuals who are out there do not follow the law or do as they should, will continue, despite our best efforts to stop them, to find ways to do just as they will.

I am sure you have many who write but I wanted you to know my experience and to let you know how disrespectful and demeaning this process is.

Thank you for your time.

Sincerely,

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 2/1/2014 11:33:48 AM Airport : SAT - San Antonio International Date/Time of Travel : 02/01/2014 10:30 AM Airline & Flight Number : South west 2227 Checkpoint/Area of Airport : Security check point TSA Employee: (If Known (b)(6)) Comment : (b)(6) was very rude during the whole process. She talked to me in a very low voice behind me. I didn't know that she was talking to me. Then she raise her voice very high and yelled: do you speak English! I turn around and realized she was talking to me. After she checked everything and she ask me to stand right there and start talking to another lady. After their long conversation and she looked at me told me you can go in a very impolite way. I am a Chinese. I think (b)(6) unprofessional behavior not only insulted me but also insulted United States' national image. Please raise your bar when recruiting.  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number :  
Email : (b)(6)  
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SAT January Screening - Procedures/Process

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

Remote Client IP: (b)(6)  
Date Time: 2/2/2014 1:04:05 PM

Name: (b)(6)  
Email: (b)(6)  
Complaints: Discourteous/Rude Employee  
Flight Info (if applicable: Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Antonio airport. 2/2/2014  
SWA flight 660. Gate A3:  
Comments: TSA representative Christiansen Cole (not sure of first/last name order) totally inappropriate. Tone of voice and his intent to confirm his authority. I was in line taking my jewelry (bracelet, necklace) off and he yells over, that I do not need to remove it. I responded, "ok, just have been requested to do so with every other flight. But ok!" And he responds, "talking back is what gets you in trouble." I was not talking back, your employee, as many TSA agents act and respond so defensive, when passengers are just trying to follow the ever changing rules. Then! We are treated like garbage. Horrible. Many people for the sake of just getting through the line and the silent understanding that TSA employees are immune to punishment because they hold authority do not say anything. This employee, a govt employee needs better interaction skills. Especially when we have no choice to obey poorly employed authority enforcers.

SAT February Customer Service - TSO

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

Remote Client IP: (b)(6)  
Date Time: 2/22/2014 10:33:47 AM

Name: (b)(6)  
Email: (b)(6)  
Complaints: Discourteous/Rude Employee  
Flight Info (if applicable: Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Antonio Airport (SAT)  
American Airlines Flight #Z210 to Dallas  
11:55 pm CT departure  
Friday, Feb. 21, 2014  
Comments: The TSA official inspecting IDs and boarding passes at the security gate, when gesturing to me to approach, said, "Why don't you smile - it doesn't cost anything" in a loud and condescending tone. I hadn't said a word to this person. When I neglected to obey his command to smile, he said, "Thank you (b)(6)" in again a loud and condescending voice.  
I was unaware that TSA requires passengers to smile upon command. I was tired and just wanted to get to my flight, I did not say one word the entire time, so I don't know why he was acting that way. But I did not appreciate his attitude. I'm sure he does not order male passengers to smile.

SAT February Customer Service - TSO

SAT February Customer Service - TSO

Caller flew from San Antonio, Texas via American Airlines and is 79 years old in a wheelchair. She has Parkinson's Disease, two artificial knees, an artificial hip and metal rods in her back. She has always told TSA about her metal in her body, but this screening was different. A lady TSO informed her to go back to a room after setting of an alarm. She then took a wand over her hands and the alarm went off again. The lady then told her stay there and do not go anywhere. The caller thought that was absurd considering she was in a wheelchair. They then took her carry on bag, took everything out and checked it all. Fifteen minutes later a man came back and said that she can now go to the gate. He also told her that there must have been something in her medicine. Her medications contain sulphate and she wants to know if this would have caused her secondary screening. The caller stated that she does not feel discriminated against, just wishes to file a complaint to this airport.

Advised caller:

I do not have any information stating that sulphate medication will cause an effect on screening. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: San Antonio  
Airline: American Airlines  
Flight #: 1129  
Date and Time: February 19, 2014 at 10:55 am  
Location: Unknown  
Email: [REDACTED]

SAT February Customer Service - TSO

Is there anyway to know if she is on a list such as a watch list because her luggage is always searched when she is travelling. She was flying out of San Antonio on the most recent trip when her luggage was ransacked nothing was damaged just put in disarray. She ran into a very ill humored TSA agent that was very rude to a passenger in San Antonio at Feb. 16th. The passenger was not familiar with travelling and was taking a while to get all of her ID documents together and the officer yelled at her to move on and shoved her bag down the line. He was dark skinned, black hair, in his late 40's clean shaven medium built officer, this happened around 11:00AM at terminal A. He was the officer checking ID and boarding passes sitting at the far right desk.

Response:

Apologized about her luggage. Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.

Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

SAT February Customer Service - TSO

She returned from a trip from San Antonio to ATL. She stated her luggage was searched because she had some questionable liquids. She had a TSA approved lock on her luggage and it was not relocked after the search it was just hung on the zipper. She was wanting to make us aware of this issue.

Response:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

SAT February Locks - General

I recently traveled on a flight from SAT to BWI on 1/29. I was originally scheduled to fly on Delta Airlines flight departing at 6:10 am to ATL and then on to BWI. The flight was canceled due to the weather in ATL. I was rebooked on a American airlines flight departing at 9am to DFW and then on to BWI. As I was on a hunting trip I checked a gun case with declared firearms. The firearms were screened by TSA at the delta counter and then loaded on the luggage belt for my original flight with Delta. When the flight was canceled the luggage was transferred to American by Delta personnel. Upon arrival at BWI I picked up by luggage and gun case. The case has TSA combo locks on it and the locks indicated that they had been opened by TSA personnel. In fact only 1 lock out of 2 had been re-attached to the gun case. Inspected the gun case when I arrived home and thankfully found nothing missing. Lastly, there was not a card indicating that the case had been opened or inspected by TSA personnel.

Can you answer the following:

1. I was under the impression that if the case was opened that TSA personnel were to leave a card indicating the case was opened for inspection along with the name of the inspector. Is this the case?
2. Are TSA locks approved for use on firearms cases? I have not been told this by TSA personnel in the 5 years I have traveled this way but have been told by others this is not allowed by TSA regulations. Can you please confirm the use of TSA locks is acceptable on firearms cases.
3. It may be too late but what process would I pursue regarding the missing lock on my firearm. Can I get reimbursed for the missing lock?

Sincerely,

SAT February Locks - Missing or Damaged Lock--Claim Request

Dear TSA,

My name is (b)(6) and I have just arrived in Vegas, where my brother will be married tomorrow. I was the last one of my family to board flight UA1055, from San Antonio to Houston Bush Intl. TSA security went through my carry-on, my jacket and had my wallet for some time, as I was not aware that I could not carry water bottles in my jacket or carry on luggage. The security officer had to put my belongings through the x-ray machine several times, while I was separated from my belongings and they were no longer visible to me.

I told the female security officer that I had \$600 cash in my wallet and really would like at least to get my wallet back, while they continued to rummage through my possessions. The response I received was, "It will all be perfectly safe". She later asked if there were any sharp objects in the smaller bags contained in my carry-on. She advised of the items that would be confiscated. As I did not have time to take them back to my car, I agreed to surrendering my hair products, bath gel, and toothpaste.

I gathered all my possessions and hurried to board the plane, just in time. As I walked over to check in my baggage, I heard an announcement that a passenger neck pillow was awaiting customers return for pickup. I checked my carryon bag and sure enough, the pillow had not been returned to my bag.

When I boarded the plane, I noticed that ALL of my cash was also missing from my wallet. I had a \$100-bill and four \$50-bills folded together in the zipped part of my wallet. In the buttoned part of my wallet, I had ten \$20-bills folded together.

I am sitting here in my hotel room, extremely upset over this. The rest of my family is out on the town and going to have dinner. That was ALL the cash I have to spend, while I am here celebrating my brothers birthday and wedding, from today, February 3-February 7. I have been saving for this occasion for several months.

I called San Antonio Airport to report this incident. I was told to call or send an email to you, to initiate my claim. Likewise, that I could call SAPD to file a report as well. Further I was told to share as much detail as I can about when I was at the airport security.

Caller said she got a NOI in checked baggage and is missing an expensive boot. They cost \$349.00 for the pair of Steve Madden Brand boots. She said she wants the boot back and said she works for the USO. She requested that we email the claim form to her.

Airport: San Antonio International  
Airline: Delta  
Flight Number: DL 2965  
Departure Time: 01-15-14 at 8:55 am  
Arrival Airport and Time: JFK at 1:15 pm  
Description of Bag: Dark Red with Black trim. Claro Brand and her initials JAB on the bag and stamp with horses on it and black handle  
Was there a NOI? Yes  
Location: Airline Ticket Counter is where she dropped her bag off  
Terminal: unknown  
Gate: unknown  
Contact: (b)(6)  
Baggage Claim Number: (b)(6)

Response: I advised her I will refer this to the CSM at the airport.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements. When I arrived at my destination, my checked bag had the TSA "Notice of Baggage Inspection" form inside. I was on flight 4907 from San Antonio to Dallas and then connected to flight 1015 to Oklahoma City on 2/9/14.

I am missing my personal sized cabellias multi-tool that was in a small black case and based on your site should not have been a prohibited item, so it should not have been taken. Please advise?

I also attached a photo of what mine looked like, this was also a gift.

Thank you for your help.

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

The caller flew from SAT to LGB, and, upon arrival, found that several gifts, including boots and tortilla warmers, were missing from the luggage. A NOI was placed in the luggage, and she wanted to file a complaint and a claim form.

Flight Information:

Date and Time of Flight: February 3, 2014, Not Provided.  
Departure Airport: SAT  
Airline: Not Provided.  
Flight Number: Not Provided.  
Terminal and Gate Numbers: Not Provided.  
Baggage Claim Number: Not Provided.  
NOI: No information was written or stamped on the form.  
Description of Luggage: A large, black suitcase with a khaki and orange scarf tied to the suitcase.

Advised Caller:

TSA's receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which your luggage was handled.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response.

The caller will contact the TCC with the flight information at a later time. I gave the caller the EID:

(b)(6)

(b)(6) notes:

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller states she took a flight and her checked baggage was inspected with NOI included and she found a cell phone case that had jewelry in it had gone missing. She wants to file a claim.

We regret that you were unsatisfied with the manner in which your bags were handled. I assure you our officers do receive training in the procedures to properly inspect passenger bags and are required to return them in the same condition they were found. I apologize that was not the case in your situation. What I can do for you is send you a claim form within 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident.

Airport: SAT

Airline: Southwest

Flight#: 125

Date: 02/03/2014

Time: 5:55 PM

Baggage#: NA

Gate: A4

Terminal: NA

Email: (b)(6)

NOI: Yes

Description: Silver hard case on wheels

Caller flew from San Antonio to ORD to Harrisburg International Airport. She has an NOI and her iPod charger is missing and the zipper on her luggage is broken.

Airport: San Antonio

Airline: United

Flight Number: 3678

Date and Time: February 18 at 7:20am

Baggage Claim Number: (b)(6)

Description of Bag: Large Delcy black soft bag

NOI: Nothing Stamped or Handwritten on it

Location: Gate C26

I emailed the caller the claim and instructions which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I also send this to the CSM for review.

Caller took a trip and checked a bag that is now missing an iPad. There was a NOI.

Advised caller:

To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

http: [www.tsa.gov/traveler-information/airport-lost-found-contacts#5](http://www.tsa.gov/traveler-information/airport-lost-found-contacts#5)

You may contact SAT lost and found at:

San Antonio International Airport  
210-832-5333

Flight information:

Flight Path: SAT to LAS to Reno

Flight date time: 2/17 6:50 pm

Flight #: 332

Airline: Southwest

Airport: SAT

Gate Terminal: (does not have)

Baggage claim #: (b)(6)

Baggage description: blue mid size hard case roller bag

On behalf of: self

NOI: yes - nothing extra on it

Email: (b)(6)

Position: (b)(6)

Good morning,

My bag was searched by TSA at San Antonio airport on 18 February 2014 around 0630 in the morning while flying on United Airlines flt 1155 to Houston (Bush) airport, based on the leaflet left in my bag. Could you ask the TSA agents to return my knife? If it will help jog their memory it was in the zipper pocket of the small duffel type bag. It was a small locking type knife black in color approx 2 years old full of scratches approx 3" closed and 6" when opened, it has been carried for close to two years except when flying when I put it in my checked baggage. Oh it was fairly cheap at \$17.00 when purchased.

To sum up please have the TSA person who took my cheap knife and send it to me at:

(b)(6)

(b)(6)

APO AP 96326-0015

If this is not possible how do I submit a claim to the TSA for a knife removed from my luggage?

(b)(6)

I noticed that my piece of luggage was left unlocked after being searched and a card from TSA left inside the bag at the airport in San Antonio Wednesday after returning to Atlanta from San Antonio, TX at 6:45 AM. I bought the TSA locks so that they could open them easily and relock them.

After unpacking the bag in Tifton I found that I'm missing a pair of pearl earrings that were packed in a separate small draw-stringed red brocade bag. Should they be returned or found, please contact me at (b)(6) or email me: (b)(6) or (b)(6) Tifton, GA 31793-7704.

Thank you for your consideration in this matter.

Sincerely,

(b)(6)

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

On 21 February I was traveling on official ICE business from San Antonio. My luggage was randomly selected for inspection per the notice I found inside my suitcase. My entire contents of my luggage had been ransacked...I cannot come up with more descriptive term to describe what it looked like. The contents of my shaving kit had been dumped out inside my luggage. Unfortunately, I had placed a brand new 90 day supply of my prescription medication in my shaving kit and it was missing from my luggage when I returned home and unpacked. I assume the irresponsible, sloppy and unprofessional TSA employee who conducted the search either caused my medication bottle to fall on the floor and roll away or something similar occurred. Needless to say this is causing me a major inconvenience personally and it reflects very poorly on your agency and the employee who caused this and left my belongings wadded up and thoroughly wrecked in my luggage last Friday. I am not sure how you handle these incidents but I would like to speak with someone in reference to my missing medication, the cost involved and how it gets replaced.

(b)(6)  
(b)(6) Collection Operations Unit  
(b)(6) Tactical Intelligence Center (TIC)  
Homeland Security Investigations-intelligence  
U.S. Immigration and Customs Enforcement  
Secure Desk: (228)-686-(b)(6)  
Cell (b)(6)

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

HYPERLINK 'mailto:(b)(6)  
Caller flew back from San Antonio and noticed her flat iron is missing. She definitely knows she packed it. The zippers weren't in the same position. There was no note in the bag. She had a carry on bag to at the Phoenix layover and it was too big and had to check it at the gate.

Advised:

What indication did you have that TSA had been in your bag?

The lack of an NOI in the bag suggests that TSA was not in your bag.

Let me give you the number to lost and found at San Antonio at San Antonio International Airport 210-832-5323.

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

I want to express my thanks to the TSA for the clumsy bag inspection done on my suitcase on Thursday, February 6, apparently in San Antonio. Items that were packed to prevent damage were unpacked and left that way, resulting in a considerable mess and loss of most of the property. The bill for the lost material, a bottle of Zyflamend nutritional supplements and the cleaning bill for the soiled items you caused, should come to about \$200.

Whom do I contact to get a check sent?

Caller said that he traveled from SAT to DFW on Southwest Airlines flight 3587 yesterday February 26th departing at 1220hrs. When he arrived at his destination, there was a NOI in his checked luggage and he was missing a Jabra Cruiser II in-car speaker phone. He said that he checked his luggage in about two hours before the flight, one piece, which was a medium size black roller bag. The missing item was inside of his briefcase that was inside the luggage itself, which contained a quantity of tools for his work. He wanted to report the missing item and see if someone removed it during inspection or if there was some way to further investigate.

Apologized to caller for his experience and explained that TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. Advised that we would forward the information he provided to the CSM at SAT for further assistance. Did not send claim forms as he does not have an email address.

On Sunday Feb 23, 2014 I flew from SanAntonio [SAT] to Houston on Flight 1543 and from Houston to Denver] DIA Flight 1345. I checked a duffel bag, picture above at SAT. On arrival in Denver I discovered the TSA approved combination lock was inside my bag and an Acer C 720 Chrome book computer, a charging cord and a Galaxy 10.3 tablet charging cord was missing.

I am reporting this so possibly other people may not have a similar experience since there may be some organized process going on in one of these airports. I would assume at SAT since that is where luggage would be screened.

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

(b)(6)

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 2/5/2014 11:23:46 AM Airport : SAT - San Antonio International Date/Time of

Travel : 02/04/2014 8:30 PM Airline & Flight Number : INTERJET 2953 Checkpoint/Area of Airport :

INTERNATIONAL TSA Employee: (if Known) :

Comment : MISSING ITEM A PERFUME AGUA DI GIO ARMANI Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) e-mail :

(b)(6) to leave a comment concerning this feedback, follow this link :

http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage w/out Claim Request

Sirs:

As we returned home yesterday and began to unpack we opened our large suitcase and it was in complete disarray.

I would suggest that they refer to www.tsa.gov for packing tips.

I understand security but this was offensive.

This occurred in SAT.

I'm sure that this will get your full attention:

SAT February Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked

The caller stated she flew from SAT on Saturday and found some type of recording device that did not belong to her, inside of her bag. She contacted local law enforcement and she stated they did not take it seriously, but she wanted to call and let us know. She did not have an NOI. She asked about locking her bag and if she could do that.

Airport: San Antonio  
Airline: Southwest  
Flight Number: 2789  
Date and Time: February 4th at 6:09 pm  
NOI: no  
Baggage Claim Number: (b)(6)  
Description of Bag: green carry on size bag with a backpack type straps. It has wheels and a handle.

I told her that TSA screens baggage but many times it can be done without touching the bag. If we have to hand inspect the bag then we will put a noi in the bag which lets you know we have opened the bag. Lack of NOI suggests we did not open the bag.  
I told the caller that because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

I told her she may want to call Southwest as well.  
Hand screening of luggage is required when a bag triggers an alarm, and baggage screeners may have to forcibly open locked baggage to complete the screening process. It is recommended that you leave checked baggage unlocked but it is not required. To avoid possible delays and lock damage, TSA-approved Travel Sentry® and Safe Skies® locks can be opened and relocked by TSAs without force and little delay.

Caller stated he wants to complain about injury to his testicles during a patdown by a TSO. (b)(6) (b)(7) at the San Antonio Airport. He stated (b)(6) (b)(7) but his hand under both of his testicles and jammed upward causing a great deal of pain. Caller said (b)(6) (b)(7) was the supervisor and he denied he even touched passengers in that area. Caller complained to (b)(6) (b)(7) that the patdown was causing him pain and (b)(6) (b)(7) said he wasn't even touching him there. Caller states it is extremely painful and (b)(6) (b)(7) shouldn't be allowed to pat anyone down ever again. He stated a bad screening experience was okay but a harmful bodily one isn't and wants someone to know and something should be done about (b)(6) (b)(7).

Flight # 3297, Gate # A5, flight departing at 11:20 CST, via SW.

Response:  
Apologized to caller for his screening experience.  
Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.  
TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

SAT February Mishandling of Passenger Property - Damaged Items-Carry-on or Checked

SAT February Patdown - Flyer

Feedback Type - Complaint  
Categories - Other  
Current Date/Time : 2/9/2014 11:45:35 AM Airport : SAT - San Antonio International Date/Time of Travel : 02/06/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport : TSA Employee: (If Known)  
Comment : I think it's completely irrational that about half the people are routed through the backscatter machines and half through the normal metal detectors, but if you ask to not go through the backscatter machine you are subjected to a full-body pat-down. Obviously if this were such a matter of national security, no one would be asked to go through the metal detectors. In the end, this simply punishes people who don't want to go through the backscatter machines and without any kind of apparent goal towards better security (since half the people don't have to go through them anyway).

I will always request to avoid the backscatter machines, for a number of reasons, and I think that it would simply make more sense on everyone's part if you just gave up the fact that this is for better security and save us all some time by allowing me, and others who choose not to go through those machines, to simply go through the metal detectors - like you allow half the passengers (or all, if the backscatter isn't working) anyway!  
Would you like a response? : False  
Passenger's Name :  
Phone Number :  
Email :  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT February Screening - Procedures/Process

Caller is a frequent flyer with Delta. He flew out of Indianapolis to San Antonio, when he was leaving on his return flight from San Antonio, he says he has concerns for the procedure for declaring his weapon. When he checked in they had took him to the TSA room for screening of his weapons, he said they had never opened or xrayed the two boxes. He said they used some sort of wand thing only. He has some concerns for screening since they did not look inside the containers for the weapons. He said he could have had explosives in the cases, they wouldn't have known this.

Told caller:  
I spoke to (b)(6) (b)(7) about this being a security issue, he felt the weapons had been xrayed when they were sent back to load on the plane. I was told send it to the CSM per security. So I explained this to the caller.  
I also told him I would send this information to the CSM so they too would take a look into it as well.

Airport: San Antonio  
Airline: Delta  
Flight number: NA  
Date and time: 2-23-14 Departed about 2 and 3 pm, to Atlanta  
Terminal or gate: Maybe gate 26

SAT February Screening - Procedures/Process

Hello  
I recently went through the San Antonio airport on my way if Salt Lake City. While going through the line came across your TSA agent (b)(6) (b)(7). She did not stop us but was whole demeanor was rather combative to everyone around her. This was also at five AM. She made a stressful situation even more stressful. Courtesy and professionalism would be greatly appreciated.

(b)(6)

SAT March Customer Service - TSO

Hello,

As a global entry pre-screened traveler I have my Trusted Traveler number entered in my profile on various airlines. My boarding passes print out as TSA Pre-checked.

Yesterday @ 2pm when I went through the TSA Pre Check line in San Antonio airport I showed my boarding pass and my global entry ID card to the agent. This agent informed me in no uncertain terms (rude is an understatement) that I needed to get TSA Pre approved ID card and NOT use global entry card.

I pointed out the boarding pass clearly showed TSA Pre Screen and would she prefer to see my passport, driver's license or some other non- global entry ID such as my government military CAC card instead? Obviously I confused her taking out my Global Entry card as a gov't issued ID card.

She informed I was to apply at TSA and get a TSA card if I wanted to use this line. Otherwise I needed to go back through the long line. Further she said well "we" don't accept this everywhere so you better go on the web site and apply.

Please educate your staff that persons going through other prescreen process to get trusted traveler status with this printed on their boarding pass do not have to reapply to TSA and pay another \$85/refingerprint/background checks/another interview, etc. Unless of course TSA is changing their process... and the website is wrong and if so please inform the public.

SAT March Customer Service - TSO

Caller is 76 years old and everytime he travels out of San Antonio TX to Florida they go though his daily dosage container. He stated that they ask him what the pills are for and he does not feel like they need to know that. He only flies on Southwest and walks with a cane, caller stated that this happens everytime and he has a list of medications but they still ask him what they are for.

SAT March Customer Service - TSO

Told caller that all his medication does have to be screened and and they may have to open the container to look at the medication as well. Told caller that I regret that this was his experience and I would forward this information to the CSM to let them be aware of this situation. Because we do monitor the number and nature of complaints that we received to track trends and spot areas of concern that may require special attention.

Caller is wanting to complain about TSO [redacted] Caller describes [redacted] as a 6'2, heavy-set, African American male.

[redacted] is a vendor at the airport that requires various tools in going through security. [redacted] made a joke during the inspection at a ladder, wondering if TSA would find a bomb in the ladder. At this point, [redacted] says that TSO [redacted] scolded him heavily and made him go through additional security even though he had already been through the AIT. Caller believes that [redacted] overstepped and was exceedingly rude about what was just a joke in going through security.

March 12, 2014  
Airport: SAT  
Time of Screening: 7:12 PM  
Terminal: B

Caller is advised that jokes of such nature are not taken lightly in going through TSA.

SAT March Customer Service - TSO

Caller's record is being sent to the CSM for further review.

Caller said she came through San Antonio on Monday on Delta and had a roll bag and shoulder bag and her laptop was inside her shoulder bag. She said she is unpacking now and the laptop is missing. She said the shoulder bag was never out of her sight except at the checkpoint. She said she already called the lost and found dept. but they don't have it. She requested that we mail the claim form to her. She said she wants the laptop back even though it is older because it has some pictures on it that she did not have saved.

Complaint: CSM

Claims Missing Laptop

Airport: San Antonio

Airline: Delta

Flight Number: 1871

Departure Time: 4:30pm at the checkpoint on March 10 and she said 1 TSA agent was checking her roll bag and he took the water bottle out.

Arrival Airport and Time: Atlanta at 9 pm

Description of Bag: Black Shoulder Bag American Tourister Brand had her laptop inside and the other TSA agent took her whole bag to screen it.

Location: checkpoint

Gate: A 14

Contact Information: [redacted]

I advised her I will refer this to the CSM at the airport.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

Hello,

I was going thru the security metal detector on Monday in San Antonio and my eyeglasses were broken when they came out of the xray scanner.

Can you tell me how I can get reimbursed for new ones?

(I am in the military)

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

[redacted]

The caller indicated that she flew from SAT to SEA with Alaska Airlines on 3/13. She asked if TSA agents can open a bag without the passenger being present. She doesn't know if her bag was physically inspected at the checkpoint. She was not selected for expedited screening and received the standard screening. She indicated that money (\$880) in an envelope that was inside a zippered pocket on the inside of her carry on bag is missing. The bank receipt in regard to the withdraw deposit was in the envelope as well.

She asked how often complaints of missing items are made. If there have been any made, and if TSOs can screen a passenger's bag without their knowledge and being present.

She doesn't know the flight number, however she stated that she believes that it starts with 6. There is only one Alaska Airlines flight directly from SAT to SEA each day at the same time. The departure time is estimated as 7:05pm from a gate that is operated by Delta. She thinks that it is Gate A11. She was at the checkpoint about 8am. Her bag is blue and has a zippered front and a zipper on the top. It has two shorter handles and then a longer handle that can be placed over the shoulder. The brand is REVO surrounded by a circle.

She asked if there were cameras and how long the footage was kept. She stated that there are bad people every and the money could have been stolen.

I explained that by entering the checkpoint she is expressing permission for her and her belongings to be screened and TSO may conduct a physical inspection of baggage. TSOs are trained to maintain a line of sight and control of a bag if a passenger cannot do so.

I advised that I would refer the information to the CSM at SAT to make them aware. They would have the means to look into and address the situation. The CSM can address her inquiry in regard to whether complaints of this nature have been made as well as her inquiry about cameras and their footage.

The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be mailed.

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

My husband (b)(6) left his green/silver Mont Blanc Pen at the San Antonio Airport (SAT) on Wednesday, March 26th, 2014 at approximately 8am. He left the pen in the change bowl as he was passing through pre-check in/ security (he participates in the expedited security process). He was traveling on AA flight 1433.

I have already contacted the SAT lost and found hotline and I have been advised that the pen was not turned in.

I am hoping that your agency can review the tapes from that morning and determine where the pen went after my husband left it in the change bowl. I have heard multiple news reports about how the TSA is cracking down on employee theft issues and I imagine that it is easier to identify potential problems if people report them directly to you. Please understand that I am not as concerned about one potential pen as I am about an employee that might not be following your policies and procedures... which could potentially impact hundreds of travelers over the course of the employee's career.

Here is a photo of the pen that was lost

Here is a are 2 photos of my husband - approximately 6'1", and 320lbs. I have heard that the TSA uses facial recognition to track people on video recordings and I thought that these photos might be helpful.

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

Caller arrived in SEA the day before yesterday and her computer was damaged and it was in her checked luggage. The screen was shattered and it was a MAC book and there was a huge dent in the computer. Caller stated that there is a NOI in the bag and it was damaged because TSA did not repackaging it in her luggage property. Caller is wanting to know what she can do about this.

Advised caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: San Antonio  
Airline: United Airways  
Flight number: 465  
Departure time: 7:27 PM  
Date and time of incident: 03/12/2014 06:15 pm  
Baggage tag numbers: UA (b)(6)  
Description of bag: Purple Samsonite rolling suitcase.  
Was there an NOI: Yes  
Anything written or stamped on NOI: No  
Terminal: B

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

To whom it may concern,

On March 15, somewhere between San Antonio and Denver, my suitcase was opened by a TSA agent to inspect the contents, and I have no issues with that. What I do not like, however, is that after the items were repacked into my suitcase, 2 picture frames and a wooden jewelry box were broken. The suitcase was a hard-shelled case, so the damage must have occurred when the suitcase was being repacked. I guess your agent was careless or in a hurry and destroyed my items recklessly. One of the picture frames was a military awards case that contained my father's Purple Heart, Air Medal with the numeral 4, Vietnamese Service Ribbon with 4 knots, and his Bronze Star. My father was laid to rest on Thursday, March 13, and these were going home with me. The picture frame contained a photo of my father in his Dress Blues before he shipped out to Vietnam. That photo has been damaged by the broken glass. The picture frame was wrapped in bubble wrap to prevent the glass from breaking, but the agent did not repack the suitcase properly and the frame and glass were shattered. Also damaged was a wooden jewelry box that had belonged to my father. That is repairable, but how do you manage to break a solid wood jewelry box. I am going to assume that I will be compensated for the loss I have incurred during this inspection, and look forward to hearing from you.

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

(b)(6)

Amendment to my earlier email which is also available below:

After unpacking everything from my suitcase, I noticed that I am also missing 4 black leather wallets in brand new condition, and one black leather credit card case with money clip. They were in the same suitcase and are now missing.

So now I am missing 4 brand new wallets, a credit card case with money clip, a broken awards case, a broken picture frame with damaged photo from the glass, and a damaged wooden jewelry box.

I am looking forward to hearing from you about this matter and how you are going to address it and make it right.

Thank you.

(b)(6)

On Sunday, March 16, 2014 3:18 PM, (b)(6) (b)(6) wrote:

To whom it may concern,

On March 15, somewhere between San Antonio and Denver, my suitcase was opened by a TSA agent to inspect the contents, and I have no issues with that. What I do not like, however, is that after the items were repacked into my suitcase, 2 picture frames and a wooden jewelry box were broken. The suitcase was a hard-shelled case, so the damage must have occurred when the suitcase was being repacked. I guess your agent was careless or in a hurry and destroyed my items recklessly. One of the picture frames was a military awards case that contained my father's Purple Heart, Air Medal with the numeral 4, Vietnamese Service Ribbon with 4 knots, and his Bronze Star. My father was laid to rest on

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 3/20/2014 3:28:37 PM Airport : SAT - San Antonio International Date/Time of

Travel : 03/18/2014 3:45 PM Airline & Flight Number : Volair's 959 Checkpoint/Area of Airport :

TSA Employee, (if Known) :

Comment : You guys opened my luggage (and you noticed it at me in a piece of paper) but you took a plastic bag with clothes that I have inside my bag. The luggage was under the name of (b)(6)

(b)(6) so I would like to have it back as soon as it is possible. Thanks a lot and I'll be waiting for your answer.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://saaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew yesterday from San Antonio, TX on Southwest Flight #568 to Houston and took Flight #

1126 to OKC.

She had a NOI inside her bag and her laptop and iPhone Charger are missing. She had school work on the computer.

She asked what happens if she files a claim and how long it takes.

RESPONSE:

Told her I am sorry her computer and charger are missing.

I will send a claim form to your email and report this to the Customer Support Manager.

I will also provide you with a phone # for the Lost And Found in case it was accidentally left out during screening:

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#8>

San Antonio International Airport

210-832-9333

The Claims Management makes the claim decisions and it may take time to investigate.

I do want her to know that TSA recommends travelers carry on valuable items like the laptops since we do not have control over the bags after screening.

CSM Referral Information:

Airport: San Antonio International

Airline: Southwest

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Flight #: 566

Caller flew with Southwest and her luggage was inspected by TSA. she found a NOI. Her laptop is broken and she is wanting to file a claim.

Advised,

Airport: SAT

Airline: Southwest

Flight Number: 711

Date and Time of Flight: Mar 24, checked her luggage around 5:15 AM

Baggage Tag Number: (b)(6) (b)(6)

Description of Luggage: purple color, Samsonite Brand, spinner wheels, 4 wheels, green wrap-around belt around the suitcase, and it is now missing too.

NOI: Yes

Anything on NOI: No

Contact Info: (b)(6)

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I advised that I will be sending the complaint to the CSM at SAT Airport. I advised that I would send the claim forms to the email provided.

Caller had flown from San Antonio and was missing a toiletry bag which contained her \$500 dollar mouth appliance inside. She had called us and has spoken with the airline as directed because she did not have a NOI in the bag. She said the airline insists that they do not open bags and that she needs to call TSA.

I told her that her complaint had been forwarded to a CSM for investigation.

I offered the lost and found as another option to try. Just in case there was a mistake made. She said wouldn't they have determined that it was left out when they investigated it.

I told her that it is under investigation but we do not know at this point what has been determined so she may try them at

San Antonio  
San Antonio International Airport  
210-852-5333

(b)(6)  
I confirmed her email.

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I told her that she can file a claim if she wishes. This will also be investigated and if may or may not be paid depending on circumstances. I emailed the form to her.

Feedback Type - Complaint

Categories - Missing or Damaged Items; Professionalism/Customer Service Current Date/Time - 3/9/2014 8:43:44 PM Airport - SAT - San Antonio International Date/Time of Travel - 03/07/2014 2:15 PM Airline & Flight Number - American Airlines, 3095 Checkpoint/Area of Airport - TSA Employee: (If Known) :

Comment : I am not sure at which point of my journey this offense occurred. I have listed on this form the starting point of my journey (San Antonio airport), but I am not sure whether this happened at the first airport, or the second airport I visited (Chicago O'Hare). My complaint is that at some point during my journey my bag was searched by the TSA and the staff they left my luggage in is appalling. They were evidently eating candy while searching my bag, they left the entire bag of candy scattered among my clothes. There were at least ten chocolate unsaten. Half of the wrappers were empty and had been left all over my things, meaning that chocolate crumbs had melted all over my clothes. The candies were Reese's Peanut Butter Eggs - I am allergic to peanut butter, so to find it melted all over my clothes outraged me. In addition to this, the TSA-approved padlock that I bought for the journey had not been replaced. I paid a good deal of money for it so that my luggage would be safe, and after removing it for the search they just left it inside my suitcase, meaning that my bag was open and vulnerable for the rest of the trip. I am furious. I paid a lot of money for this journey and now all of my clothes are covered in chocolate because of the unprofessional and ludicrous behavior of the TSA. Here is the flight information for my second flight from Chicago, just in case you need that too - flight AA6196, Chicago ORD.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://saaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Caller flew from San Antonio to Orlando today on Southwest. She is missing a toiletry bag and a \$500 mouth appliance. She has already talked to Southwest who told her that they do not inspect bags and to call us.

Airport:San Antonio  
Airline Southwest  
Flight Number:4448  
Date and Time:March 19th at about 5:15 am  
Terminal or Gate:A6  
NOI:No

Baggage Claim Number (b)(6)

Description of Bag:it is red mid sized suitcase with two pouches in the front and it is an Olympia brand. It had a red and gold ribbon sticking out of it.

I told her that the Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that

Caller took a flight yesterday from SAT to Grand Forks to MSP and checked a bag that did not get a NOI. He says that the bag is missing a pocket knife.

Advised caller:

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. I recommend making a claim through your airline.

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

I travel quite a bit and pass through San Antonio, Texas quite often. I usually check a bag and for some reason the TSA always chooses to inspect the bag. Though I do not understand fully why this usually happens in the San Antonio airport. I do understand that this is part of the regular process the TSA goes through.

I passed through San Antonio on Friday, 3/21/2014 and again the same issue occurred where that TSA inspected a suitcase that I had checked in through the Delta Airlines counter in the San Antonio Airport. When I returned home, I was missing my iPod and headphones that go with this. Though I cannot prove I had them prior to checking and that I do not have them now, I want the TSA to be aware of the incident so it can be documented in case there are other instances of the same type.

I do not expect reimbursement but I do want you to be aware. Also, why would the TSA consistently check my bag when I pass through that airport many times and I have probably travelled close to 1 million air miles? It certainly seems very odd to me.

Sincerely,

(b)(6)

Rochester Hills, Michigan 48309

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

The information in this email and attachments hereto may contain legally privileged, proprietary or

Hello, I appreciate the work you guys do and understand the need to perform bag inspections. However, after a recent bag inspection in San Antonio Airport on 3/22 the shoulder strap for the bag which had been taken off and stored in the bag before being checked was missing. This is sort of annoying because it is an over the shoulder bag which now can not be used as one, additionally it was a limited edition Jeep brand bag. If any "Jeep" branded straps were found in San Antonio I would appreciate if it could be returned.

Thanks

(b)(6)

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Caller traveled on 3/29/2014 on AirTran airline from Mexico to SAT. Caller stated that a watch \$180.00 was missing from his check bag. NOI not found. Caller submit a claim with the airline but they do not want to be responsible.

I advised the caller

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems at (202) 366-2220.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/31/2014 3:46:34 PM Airport : SAT - San Antonio International Date/Time of

Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (if known) :

Comment : I purposely wear tight clothing that make it very obvious that there is nothing in my pockets etc. yet today, I was felt up after going through a scanner and really feel quite violated. In addition, it would be appropriate to don NEW gloves each time, and not use the same gloves you used on countless other people.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT March Patdown - Flyer

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/21/2014 10:50:48 PM Airport :

SAT - San Antonio International Date/Time of Travel : 03/05/2014 5:30 AM Airline & Flight Number :

United 1296 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (if known) : [REDACTED] If

Congress ever considers passing a law to dissolve the TSA, I'll contact my Congressman to insist he support it. Too much unprofessionalism and it happened again. Only this time, (I'll say something) I was so incredibly upset going through airport security. In my carry on bag, I had a large 6 or 7oz container of sun block cream. It was taken away (these are really expensive) because it was considered a liquid. On other occasions, TSA personnel have told me that creams and lotions are okay and are not subject to the no-liquid rule because, drum roll, they're not liquids or gels. This time some supervisor named (b)(6)

tried to tell me that liquids, gels, aerosols, and creams could not go through. Well, guess what the rules don't say anything about creams and lotions. So (b)(6) led to my face and then stole my container of \$15 lotion. You all need to get your act together, be consistent and clear with the rules are instead of having them change from airport to airport. If creams and lotions aren't allowed, then put that on the freaking notices in writing instead of leaving it up to the discretion of incompetent staff. I am so sick and tired of TSA nonsense, ineffectiveness and just a plain lack of professionalism. This agency is embarrassing. I can't believe taxpayers pay for this. TSA has been around long enough now to get passenger screening right and this another example of the TSA ticking people off.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT March Screening - Inconsistency

Feedback Type : Complaint  
Categories : Other  
Current Date/Time : 3/10/2014 6:43:43 AM Airport : SAT - San Antonio International Date/Time of Travel : 03/10/2014 Airline & Flight Number :  
Checkpoint/Area of Airport :  
TSA Employee: (If Known) :  
Comment : Security line stretched entire terminal into the middle of the next terminal (that barely had a security line at all). This is completely unbelievable! I got to the airport at 4:45 for a 6:05am flight, and I really don't think I'm going to make it. Shame on you! The number of passengers on a particular morning isn't exactly a secret...  
Would you like a response? : False  
Passenger's Name :  
Phone Number :  
Email :  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT March Screening - Lengthy Lines

Caller was at the San Antonio airport a few weeks ago and missed his flight because of the lengthy lines. Today he arrived 2 hours prior to his flight and the lines to the checkpoint were wrapped around the airport. He missed this flight. The airlines told him that this is not an airline issue and they would not refund his money. They told him it is a TSA issue and told him to call us.

Airports are responsible for security of airport access. Air carriers are responsible for passengers prior to entering checkpoints, controlling gate access, and controlling baggage before and after screening. TSA employees are responsible for all passenger and baggage screening to ensure that prohibited items are not placed on board aircraft.

TSA is responsible for the area beginning at the security checkpoint leading into the secured area. The area leading up to the security checkpoint is regulated by the airport and the airlines assigned to that particular terminal. TSA consults regularly with its various partners to effectively integrate their respective security responsibilities.

Caller said he is very angry and he is not going to let this go. He wants to speak to someone about this because it is affecting him financially.

Per floor support, I gave him the following information:

the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

I also referred him to the CSM:

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

SAT March Screening - Lengthy Lines

Feedback Type : Complaint  
Categories : Professionalism/Customer Service: Screening Current Date/Time : 3/24/2014 11:17:30 AM  
Airport : SAT - San Antonio International Date/Time of Travel : 03/24/2014 6:45 AM Airline & Flight Number : Airtrain 104 Checkpoint/Area of Airport :  
TSA Employee: (If Known) :  
Comment : I have missed 2 flights in a 2 month time at this airport due to excessive hold ups at the TSA check points and long lines. The airlines will not compensate me for my loss because they told me this is a TSA issue. I would like to speak with a manager via phone on this issue.  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number : (b)(6)  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT March Screening - Lengthy Lines

To: San Antonio International Airport TSA.

From: (b)(6)

Persons making claim: (b)(6)

Date/Terminal/Flight Information: Tuesday March 18, 2014, Terminal A, Gate A3, Southwest Airlines Flight 156 SAT to SAN 11:50 AM departure.

Items missing: 2 stainless steel turbo beater accessories (two eggs beaters as part of a Red Kitchen Aid Mixer).

Time frame: Arrival time at the Southwest check-in station (for boarding passes and checking bags) was approximately 10:20 AM. We got through the security check by 10:50 AM as we were seated near our gate (restaurant) by 10:50 AM.

Our physical description: I am a Hispanic woman (age 27, 5'0, 140 lbs), long dark brown hair, small frame dark plum glasses (square-ish), dark blue jeans, brown cowboy boots, black tank top. (b)(6) is Caucasian (age 30, 5'7, 165 lbs), short brown hair, light reading glasses (square), blue jeans, black dress shoes, white shirt that says "Do you play-Vavi sports& social club". The back of his shirt says "Miller Lite".

Security officer's physical description: Middle aged Hispanic male, dark hair. No glasses. Nice.

SAT March Screening - Retrieving Abandoned/Confiscated Items

Narrative: My husband and I went through the middle lane security line at least 10-15 minutes before 10:50 AM. I went through first and proceeded to pick up my items from the security conveyor belt. I had two grey plastic bins with my belongings. One carried my brown cowboy boots, and beige "Bride to be" bag, the other carried by beige and red tote bag. I quickly put on my boots while standing at the

			<p>Caller traveled from SAT via Southwest and when she reached her destination she realized her luggage had a lock on it that is not hers. Caller does not know if she has a NOI because she cannot open her bag.</p> <p>Advised Caller:</p> <p>Unfortunately, we are unable to determine how a lock that is not yours was placed on your bag. It is possible that at some point during the baggage handling process, a lock that was believed to belong to your luggage was mistakenly attached to your bag. Although we cannot offer advice on how to open your bag, we suggest you contact your luggage manufacturer, lock manufacturer or a locksmith for help.</p> <p>Caller insisted that I would forward her complaint to the CSM and send her a claim form via email so I did.</p> <p>Date: 4-3-14 Time: 1:00 pm Terminal: Not Provided Gate: A3 Airline: Southwest Baggage tag number: (b)(6) Description of bag: Medium sized Pierre Cardin brown bag</p> <p>Dear Sir/Madame, I flew from San Antonio to Santa Ana (Orange County) yesterday. I had a TSA logo-ed lock on my bag of the sort that you can open with your special key. You opened my luggage to conduct a check, leaving your note inside and I have absolutely no problem with this. As I said, I fully cooperated with the TSA by purchasing and using a TSA lock instead of the one that is built into my luggage. However, you did not take the 2 seconds it would take to snap the lock back onto my bag or even put it inside. So now I have no lock and will have to purchase another one. I do not understand why you cannot do me the simple courtesy to at least leave me with my approved lock. It would take no extra time to put it in the case.</p> <p>Best Regards: (b)(6)</p> <p>Dear Sirs,</p> <p>I was taking the flight from San Antonio to Dallas AA1512 and Dallas to Los Angeles AA2467 today April 3.</p> <p>One of my luggage was checked, however, the TSA staff did not put my lock back to my luggage.</p> <p>What can I do now? The lock is not too expensive, but it is costly for me to buy a new one.</p> <p>I am looking forward to hearing from you.</p> <p>PS: I am on business trip in USA, not US citizen.</p> <p>Yours faithfully, (b)(6)</p> <p>Dear Sir:</p> <p>I travel frequently and have just had an interesting issue with the lock on my Ramowa luggage due to TSA entry that I would like to make you aware of. Yesterday I traveled from San Antonio, Texas to Seattle, Washington on Alaska Airlines. I have Ramowa luggage that I have now used for 2 years and traveled mostly internationally with it. It has a TSA entry on the lock and I have not had an issue to date.</p> <p>Upon arriving home I could not open my lock. This morning I consulted a luggage specialist and he was able to open it and said that there was nothing wrong with the lock but asked if it had been opened by TSA. When I opened the suitcase there was a paper in there from TSA. The luggage repair person said that he has seen many instances of locks malfunctioning when TSA has accessed the lock. This creates quite an inconvenience when you are traveling and had I not been home it would have been a huge problem.</p> <p>So my question is this—is there a better way, or less damaging way, for TSA to have access or could there be a better partnership with luggage companies to make certain that the locks they put on the luggage will withstand the entry? This is not an inexpensive piece of luggage and they have a very good reputation. It is a problem that needs to be addressed.</p> <p>Sincerely, (b)(6)</p> <p>Caller had gone through screening at San Antonio, she says her brand new shoes got stuck on the belt and was ruined.</p> <p>Told caller I was sorry this happened. They can file a claim. She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim form to them as well. She wanted one emailed to her.</p> <p>I spoke to (b)(6) about what template to use for a claim form for carry on and it did not need to go to CSM, there wasn't one so I used How to file a claim, even if it did say it was for checked luggage. Caller stated that his luggage was searched in SAT and his clothing is now ruined. He thinks that the bag might have been opened up in the rain and the clothing got wet which made the color on his clothes bleed through to the other items. He also had a few medications in the bag and he noticed those were also wet.</p> <p>OCR informed him that TSA is responsible for his luggage at the time of screening and since there was a NOI, a claim for will be sent to him for his clothing.</p> <p>Caller flew from SAT via Southwest and was missing a cosmetology bag and wants to know what to do about it. Caller did not have a NOI.</p> <p>Advised Caller:</p> <p>Sent caller a claim form to seek reimbursement via email.</p>
SAT	April	Locks - Missing or Damaged Lock--Claim Request	
SAT	April	Locks - Missing or Damaged Lock--Claim Request	
SAT	April	Locks - Missing or Damaged Lock--No Claim Request	
SAT	April	Locks - Missing or Damaged Lock--No Claim Request	
SAT	April	Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request	
SAT	April	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	
SAT	April	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	

Caller had a half gallon of honey in his checked bag and it was removed. They placed a hazardous material removal slip in the bag and there was nothing in the jar but honey so caller is confused.

Advised:

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller's email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at San Antonio to notify them of what happened.

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it or complete it and scan it and send to the email address on the form.

Airport where the incident occurred: San Antonio

Airline: Delta

Flight numbers: 5762

Date and time of incident: April 18, 2014, 6:20 am

Baggage tag numbers: (b)(6)

Description of baggage: black bag, two wheels, Traveler brand, medium

Was there an NOI? Yes

Anything on the NOI? Yes, large half gallon unknown, Hazardous Material removal notification

What terminal or gate? Gate 15A

Individual's contact information email

(b)(6)

Caller flew to ATL on Sat. from SAT and her bag had a NOI inside and she is missing some items. She had two bottles, water and shaker bottle with a metal cylinder to mix medications. They were brand new bottles that she just purchased for this trip. Nothing was written or stamped on the NOI. Caller thinks she may be missing 2 pairs of jeans, but she shipped a box which doesn't arrive until Wednesday and the jeans may be in the box. She will wait until she receives the box before she files a claim if she is unable to retrieve her items from lost and found.

1. Date and Time of the flight—4-19-14, departed at 7:11AM

2. Gate or Terminal—A2

3. Baggage description—The bag is a turquoise roller bag with 4 wheels, large size, Atlantic Brand, not locked.

4. Bag Tag # (10 digit)—(b)(6)

5. Flight #—785

6. Airline—Airtran

Response:

Apologized to caller and provided claim form via email.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

San Antonio

San Antonio International Airport

210-832-5333

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew from SAT to Houston to LAS. Caller checked luggage at the curb and when it arrived in LAS the lock was removed and her luggage was searched. Caller said the luggage was expensive and was very upset it was damaged. Caller said she had nothing to hide and would gladly open the luggage if there was a problem. Caller said there was not a NOI.

Advised Caller:

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. You may contact the airline, and if you like you can file a claim with TSA a form will be sent to you within 24 hours.

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Buenas tardes,

Mi nombre es (b)(6) soy de Caracas, Venezuela.

El día sábado 26/04/2014 viaje desde San Antonio Texas a Dallas en el vuelo de American Airlines 2210 para conectar con vuelo a mi destino final desde Dallas a Caracas en el vuelo de American Airlines 1343.

Entré mis equipajes registre dos cajas con bicicletas nuevas, las cuales ambas fueron seleccionadas para revisión de TSA, una llegó completa y sin novedad pero la otra caja con el número de equipaje (b)(6) le faltaron unos componentes para completar el ensamblaje de la bicicleta, los cuales estaban dentro de una caja pequeña y contienen los pedales, componentes de freno delantero y tornillo con tuerca de la rueda delantera.

La caja no mostraba signos de violencia o roturas, solo tenía el tape adhesivo de TSA que usaron para cerrar la caja nuevamente y el papel que indicaba el procedimiento de revisión.

Agradezco mucho su colaboración, en virtud de que esta bicicleta es nueva y era un regalo para mi esposa y no he podido completar el ensamblaje por el faltante de estas piezas.

Queda de su parte informarme sobre los pasos o procedimiento a seguir para concretar este reclamo, ya que en su web site no sale una información detallada para estos casos en español.

Me despido atentamente:

(b)(6)

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller stated that the zipper was ripped on her luggage and she has some missing underwear. She said that she wants to report this. She stated that they had to be really rough with the luggage. She said that she borrowed the luggage and now she will have to replace it. She did not want to file a claim.

Airport - St Antonio International Airport  
Airline - US Airways  
Flight Numbers - 2757  
Departure Times - 6:35 pm  
Arrival Times - She arrived at San Antonio at approximately 4:35 pm  
Date And Time of Incident - 4/15/2014  
Baggage Tag Numbers (b)(6)  
Description Of Luggage  
Color - Green  
Style - Soft-sided roller bag  
Size - 27x21x14 inches and weighted 50 pounds  
Brand - American Tourister  
Was There An NOI - Yes  
Was Anything On The NOI - No  
Location Of Incident  
Gate - 9  
Terminal - Does not know  
Phone Number (b)(6)  
Email (b)(6)  
Name Of Actual Person Involved (b)(6)

I gave information per: <http://www.tsa.gov/traveler-information/airport-lost-found-contacts>  
San Antonio International Airport  
210-832-5333

I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that I flew from San Antonio, Texas to Abu Dhabi, UAE and there are 3 items missing from my checked baggage. What can I do about this?

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

(b)(6)  
My name is (b)(6) and on 16 April 2014 at 1430 I left San Antonio, Texas to Abu Dhabi UAE. I flew out from San Antonio International to Chicago O'Hare then to Manchester, UK then ended at Abu Dhabi International. I flew on American Airlines flight 3095 to Chicago, AA54 to Manchester, and AA5993 to Abu Dhabi. I don't recall which gates I flew out of. My contact # here in Abu Dhabi is (b)(6).  
(b)(6) When I arrived home in Abu Dhabi I noticed that there were 3 items missing from my checked baggage. A Coach purse (\$295), Coach wallet (\$139), and a military survival knife. Is there anything I can do about these items being stolen from my baggage?

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Thank You

(b)(6)

Caller on 18th flew from San Antonio to ATL to Phoenix. Caller said she found a NOI. Caller said it was raining very hard in ATL and all her clothes were soaking wet and she had an expensive book that was ruined. Caller said she flew on Delta. Caller said she does not have the information needed to send to the CSM. Caller said at first, TSA must have inspected her bag in the rain. Caller is going to contact Delta. Caller said she will call back if she wants to request a claim form. Caller said it was dry in both San Antonio and Phoenix, so her bag must have been damaged in ATL.

1. Airport—San Antonio
2. Airline—Delta
3. Flight #—Does not have
4. Date and Time of the flight—04/18/2014
5. Gate or Terminal—Preferred
6. Baggage description—Preferred (Especially for carry-on)
7. Bag Tag # (10 digit)—Preferred for phone calls

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

I explained to the caller that TSA does not do baggage inspections in the rain and the bags must go through screening equipment. I told her the inspections normally happen at the originating airport. I offered to send her a claim form. I told her once the bags are inspected, it is up to the airline to get the baggage onto the plane. Caller will call back if she wants a claim form.

Caller has a complaint about her baggage inspection. Caller stated that they opened two bottles of her shampoo and conditioner. And the shampoo and conditioner is spilled all over the bag and on her clothing and souvenirs that she brought back from San Antonio. Caller is just wanting to complain she does not want to give any information because she is afraid that she will be targeted by TSA in the future if she does.

Advised caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form).

Airport: San Antonio  
Departing time: 5:50 pm  
Date and time of incident: 04/24/2014 04:00 pm  
NOI: Yes

SAT April Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked

Disability Description: Caller's husband is a Wounded Warrior.

Response Details: Response:

I told her she has to send the complaint in writing if she feels it was a failure to accommodate. She wanted the information emailed to her.

Incident Details: Caller:

Caller's husband is a wounded warrior. They normally request assistance. They could not for this flight. He usually gets expedited screening. They were not friendly or understanding and did not accommodate him in any way. They made him wait in line even though she informed the officers that her husband had a hard time standing. He has trouble standing for long periods of time. They flew from SAT. It seemed unreasonable with how they screened him. They were much more thorough than they normally are making it harder than it needs to be.

SAT April Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts

SAT April Screening - Lengthy Lines

Feedback Type : Complaint  
Categories : Other  
Current Date/Time : 4/5/2014 5:51:02 PM  
Airport : SAT - San Antonio International Date/Time of Travel : 04/02/2014 11:50 AM Airline & Flight Number : Southwest (#387, I think) Checkpoint/Area of Airport :  
TSA Employee: (If Known) :  
Comment : My husband and I arrived at the San Antonio airport at 9:45 for an 11:50 flight to Las Vegas. Upon entering the screening area with a line half way through the terminal, one of your agents was standing with a small computer tablet with an arrow and every few people were directed to the new &quot;Pre&quot; section and the rest of us were directed into the very long line. About 30 minutes into our 45 minute wait to get through the screening process, I noticed the girl with the computer tablet was gone and NO ONE was going through the &quot;Pre&quot; line. I'm wondering why in this day of computers, the TSA people cannot do a better job of monitoring flight/passenger loads and be better equipped to handle higher passenger traffic. Fortunately, we had built in plenty of time (even though standing for 45 minutes is unpleasant especially for my husband who has a bad back and knee) but there were many people around me who were seriously concerned about missing flights and when the TSA agents were asked if there was anything they could do to accommodate them, these people were told no. I understand you are trying to keep us all safe but there has got to be a better way to accomplish it and must your TSA agents be so crabby?  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number : (b)(6)  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

WHAT? You're telling me you use predictive modeling and the supervisor is telling me "it ain't working" because they were short on people. Buddy, you better fix your model. There is NO reason not to know how many people are flying on how many flight for an entire day. NO EXCUSES.

All you did was send me a stock letter, which says ABSOLUTELY NOTHING. I would appreciate an HONEST reply.

Thank you.

— Forwarded Message —

From: "tsatcc\_do\_not\_reply@sature.com" <tsatcc\_do\_not\_reply@sature.com>  
To: (b)(6)  
Sent: Tuesday, April 8, 2014 2:56 PM  
Subject: In Response to your inquiry.

Thank you for your e-mail regarding airport wait times.

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities.

Airports are responsible for security of airport access. Air carriers are responsible for passengers prior to entering checkpoints, controlling gate access, and controlling baggage before and after screening. TSA employees are responsible for all passenger and baggage screening to ensure that prohibited items are not placed on board aircraft.

TSA is responsible for the area beginning at the security checkpoint leading into the secured area. The area leading up to the security checkpoint is regulated by the airport and the airlines assigned to that particular terminal. TSA consults regularly with its various partners to effectively integrate their

SAT April Screening - Lengthy Lines

Feedback Type : Complaint  
Categories : Professionalism/Customer Service Current Date/Time : 5/22/2014 9:11:49 AM Airport : SAT - San Antonio International Date/Time of Travel : 04/15/2014 Airline & Flight Number :  
Checkpoint/Area of Airport :  
TSA Employee: (If Known) : (b)(6) Comment : TSA agent (b)(6) covered her badge when I asked her what her name was and how to spell it. This was very rude and deceptive. She had acted very aggressive and demeaning in her manner to me while telling me to calm down. This included getting in my face, yelling at me, and threatening me in front of my family and child. (b)(6) (b)(6) was also involved and would not communicate to me what he was doing or what the procedure was so he could effectively do his job. He kept yelling at me that &quot;I am doing my job&quot;, rather than telling me what that entailed or how to proceed. Please train your agents on etiquette and better communication with travelers. This was very disturbing to me and my family. I am very disappointed in the unprofessional behavior that was displayed by the TSA.  
Would you like a response? : False  
Passenger's Name :  
Phone Number :  
Email :  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT May Customer Service - TSO

Feedback Type : Complaint  
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/31/2014 12:18:40 PM  
Airport : SAT - San Antonio International Date/Time of Travel : 05/31/2014 Airline & Flight Number :  
Checkpoint/Area of Airport :  
TSA Employee: (If Known) :  
Comment : TSA employees are rude and disrespectful. I was not the only person in at the screening station who was treated disrespectfully by the TSA officer. It seems as though they have a complex and they perceive that they are better than everyone else. We are all human beings and a little respect goes a long way. Rightfully they expect respect, but they should also give respect.  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number : (b)(6)  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT May Customer Service - TSO

Caller flew from San Antonio to Atlanta on 5/14/14. When she arrived in Atlanta she noticed that one of her checked bags had a lock on it. Caller advised that she didn't put a lock on the luggage and the one that was on it wasn't hers. Caller advised that it appears to have damaged the bag and the bag is very expensive. Caller advised that she also had a smaller checked bag that had an NOI inside it but doesn't know if there is one inside her other bag due to the lock.

Airport: San Antonio  
Airline: Southwest  
Flight Number: WN633  
Date/Time: 5/14/14 @ 2:30pm  
Baggage Tag: (b)(6)  
Description: 4 Rollers, metal, light purple  
NOI: Unknown due to lock on the bag

Advised Caller:

In addition, TSOs are required to screen one bag at a time to limit the possibility of anyone's personal property being placed in or on someone else's luggage.

Unfortunately, we are unable to determine how a lock that is not yours was placed on your bag. It is possible that at some point during the baggage handling process, a lock that was believed to belong to your luggage was mistakenly attached to your bag. Although we cannot offer advice on how to open your bag, we suggest you contact your luggage manufacturer, lock manufacturer or a locksmith for help.

TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the caller flew from SAT. The caller has an NOI and his TSA lock was broken off his luggage and he has mouse on the inside his luggage now because the officers removed the mouse from its sealed bag. The caller does not want a claim form.

Airport: SAT  
Airline: Southwest  
Flight Nu#: 2170  
Date and Time: 4-30-14 departing at 5:20pm  
Baggage Claim #: (b)(6)  
Description of Baggage: Burgundy with black corners and silver trim  
Was there an NOI: Yes  
Anything Written on NOI: No  
Contact Information (Email): (b)(6)

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at SAT.

The caller just flew from SAT to STL. He had beer in his bag; he said that his beer was opened and not resealed and now beer is spilled all over his bags. He had an NOI. He put the beer in a stainless steel container because he thought that the glass containers that he usually transports in may break. He knows that it was opened because he also had it wrapped in a shirt. The beer was put in the container from tap.

Flight Information:  
Airport: SAT  
Airline: American  
Flight: 1274  
Date: 5-3-2014  
Time: Departure 8:05 AM, Checked 6:25 AM  
Baggage Tag: (b)(6)  
Description: Dark Green, 26 inch roller suit case. He has an orange rubber lanyard attached to the top handle along with a Hard Rock Cafe baggage tag.  
NOI: Included: Nothing on it.

Advised caller

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. Some items may need additional screening based on how they appear to the screening equipment.

You may wish to file a claim for missing and/or damaged items by completing a claim form. A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Caller advised that she doesn't trust me to take her name and phone number. Caller just got back from Amsterdam. They left on April 22nd and came back on May 6th from Schiphol Airport. She is disabled and requires a mobile (scooter)? the audio was very poor with a dry lithium battery with its own case. They told the airline. They got to Amsterdam and the case was destroyed. It looks like the TSA agent who went into the case didn't put the scooter back properly into the case. Once it got through the luggage carrying, she now has two large holes that were put there by the handlebars. She has a grievance. She feels that TSA owes her \$400, the proper amount to replace the suitcase. What does she need to do?

I can send her information to the CSM and send her a claim form.

She knows that there is a list that keeps a person from flying. She is 56 and has MS, so she has a scooter. Will she be placed on the list for filing a grievance?

No, ma'am.

Does the government pay for damage to a passenger's stuff or do they dispose of the paperwork?

They will investigate the matter to determine if TSA is at fault. If that determination is made, her claim would be paid.

She wants me to send her all the information I have on it. Caller began to provide her mailing address, but it did not come through clearly.

(b)(6)  
Wimberley, TX  
78767

What is the time limit for filing?

Two years.

SAT May Locks - General

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew this past Monday and she was running late for her flight. Caller stated that she told the person at Southwest it is ok if her bag is late and does not make her flight. Caller stated that someone had been in her bag and her laptop was moved from the bottom to the top and her items were in disarray. Caller stated that she is missing a thin black dress scarf with metallic strings through it and a white lunch type bag with needful things in it from her dentist. Caller stated that white bag had orange writing on it with her doctor name on it. Caller did not have a NOI. Caller was told by (b)(6) at the lost and found when she called 210-832-5333 that the items were not in the lost and found but to call us and make a report. She stated to provide us the baggage tag number and they can see if the bag had been searched by TSA.

Advised caller:  
You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: San Antonio  
Airline: Southwest  
Flight number: 615  
Departing time: 2:35 pm  
Date and time of incident: 05/05/2014 02:05 pm  
Baggage tag number: (b)(6)  
Luggage description: LL bean bag blue rolling duffel bag. It had late check in and transfer tags on it.  
NOI: No  
Anything written or stamped on the NOI: No

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller:  
Caller flew from SAT to LAS to SMF recently. He had a bike case as checked luggage. He had a NOI.

Airline: Southwest  
Flight #: 1290  
Date and time: 07:10 a.m. on 05/10/14  
Baggage tag #: N/A  
Description: Black hard shell case  
NOI: Yes  
Email: (b)(6)

Response:  
You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller: Caller states he had his property damaged at San Antonio. Caller states he placed his guitar into checked baggage and his flight was cancelled and was informed to get his baggage and 3 latches were broken and the handle was broke and the guitar has 3 or 4 places that were broken on the guitar. Caller states he did find a NOI inside in his case. Caller states he explained what happened to a TSA Supervisor and she informed him that she had her guys to tape it up where it would not get damaged any further. Caller states the supervisor informed him that after he files a claim they will have to conduct an investigation to see whose fault it was.

Response: Informed caller that I would email him a claim form and cover sheet and forward this information to the CSM at San Antonio for him.

Airport: San Antonio  
Airline: American  
Flight number: 1512  
Date and time of incident: 05-12-2014 12:30 Pm  
Baggage and tag numbers: (b)(6)

Description of baggage: Black guitar case without wheels SKB is the brand name

Was there and NOI: Yes

Anything on NOI: No

Specific location of incident: Gate B4

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Contact information (phone number or email): (b)(6)

The caller has a NOI stating something had been removed from his luggage. He had a cigar lighter that was left in his luggage but a carton of butane and a black pouch are missing. The pouch contained a hand wrist GPS watch for golfing. The caller is upset over his wrist watch and wants it back.

Airport: SAT to IAH to CLT  
Airline: United  
Flight Num: UA310  
Date and Time: 5-13-14 departing at 5:27pm  
Baggage Claim #: (b)(6)  
Description of Baggage: Duffel bag camouflage military camo color  
Was there a NOI: Yes  
Anything Written on NOI: No

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form).

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at SAT.

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Lost and Found  
San Antonio International Airport  
210-832-8333

Caller:  
She flew and has another lock attached to her luggage. She has noticed that some of her jewelry was missing and has an NOI.

Advised Caller:  
San Antonio International Airport  
210-832-5333

Airport: San Antonio  
Airline: Southwest  
Flight #: 2524  
Date and Time: 5/14/14 @ 0650  
Baggage Tag #: N/A  
Description: Black large soft case, with green handle, 4 wheeled  
NOI: Yes  
Anything on NOI: No  
Terminal or Gate: Terminal A  
Contact Information: (b)(6)

TSCs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.  
Caller traveled last date. When he opened his bag, the perfume that he bought for his girlfriend was broken and the contents of the bottle were scattered over his clothes. There was a NOI in the bag. The way he packed his bag, he tried to make the item secure.

TSA's contact would have been at the very beginning of his flight, right after he handed it over to the airline for loading. Our contact would be brief.

1. Airport: SAT to BWI to Providence
2. Airline: Southwest
3. Flight number: Caller doesn't know the flight number.
4. Departure date and time: 05-19, 1600 hrs.
5. Approximate time of incident: 1300 hrs.
6. Location (terminal or gate number): Terminal A, A-5 or A-3.
7. Description of baggage: Black suitcase, medium size.
8. Baggage claim numbers: He doesn't have it at this time.
9. Notations on the NOI: nothing.
10. Contact information: (b)(6)

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.  
Caller and her husband flew on United from San Antonio to Newark and there was an NOI in the bag. She unpacked the suitcase and they had taken a garment bag out of the bag with her husband's uniforms in it. She is concerned someone might use the uniform to do something bad.

Advised:

It is possible that they inadvertently left the item out of your bag when they searched it. I can give you the number to lost and found and you can check with them and see if it is there.

San Antonio International Airport  
210-832-5333

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller's email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at San Antonio to notify them of what happened.

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it or complete it and scan it and send to the email address on the form.

Airport where the incident occurred: San Antonio  
Airline: United  
Flight numbers: 377  
Date and time of incident: May 30, 2014, 1000 am  
Baggage tag numbers: (b)(6)  
Description of baggage: 2 x 2 medium, Forecast brand, black and gray medium, little pink and white ribbon with pink hearts, tied on the handle, wheels and a handle  
Was there an NOI? Yes  
Anything on the NOI? No  
What terminal or gate? Gate B8

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew on a Delta flight from San Antonio to Minneapolis to CWA. Her bag was inspected. She had a bag of pens. The pens were in a plastic ziploc in a grocery store bag. The grocery bag is there but the ziploc bag of pens is missing. She thinks they took them on purpose and is upset.

Airport:San Antonio  
Airline:Delta  
Flight Number:4985  
Date and Time:May 1st at about 9:30  
Terminal or Gate A 13  
NOI:Yes  
Baggage Claim Number (b)(6)  
Description of Bag:It is a large bag that is tan with black flowers and a red strap around it. It has a red tag on the handle.

I apologized to the caller and told the caller that the Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her if the items were left out by mistake during inspection they would be turned in to the lost and found.

Feedback Type : Complaint  
Categories : Missing or Damaged Items; Lost and Found Current Date/Time : 5/2/2014 10:09:44 AM  
Airport : SAT - San Antonio International Date/Time of Travel : 05/01/2014 12:00 AM Airline & Flight Number : DL4985 Checkpoint/Area of Airport :  
TSA Employee, (if Known) :  
Comment : Checked in luggage inspected. Bag of about 50 pens in a zip lock bag taken from luggage. Really. Called TSA to complain. Stated they were not responsible because their workers are trained! Must be baggage handlers. Gave me a number for lost and found. Belonged to a private party. Could file a claim. For what? They were pens from a convention for my co-workers. New law for the airlines Taking pens..

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : debbie (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://saweb.fsa.dhs.gov/EDB2/ApplicationManager>

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Caller says his wife flew from San Antonio. Her bag was destroyed. It was crushed and zippers were torn.  
He flew American. There was no notice of inspection and everything on the inside is fine.

Caller Advised:

Told caller if it was apparent baggage damage on the outside, and no notice of inspection it sounds like it was a baggage handler issue. TSA is just responsible for security screening.

Caller is missing some clothes from her checked luggage. She did find a shirt in her suitcase. Flight number 2951 with Interjet from SAT to Mexico City. Caller is wanting to file a complaint, but she does not want to file a claim.

Advised,

Airport: SAT  
Airline: InterJet  
Flight Number: 2951  
Date and Time of Flight: May 7, checked her luggage around 8:15 AM  
Baggage Tag Number (b)(6)  
Description of Luggage: black, 4 wheels, Samsonite brand, yellow and black bumblebee name tag on one handle, the other handle has an Aero Mexico luggage tag.  
NOI? Yes  
Anything on NOI? no  
Email (b)(6)

I advised I would send this to the CSM at SAT

The caller was unpacking her luggage and has a NOI. The caller had 2 bottles of perfume but the caller wants to know what in her luggage set off alarms. The caller states that her clothes were wrinkled. The caller wants to know if her perfume set off the alarm.

Airport SAT  
Airline Alaska Airlines  
Flight Num# 689 seat 21 and 20 aisle seat  
Date and Time 5-2-14 departing at 7:25pm  
Baggage Claim # (b)(6)  
Description of Baggage Blue with black trim wheels  
Was there a NOI  
Anything Written on NOI No  
Contact Information (Email (b)(6)

I advised the caller that her bag was opened for random selection or due to alarm resolution.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at that SAT.

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

The caller wants to know if someone can review tapes. He flew from SAT to GSP on 5-15-14. The caller had 3 sleeves of golf balls and his Titleist balls are missing but the others are there. The caller states that Titleist are very expensive golf balls. The caller states that if the officers are taking golf balls what else are they taking. The caller does not want a claim form but thinks that someone should know that peoples items are coming up missing. The caller did have a NOI.

Airport SAT to GSP  
Airline Southwest  
Flight Num 549  
Date and Time 5-15-14 departing at 10:35am  
Baggage Claim # does not have  
Description of Baggage Red and Black Nike golf bag  
Was there a NOI Yes  
Anything Written on NOI No  
Contact Information (Email) (b)(6)

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at that SAT.

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Lost and Found  
San Antonio International Airport  
210-832-5333

Caller arrived from San Antonio to Dallas Love Field and he had a NOI in the bag, and he is missing brochures.

Advised caller that sometimes officers forget to place the items back in and when that happens they get turned in to the TSA lost and found. Advised caller that he can contact them to see if his brochures are there.

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#5>  
San Antonio  
San Antonio International Airport  
210-832-5333

Also informed caller:  
TSAO receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which your luggage was handled. To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage. To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court. You can also access claim forms online at TSA's Claims Management. Caller flew to From San Antonio airport to DEN and then his final destination of Spokane WA. In his checked bag there was a clear plastic bag with his toiletries located inside a zippered compartment and after arriving home he found that all of the contents of the bag was in horrible disarray as if someone had turned his bag inside and out. (An NOI was present) His toothbrush was even removed from its case and laying by itself among the contents. He said that he knows TSA to be professional and thorough but that they would not appreciate their employees doing such a poor job, so he reported it.

Advised:

(TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

CSM Information:

Date Time--5 12 14  
Gate or Terminal--# 2  
Bag tag # (10digit) (b)(6)

SAT May Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked

ARE YOU EVER GOING TO ANSWER MY QUESTION?????????

Do I need to contact the local media to get answers???????

From: TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov>  
To: (b)(6); (b)(6)  
Sent: Thursday, May 1, 2014 2:21 PM  
Subject: RE: Complaint

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The Contact Center's frequently asked questions <http://www.tsa.gov/contact-transportation-security-administration> page has answers to the most common inquiries we receive from the public. If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my \_\_\_\_\_ through the security checkpoint?" tool located on the www.tsa.gov-HYPERLINK "http://www.tsa.gov/" \nhhttp://www.tsa.gov> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The Travelers <http://www.tsa.gov/traveler-information> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing www.tsa.gov/mobile <http://www.tsa.gov/mobile> on the web browser. You can download the MyTSA iPhone app <http://itunes.apple.com/us/app/my-tsa/id38020364?mt=8> for free on iTunes.

SAT May Screening - Lengthy Lines

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/25/2014 1:48:43 PM Airport : SAT - San Antonio International Date/Time of Travel : 06/24/2014 3:00 AM Airline & Flight Number : Southwest 4665 Checkpoint/Area of Airport : A terminal TSA Employee: (If Known) : Comment : When I reached the officer who checks IDs and boarding passes before going through security, the officer asked me if I was carrying a passport. I was dumbfounded by this request, since I was flying from San Antonio to Baltimore, and I am a US citizen by birth. He temporarily detained me to show my ID to a colleague. The colleague came over and the officer in question proceeded to ask his colleague if my ID was acceptable because I am from the &quot;District of Columbia&quot; aka Washington, DC. It was clear to me this officer actually thought I might be from the country of COLOMBIA. Because I have medium-tan skin and dark curly hair, I believe that racial/ethnic profiling came into play (I am NOT Latina, for the record). I was flabbergasted that an employee of the US government would not know that the CAPITAL OF THIS COUNTRY IS REFERRED TO THE DISTRICT OF COLUMBIA. The TSA should be embarrassed by this level of ignorance and lack of professionalism. Fortunately, the officer's colleague was much better educated than this officer himself and allowed me to pass, rightfully, without incident. Please address such painful ignorance with all due speed.

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

SAT June Civil Rights - Racial Profiling or Discrimination

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/31/2014 8:57:15 PM Airport : SAT - San Antonio International Date/Time of Travel : 05/30/2014 6:45 AM Airline & Flight Number : AA 1594 Checkpoint/Area of Airport :

TSA Employee: (If Known) : Unknown female, possibly supervisor, wearing hat, dark brown hair, possibly in 30s Comment : This employee was extremely discourteous to me while I was attempting to properly place items in bins for the bag inspection machine. She wore a hat and appeared to be a supervisor, as she moved between the two security lines. Unprovoked, she employed sarcasm and orally humiliated me concerning removing a laptop from a case and keeping a tablet computer inside carry-on luggage. She also rudely placed the tablet in another bin with my possessions. It should be noted that conflicting oral instructions were being announced by another employee, namely, to place tablets and laptops in the same bin. Oral instructions to place a laptop computer &quot;by itself&quot;, (by which these employees meant in its own bin, with no case, ) are too vague in the context of the screening procedure where passengers are keeping track of multiple items.

A colleague traveling with me who was on another security line in the same area was also spoken to in an extremely discourteous manner. I am not sure if the same employee or another employee perpetuated this discourtesy, but my colleague informed me there was no reason to believe the employee justifiably was provoked to behave this way.

The employee should be retrained or dismissed; she is not fit to work with the public. If the employee is indeed a supervisor, she should be replaced and her subordinates retrained in professionalism/customer service.

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

SAT June Customer Service - TSO

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/5/2014 11:09:37 AM Airport : SAT - San Antonio International Date/Time of Travel : 06/01/2014 11:30 AM Airline & Flight Number : SWA 2247 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) : caucasian female dark hair pulled into a ponytail about 30yo Comment :

The agent was one of two manning the ID check station at the screening area. I was waiting with a small group of other passengers to be called. The agent looked up at me from her podium and enquired if I could read the sign stating that I should wait there to be called. The sign was obscured by another passenger, and I had never once been through a TSA check, as I had not flown commercially since 9/11. I was angry and embarrassed at being spoken to in such a manner.

Regardless of the gravity of their duties, there is absolutely no reason for your agents to be anything less than professional and polite in public. It does little to inspire confidence in your ability to do your job if you can't have the discipline to be a professional in manner and speech.

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

SAT June Customer Service - TSO

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/11/2014 10:44:26 PM Airport : SAT - San Antonio International Date/Time of Travel : 06/10/2014 6:15 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :  
Comment : Raising my son with my husband currently deployed is hard enough but traveling with him alone is a whole different level of difficulty. I am used to life being difficult being an active duty military member myself but your employees proved me wrong. I was traveling to and back from San Antonio, TX, my hometown. After a nice week long of leave I was ready to return to duty with my 8 month old son with me. Unfortunately my trip was overshadowed by the unprofessionalism and rudeness I received from the TSA employees at San Antonio International airport.

My son and I were rushed through the TSA check line even though I was quite early for my 745 flight to Atlanta. I was pushing my son in his car seat which was attached to his stroller. TSA did not allow me to process through a separate line like I was previously allowed to do at other airports. Instead I was rushed through the one line that was opened with three different TSA members barking at me to unbuckle my son, take him out of the car seat/stroller, unhinge the car seat from the stroller, and place all items including my diaper bag onto the conveyor belt all while I hold my son who cannot walk or stand on his own. I hope you can see I struggle abundantly with these tasks. All while attempting to accomplish said tasks I have customers glaring at me while I hold up the one line that was open and a female TSA employee signaling with her hand quite violently to hurry along. Finally after 3-5 minutes of struggle a male TSA employee decides to help me with my dilemma and placed my things on the conveyor belt. I eventually get to proceed through the metal detector and it goes off due to my bracelet I forgot to take off in the midst of my rush. I go back to take off my bracelet and again go through the detector clear. At the other end of the conveyor belt are all my items except the stroller. I was informed the stroller had to be manually inspected. I was left alone to again grab my items alone and place my child back into his car seat. I watch and wait for my stroller to be released back to me. My stroller is a good 10-12 feet away from where I stand. After the inspection is done the TSA employee yells it's cleared. But does the TSA employee bring my stroller back to where I am standing? No, he does not. Instead he pushes the stroller away from him in my direction but fails and instead my stroller veers away from me. Therefore I again am left alone to pick up my son who is strapped in his car seat and grab the rest of my belongings, so nothing is stolen from me, and move to where my stroller is left. Caller asked for a spanish adjuster and then said she can speak English. She said she is from San Antonio and her Mom traveled on Thursday through the San Antonio Airport and has metal implants in her knee and that she needs shoulder surgery. She said the TSA agent was very rude but she did not get the name of that agent. She said she is very disappointed and why did they not hear her Mom say about her knees. She said she did not know she needs a card or Dr. letter. She said they asked her to move her arm and raise her hands but she needs shoulder surgery and told them about her arm. She said her Mom is going back to Honduras and she said she did not want to make a big deal about this and that her mom did not report the agent to a supervisor. She said her Mom is 60 years old and she feels sad that this happened and she said they need to be more polite and that they did not believe her that she had the surgery. She declined her phone #. She said her Mom is better and she said she is reporting this incident and she did not answer me if she thought her Mom's civil rights were violated she just said the screener was rude.

Complaint CSM  
Claims Rude Screener

Airport:San Antonio  
Airline: United  
Flight Number:1540  
Departure Time: 06-12-14 at 5 am at the security checkpoint  
Arrival Airport and Time:Tortin Airport in Honduras at 11:30 am  
Location: security checkpoint  
Terminal: unknown  
Gate:unknown  
Contact Information:She declined her phone #.

I advised her that I will refer this to the CSM at the airport.

Response: I advised her that TSA is only inside the US and we don't require a Dr. note or letter but she can show it if she wants to. I asked if her Mom's civil rights were violated due to her medical condition or disability but she did not answer me and just said the screener was rude.

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

Remote Client IP: [REDACTED]  
Date Time: 6/25/2014 12:20:13 PM

Name: [REDACTED]  
Email: [REDACTED]  
Complaints: Inattentive Screener - Lax Security-  
Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc.): DL3696/San Antonio/June 24th, 2014  
DL0619/Detroit/June 24th, 2014-  
Comments: Dear TSA,

When retrieving my luggage at the airport in Amsterdam I noticed that the TSA002 lock on my Delsey suitcase was open. After closer inspection I noticed the lock wasn't returned to it's normal position leaving the suitcase accessible to all. As I appreciate the TSA's vigilance in Airport security I would also appreciate that the luggage is properly secured after inspection to protect my personal belongings.

The caller had some items stolen out of his baggage. The caller flew on Friday from SAT to DFW to Dayton OH on AA. He had his military bag locked and the lock is missing and running shoes are gone and military boots gone. His protein powder was also spilt all over bag. AA said he would have to come back to the airport within 7 days of travel but he cannot go to the airport because he is military and stationed.

I advised the caller that the Transportation Security Administration (TSA) is required by law to screen all property that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags to clear alarms. When this happens the TSO will place a NOI in the bag. Since there was not an NOI present it is likely that the TSA was not inside the bag.

I advised the caller that he can file a claim and I will send him a claim form within 24 hours.

[REDACTED]

SAT June Customer Service - TSO

SAT June Customer Service - TSO

SAT June Locks - Missing or Damaged Lock--No Claim Request

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

To whom it may concern,

I'm writing to complain about the items missing from my luggage AGAIN!  
My bag was inspected in San Antonio (31st May 2014) and again in Los Angeles (2nd June 2014).  
On the San Antonio inspection from what I noticed they took 3 packs of Tim Tams (Aussie biscuits) they didn't confiscate cause they left a few packets but they took it as in stole them. I did get a note to say they inspected my luggage. My understanding was that they inspected as to protect us not to abuse us with taking our things.  
Then arriving home (Sydney) I noticed they again inspected the same bag. And this time I noticed a round brush missing worth \$30 - also I have some T shirts missing which I had purchased in New York ... I don't know what else they took but I noticed the brush as I was going to blow dry my hair and the t shirts as they were gifts for friends and family in Australia.  
I truly don't understand the point of this ... Especially as it doesn't feel like we are being protected it just feels like a violation of privacy and ppl going thru our things and selecting whatever they want from our bags. What is wrong with these ppl.  
I'm disgusted and furious that this has happened yet again. They may be small items but it's the principle of the matter ... TSA is for protecting not violating our trust.  
My first time in the USA was in November 2013 and I didn't experience this and had an amazing time ... So I returned within 6 months this time with my daughter.  
However this violation is appalling. I would like to know what actions and measures will be taken as this isn't acceptable ... I understand that due to many issues there may be a requirement for inspections but things shouldn't be stolen ... That's not right.  
These ppl that "inspect" should be monitored and record details of who's bag etc is being inspected and on which flight etc. Cause this is out of control as I have been discussing this with ppl and many have similar issues.

I look forward to ur response

Regards

(b)(6)

To: TSA Office  
I traveled a couple of weeks ago now from San Antonio to Atlanta and found that the TSA had to break into my bag.  
Now that the bag is not fully functional, I also would like to lay another claim for items found broken on arrival at my final destination. Items were repacked poorly causing breakage of the following:

1. Bag - zipper attachment cut - \$79
2. Crystal box - \$60 top broke in half
3. Collector's antique statue, head broke off - \$150 I have had to glue it on but value is lost.
4. Solar Power Lamp - \$15.99

I am very upset that TSA agents had to go into my bag, which is not a problem with me if done before bag is checked in so I can make sure that items are re-packed carefully so breakage does not occur.

I would like to know who is responsible and going to pay for the damages? I understand why bags are inspected, but efforts to put items back as found may have not taken place. There were no prohibited items found, my bag was clean.

Please let me know where to claim this. I found your card in my bag with a number 640 written on it. Thank you in advance for a response.

(b)(6)

HYPERLINK "mailto:(b)(6)"

M: (b)(6)

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller said TSA went through her bag and one of her shoes are missing. She has a missing sandal and a shoe for a wedding for a total of 2 shoes. She said the shoes were in a grocery bag. Caller said her clothes were wadded up and were thrown back in her bag. She said her underclothes were not put back where they were. She said she had a NOI in her bag. She said she would like to report this and file a claim.

RESPONSE: The TSO's are trained to return your items in the way they found them. I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing shoes. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: June 12th, 2014 Departed 7:55 a.m.  
Gate or Terminal: Not Available  
Bag Description: Pink, Leisure Brand, Tag was a Mary Kaye sticker that said I LOVE MY JOB, Soft Sided Bag with 4 wheels.  
Bag Claim Number: (b)(6)  
Airline: US Air  
Flight Number: 1988  
Airport: San Antonio to Charlotte  
Email: (b)(6)

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew from SAT and he is missing a knife that he collected as a navy seal that was very sentimental. Caller is wanting to know what can do about this.

Advised caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.  
You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: SAT  
Airline: Delta  
Flight number: 4851  
Departing time: 8:19 am  
Date and time of incident: 06/18/2014 07:15 am  
Baggage tag number: (b)(6)  
Luggage description: Shiny black plastic material luggage with 4 wheels. Caller had a american express travel the world tag on it.  
NOI: Yes  
Anything written or stamped on the NOI: No

You can try to contact the lost and found at SAT to see if it has been turned in. If we leave an item out following an inspection then we do turn the items in there.  
San Antonio International Airport  
210-832-5333

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller says on Jun out of San Antonio to London with a layover in Chicago. He says TSA went through his bags at San Antonio, he had a decorative plate, that was wrapped and put in the middle of his clothes. He says they had placed it back on top of his bag instead of packing it back in the middle of his clothes it has gotten broken.

Told caller  
They can file a claim.  
He could get a claim form from tsa.gov and download one for himself. I could mail, fax or email a claim form to them as well. He wanted one mailed to him.  
I was sorry this happened to him.

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Hi,

My bag was inspected in San Antonio by TSA. I don't have a problem with that honor I have a problem with my things being stolen. I definitely know they stole Tim tam biscuits (australian biscuits/cookies) the reason why I know this is due to them being allocated to friends.  
I don't know what else they have taken but I will once I can go thru my things.

My flight was with southwest 11:55am. From San Antonio to Los Angeles flight number 3375. This isn't acceptable on top of that when I first arrived in San Antonio. A cab driver from the airport ripped me off. I've travelled all over US and this is my second visit in 6 months. But I am appalled and disgusted that this is happening with ppl that are there to protect.

I look forward to ur response

Regards

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

(b)(6)

Caller flew from San Antonio to Seattle. She says a child's cowboy hat was bent and they are missing some arrow heads were missing as well. She had a NOI in the bag. She is upset that the items were look and the hat was messed up, she isn't concerned for the dollar amount of the damage.

Told caller  
She can file a claim for the damages if she wanted too. She didnt want too.  
I can take her complaint and send it to the CSM so they too would be aware of this as well.

Airport: San Antonio  
Airline: Alaska  
Flight number: 689  
Date and time: 06-02-14 departed at 7:25 pm  
Baggage claim number: (b)(6)

Was there a NOI was there anything on it: Yes, nothing extra on it.  
Terminal or gate: A12  
Baggage Description: Large, black with an ID tag holder in a Washington state decoration on it, soft sided  
Items Damaged: There was about 6 arrow heads that was missing, (they were in a zip lock baggie) there was a child's cowboy hat that bent and mashed, it was a straw one

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

She had up to 2 years old to file a claim if she decided she wanted too.  
Caller flew from Eugene Oregon to San Antonio Texas on April 16 and came back. She lost her iPod touch with a butterfly case that was packed in her suitcase. Because TSA inspects every bag and she figured that's what happened to it.

Advised:

What indication did you have that TSA inspected the bag. TSA does not inspect every bag. They only inspect the ones that set off alarms or have some image on the x-ray that needs investigating. If they had inspected the bag they would have placed something in the bag to let you know they inspected it. The lack of an NOI in the bag tells me they did not inspect your bag. I suggest you call the airline and file a claim with them.

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Caller states that she traveled back from San Antonio and her bag was inspected. she had two NOI in the bag, and she had medication taken out of her bag, she had a pill that was acid HCL and it digests her food. She is almost 70 years old. And she just wants to make sure that she is not placed on a watch list.

Advised caller:

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

that I can send her the claim forms, and caller said that she didn't want to file a claim she just wanted to let us know what the medications were.  
Advised caller that I can not place her on a watch list, or tell her if she is or not.

Caller first states she flew from MCI and her luggage was inspected with no noi and she is missing 3 new shirts and a bottle of Zanex. She states she is legally blind.

Advised: I do apologize for your experience.

At the direction of Congress, TSA established a program at some airports using private contractors instead of Federal security officers. These airports, although regulated by TSA, are not staffed by a Federal workforce. Claims for lost or damaged property that may have been made at those airports must be made directly to the contract company.

Caller states no, it actually happened on our way home when we departed from SAT to MCI.

Advised:

If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. I told her I would however send her claim forms if she wants, she asked me to mail them to her.

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/30/2014 4:34:10 PM Airport : SAT - San Antonio International Date/Time of Travel : 06/30/2014 5:45 AM Airline & Flight Number : AA1433 Checkpoint/Area of Airport : Check baggage TSA Employee: (If Known) :

Comment : I understand the need to search my bag if they see something that concerns them. I OK with that. BUT I would appreciate if that would return the way they find them. I had a bottle of special barbecue sauce wrap in plastic in a plastic bag and then wrapped in two pieces of clothing to cushion so it would not break. When I opened the suit case the bottle was on top and not wrapped to prevent breakage. Please ask your employees to be more careful.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT June Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/22/2014 5:49:21 AM Airport : SAT - San Antonio International Date/Time of Travel : 06/22/2014 6:15 AM Airline & Flight Number : Delta 774 Checkpoint/Area of Airport : TSA Pre Check TSA Employee: (If Known) :

Comment : Employees need to provide clear instructions on laptops and toiletries. I was scolded when I didn't take my laptop and toiletries out of my briefcase and carry-on. I advised that on my inbound flight from Atlanta they didn't require this for TSA Pre Check, nor does many of the airports that I frequently travel to. The agent proceeded to tell me that's always been a requirement, and was very terse when making me go back and pull out my laptop and toiletries. All TSA agents shouldn't assume that all airports do the same practices, and shouldn't assume that passengers are idiots because we don't know your airport security expectations, especially when you don't identify them as passengers approach.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT June Screening - Inconsistency

For what it's worth, I travelled from San Antonio, Tx to Reagan National Airport on Wed 25 June, 2014 with a regular size shaving creme can in my carry on bag. A TSA worker checked the shaving cream container and said it was ok. However, on my return flight on Fri 27 June, a not so gracious and pleasant female TSA worker at Reagan National removed the same shaving cream container from my carry on bag. She said it was not permitted! She then proceeded to throw it in the trash with no explanation. I tried to ask her a question but she turned her back on me.

Bottom line is...TSA needs to be consistent in the enforcement of their rules!! It seems every airport has different requirements!

How hard can it be?

Regards

(b)(6)

SAT June Screening - Inconsistency

Sent from my iPhone

Hello,

I travel quite a bit for work and I fly out of San Antonio, Tx airport and it amazes how many TSA works are just standing there and often regard to passengers with little regard.

I would hope that tax payers money is being well spend or at least provide your TSA agents with adequate training in regards not only to your policies but on social/people skills which is a big part of there job.

Thank you for your time and attention.

SAT June Screening - Lengthy Lines

Caller:

Caller stated she wants a contact beyond the OSO office within TSA. Their response to her email was for a time she did not go through security. They provided information on wait times at 11:10 to 11:30, but she went through security at 10:15. She responded to them that it was the incorrect time. That was a month ago and they have not responded. If she does not get a response within a week she stated she will send the complaint to John Pistole at headquarters.

Response:

Transportation Security Administration  
801 South 12th Street  
Arlington, VA 20598

SAT June Screening - Lengthy Lines

I told her that we can forward information to appropriate office.

I spoke with (b)(6) this AM about this issue. This is a courtesy forward of the message.

I would like an answer within one week. If no answer is forwarded, I will be sending the entire message traffic to John Pisiole.

Thank you

----- Forwarded Message -----

From: (b)(6)  
To: OSO-Correspondence <OSO-Correspondence@tsa.dhs.gov>  
Sent: Tuesday, May 6, 2014 4:18 PM  
Subject: Re: (b)(6)

THANK YOU FINALLY for a response. Damn shame somebody has to write 3 times, make phone calls (NEVER RETURNED) and FINALLY get an answer nearly a month later. Please let your boss also know that the head of TSA for the SA Airport has NEVER bother to return my phone message left nearly 2 weeks ago. Her voice mail said, "I'm in the office today, but not accepting phone calls..." but that she would return the call. Not yet.

My email said we arrived at 10:15. Why did you state what was going on at 11:10 AM? By 11:10 AM everybody was through the line. You can ask the security guard who was on duty about that. Even HE remarked about the long wait and the fact that only one line was opened (for non-pre-TSA). He said he too, wondered what the problem was. Somebody is covering up for something.

To answer your question...none of us paid or ever would pay to get through security quicker. THAT would be a waste in my opinion. TSA should staff with the appropriate number of people. Please tell me WHY I should pay extra for somebody to do their job? I'm sure we got the TSA-PRE because of our

Feedback Type : Security Issue  
Categories : Miscellaneous/Other  
Current Date/Time : 6/25/2014 12:08:10 AM Airport : SAT - San Antonio International Date/Time of Travel : 06/24/2014 6:45 AM Airline & Flight Number :  
Checkpoint/Area of Airport :  
TSA Employee, (if Known) :  
Comment : I escorted my elderly parents to the gate. I put my purse on the belt, went through security, said my good-byes and left. Just now, more than 12 hours later, I realized that I had pepper spray in my purse the whole time and no one stopped me. Just saying, my 85 yr old mom got pat down and they put a wand over her hands and my pepper spray went through.  
Would you like a response? : False

Passenger's Name :  
Phone Number :  
Email :  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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

Remote Client IP : (b)(6)  
Date Time: 7/1/2014 5:06:42 PM

Name: (b)(6)  
Email: (b)(6)  
Complaints: Discourteous/Rude Employee  
Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): #1982; Southwest Airlines; Terminal A, San Antonio International Airport, Gate A4  
The rude and discourteous TSA agent is: (b)(6)  
The immediate supervisor is Officer: (b)(6)  
Comments: The rude and discourteous TSA agent is: (b)(6)  
The immediate supervisor is Officer: (b)(6)  
I informed Officer (b)(6) (supervisor) of Officer (b)(6) unacceptable customer service. My husband is an employee of the Dept of Homeland Security, so their job is nothing that I take lightly; however, the TSA agents should still display professionalism and courteousness to all air travelers. Please feel free to contact me for anything regarding this upsetting matter. Thank you.  
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP : (b)(6)  
Date Time: 7/1/2014 2:04:19 PM

Name: (b)(6)  
Email: (b)(6)  
Complaints: Inconsistent Screening (Different Practices between Airports):  
Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SW Airlines Flt #2248  
San Antonio, Texas  
Monday, July 7th, 2014:  
Comments: TSA agents at this location all have a different set of rules or guidelines. They will contradict each other in a power play, which keeps travelers in the security area much longer than necessary. Although I have TSA-Pre and Southwest Priority status, I had to go through three agents before being allowed to pass, due to conflicting rules for having an artificial knee (metal) I do not have any problems at other airports and travel 50-75 times a year.  
Caller has requested assistance for her son back on 7/11 for a round trip flight SAT-DEN at 11:45AM. Caller states the TSO on duty at SAT rudely advised him he was not on the list and no Passenger Support Specialist was available and no assistance could be provided. Caller wants to confirm his request was received by personnel at DEN and would like the number at DEN to verify assistance for the return flight.

Resolution:

Advised caller her request for assistance was forwarded on July 11th and apologized for the lack of assistance provided and the rudeness of the TSO on duty at SAT. Advised caller that in the event she has not been contacted upon arrival at DEN to request a PSS at the checkpoint. They have acknowledged your request. Advised caller I would also forward her complaint to the CSM at SAT on behalf as well. You may reach the DEN CSM (b)(6) at (b)(6)

SAT June Screening - Procedures/Process

SAT June Screening - Procedures/Process

SAT July Customer Service - TSO

SAT July Customer Service - TSO

SAT July Customer Service - TSO

Remote Client IP: (b)(6)  
Date Time: 7/16/2014 5:23:09 PM

SAT July Locks - Missing or Damaged Lock--Claim Request

Name: (b)(6)  
Email: (b)(6)  
Complaints: TSA Accepted Locks - Missing or Damaged-  
Flight Info (If applicable: Enter Flight#/ Airline/ Terminal/Airport/Gate/Etc): WN 3730/Southwest/San Antonio on July 16, 2014, time of checkin approximately 6:00 a.m.  
Comments: Yet again, I arrive home with my luggage and find the TSA Accepted Lock is missing on a piece of luggage that has the Notice of Baggage Inspection inside it. It is a purple lock and I would like to have it sent to me. Why don't the agents put the lock back on after they have inspected the luggage? ? This has happened to me multiple times, and it is expensive to have to keep replacing locks that your agents have not put back on my luggage.  
Director of the TSA:

Three times now my spouse and my TSA-approved locks have been removed when we arrived at our destinations. Why is this happening over and over again?

We flew from Orlando, CA via Las Vegas to MHT. Locks from both our bags were missing.

Early July 2014 we flew from San Antonio via BWI to MHT and when we picked up two bags up, one of the locks were missing.

In all three cases, the locks were approved and secured (locked) when the baggage was checked.

I think the TSA should reimburse us for the locks. Obviously, this is an issue that could pose a security risk that is being inflated by your staff during inspection of checked luggage.

I am also forwarding this e-mail to my three congressional delegates. Thank you in advance if there is a process for reimbursement and a prompt reply from the TSA.

Sincerely,

(b)(6)  
(b)(6)  
Peacham VT 05862-2002

SAT July Locks - Missing or Damaged Lock--Claim Request

The caller recently flew out of San Antonio on SW airlines. The caller said when she got home she found an NOI inside her checked baggage. The caller was little upset because she found that an item she had packed carefully in the middle of her suitcase had been damaged. The caller said the item was a dress form with a wooden stand. The caller said the wooden stand was broken. In addition to the item being damaged the caller said her bag was returned in complete disarray. The caller said the item was not expensive and the purpose of her call today was just to let TSA know what had happened. Flight information below.

Airport : San Antonio  
Date and Time of Travel 07 02 14 @ 12:40PM  
Airline - Southwest Airlines  
Flight # 2026  
Baggage Claim # (b)(6)  
NOI included

Advised caller:  
TSAOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Explained to the caller that she could file a claim form with TSA to have the incident investigated by our CMB. Sent caller an SF-95 by email.

Told the caller that once she receives the form she should fill it out and send it back to the CMB. Explained that once received the CMB would begin the claims process. Explained that if she had questions about the form or the claims process she could contact the CMB using the phone number provided on the form.

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Told the call I would forward her comments to the CSM for review as TSA does track and monitor these type of complaints.

Caller traveled on 7-2-2014 from SAT to Mexico City on Interjet airlines, flight number 835, baggage claim number (b)(6). Caller states that her baggage was totally destroyed. Caller wanted to file a claim. Caller was very upset and disposed the NOI and the plastic of the bag. Caller baggage was a grey large sized Revo bag.

I advised the caller  
Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Because the complaint concerns security screening at a specific airport we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

SAT	July	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	<p>Caller: Caller states his bag was inspected and had 3 books that were brand new and wrapped up and now they are damaged. Caller states he found a NOI inside his bag also. Caller states he is a firefighter and is usually transporting lights and things and they always inspect his baggage when he flies and his baggage is always coming back to him disassembled and unlocked.</p> <p>Response: informed caller that I would email him a claim form and cover sheet and forward this information to the CSM at San Antonio for him.</p> <p>Airport: San Antonio  Airline: American  Flight number- 4369  Date and time of incident- 07-17-2014 1:00 pm  Baggage and tag numbers- (b)(6)  Description of baggage- Small black rolling bag  Was there and NOI- Yes  Anything on NOI- No  Specific location of incident- Terminal B Gate 2  Contact information (phone number or email)- (b)(6) (b)(6)  Caller flew from SAT to SAN on Southwest and her luggage was inspected with an noi and she had two Heirloom silver spoons missing out of her bag. She wants to file a claim.</p> <p>I do apologize for your experience. What I can do for you is send you a claim form so you may file for reimbursement, would you like me to do that? I can have your claim forms to you in 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident.</p> <p>Airport: SAT  Airline: Southwest  Flight#: 758  Date: 7/22/2014  Time: 9:10 am  Baggage#: (b)(6)  Gate: NA  Terminal: 3  NOI: Yes  Description: Blue ricardo elite suitcase on wheels with a Red and green ribbon  Caller: Caller states she flew from San Antonio and her bag was checked and she had cosmetics in ziploc bags. She stated after the inspection they did not close these bags and her conditioner and moisturizer leaked out and went all over her belongings. Caller states she also is missing narcotic medication from her bag. Caller states she found a NOI inside her baggage. Caller states there were two kinds of Medication in the bottle and one would be detrimental if someone took it. Caller states that one medication was for seizures. Caller states the prescriptions are called Topamax and Procect and should not be taken together.</p> <p>Response: informed caller that I would email her a claim form and cover sheet and forward this information to the CSM at San Antonio for her.</p> <p>Airport: San Antonio  Airline: Delta  Flight number- 2132  Date and time of incident- 07-23-2014 10: 30 am  Baggage and tag numbers- (b)(6)  Description of baggage- Grey duffle bag with two straps and a pocket on the front without wheels  Was there and NOI- Yes  Anything on NOI- No  Specific location of incident: Not provided</p> <p>Contact information (phone number or email)- (b)(6)  Caller lives in Alaska and had traveled to San Antonio. She says on her returned flight out of San Antonio her bag had been screened, her make up was broken, they had been in her mascara and she her foundation spilled out as well. She had a glips spilled. She has PreCheck. She used to work for TSA as a screener and says this is not how the screen a bag.</p> <p>Told caller  They can file a claim.  She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim form to them as well.</p> <p>I would send her complaint to the CSM so they too would be aware this happened to her.</p> <p>Airport: San Antonio  Airline: Alaska Airline  Flight number: 657N  Date and time: 07-28-14 departed at 6:25 pm  Baggage claim number (b)(6)  Was there a NOI. was there anything on it. Yes, Nothing extra on it  Terminal or gate: A12  Baggage Description: Large bag, yellow on the edges, black bag, handle is yellow and black, hard sided bag  Items Damaged: Her make up bag was left a message, the powders were broken  Caller flew from American Airlines. A metal part inside of her luggage was dented completely on one side of the inside of the suitcase. It was ripped around the zipper part and she has a photo of it before they left the airport. NOI was not inside.  Does she need to do the form online?  Do I have the number for American Airlines?</p> <p>Advised:  I explained since the suitcase did not have a NOI inside, TSA may have not handled the bag. I was going to send her a claim form and forward this information to the CSM for review.  I stated she may want to contact the airline and file a claim with them as well. TSA handles the bag for a very short amount of time if any in this case.</p> <p>Airport-San Antonio, Dallas, TX to Detroit  Date: Time-07/27/2014 06:10 pm-  Gate or Terminal-Gate B4  Bag tag # (10digit)- (b)(6)  Bag Description-Cloth, Black large suitcase  Airline--American  Flight #- AA373</p> <p>She could check with the airline to see if she could complete their claim online and I would send the form with a cover letter containing instructions to her email. She could complete and return it. I stated I did not have the airlines number.  Form sent via email.</p>
SAT	July	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	<p>Airport: San Antonio  Airline: Southwest  Flight#: 758  Date: 7/22/2014  Time: 9:10 am  Baggage#: (b)(6)  Gate: NA  Terminal: 3  NOI: Yes  Description: Blue ricardo elite suitcase on wheels with a Red and green ribbon  Caller: Caller states she flew from San Antonio and her bag was checked and she had cosmetics in ziploc bags. She stated after the inspection they did not close these bags and her conditioner and moisturizer leaked out and went all over her belongings. Caller states she also is missing narcotic medication from her bag. Caller states she found a NOI inside her baggage. Caller states there were two kinds of Medication in the bottle and one would be detrimental if someone took it. Caller states that one medication was for seizures. Caller states the prescriptions are called Topamax and Procect and should not be taken together.</p> <p>Response: informed caller that I would email her a claim form and cover sheet and forward this information to the CSM at San Antonio for her.</p> <p>Airport: San Antonio  Airline: Delta  Flight number- 2132  Date and time of incident- 07-23-2014 10: 30 am  Baggage and tag numbers- (b)(6)  Description of baggage- Grey duffle bag with two straps and a pocket on the front without wheels  Was there and NOI- Yes  Anything on NOI- No  Specific location of incident: Not provided</p> <p>Contact information (phone number or email)- (b)(6)  Caller lives in Alaska and had traveled to San Antonio. She says on her returned flight out of San Antonio her bag had been screened, her make up was broken, they had been in her mascara and she her foundation spilled out as well. She had a glips spilled. She has PreCheck. She used to work for TSA as a screener and says this is not how the screen a bag.</p> <p>Told caller  They can file a claim.  She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim form to them as well.</p> <p>I would send her complaint to the CSM so they too would be aware this happened to her.</p> <p>Airport: San Antonio  Airline: Alaska Airline  Flight number: 657N  Date and time: 07-28-14 departed at 6:25 pm  Baggage claim number (b)(6)  Was there a NOI. was there anything on it. Yes, Nothing extra on it  Terminal or gate: A12  Baggage Description: Large bag, yellow on the edges, black bag, handle is yellow and black, hard sided bag  Items Damaged: Her make up bag was left a message, the powders were broken  Caller flew from American Airlines. A metal part inside of her luggage was dented completely on one side of the inside of the suitcase. It was ripped around the zipper part and she has a photo of it before they left the airport. NOI was not inside.  Does she need to do the form online?  Do I have the number for American Airlines?</p> <p>Advised:  I explained since the suitcase did not have a NOI inside, TSA may have not handled the bag. I was going to send her a claim form and forward this information to the CSM for review.  I stated she may want to contact the airline and file a claim with them as well. TSA handles the bag for a very short amount of time if any in this case.</p> <p>Airport-San Antonio, Dallas, TX to Detroit  Date: Time-07/27/2014 06:10 pm-  Gate or Terminal-Gate B4  Bag tag # (10digit)- (b)(6)  Bag Description-Cloth, Black large suitcase  Airline--American  Flight #- AA373</p> <p>She could check with the airline to see if she could complete their claim online and I would send the form with a cover letter containing instructions to her email. She could complete and return it. I stated I did not have the airlines number.  Form sent via email.</p>
SAT	July	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	<p>Airport: San Antonio  Airline: Delta  Flight number- 2132  Date and time of incident- 07-23-2014 10: 30 am  Baggage and tag numbers- (b)(6)  Description of baggage- Grey duffle bag with two straps and a pocket on the front without wheels  Was there and NOI- Yes  Anything on NOI- No  Specific location of incident: Not provided</p> <p>Contact information (phone number or email)- (b)(6)  Caller lives in Alaska and had traveled to San Antonio. She says on her returned flight out of San Antonio her bag had been screened, her make up was broken, they had been in her mascara and she her foundation spilled out as well. She had a glips spilled. She has PreCheck. She used to work for TSA as a screener and says this is not how the screen a bag.</p> <p>Told caller  They can file a claim.  She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim form to them as well.</p> <p>I would send her complaint to the CSM so they too would be aware this happened to her.</p> <p>Airport: San Antonio  Airline: Alaska Airline  Flight number: 657N  Date and time: 07-28-14 departed at 6:25 pm  Baggage claim number (b)(6)  Was there a NOI. was there anything on it. Yes, Nothing extra on it  Terminal or gate: A12  Baggage Description: Large bag, yellow on the edges, black bag, handle is yellow and black, hard sided bag  Items Damaged: Her make up bag was left a message, the powders were broken  Caller flew from American Airlines. A metal part inside of her luggage was dented completely on one side of the inside of the suitcase. It was ripped around the zipper part and she has a photo of it before they left the airport. NOI was not inside.  Does she need to do the form online?  Do I have the number for American Airlines?</p> <p>Advised:  I explained since the suitcase did not have a NOI inside, TSA may have not handled the bag. I was going to send her a claim form and forward this information to the CSM for review.  I stated she may want to contact the airline and file a claim with them as well. TSA handles the bag for a very short amount of time if any in this case.</p> <p>Airport-San Antonio, Dallas, TX to Detroit  Date: Time-07/27/2014 06:10 pm-  Gate or Terminal-Gate B4  Bag tag # (10digit)- (b)(6)  Bag Description-Cloth, Black large suitcase  Airline--American  Flight #- AA373</p> <p>She could check with the airline to see if she could complete their claim online and I would send the form with a cover letter containing instructions to her email. She could complete and return it. I stated I did not have the airlines number.  Form sent via email.</p>

Caller is missing 2 sweaters from a checked bag that has a NOI inside. She wanted to file a claim for the missing items.

Interjet flight # 957 gate A11  
San Antonio Airport  
Small light red hard sided bag.  
NOI no writing or stamp  
Flight departed 1:30pm 07/31/2014

Advised caller

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

She flew on Sunday 7/13 from SAT to Dallas. Her American flight was canceled. She spent the night in Dallas and flew the next day to LOJ. She indicated that a NOI was present in her bag and that a pink cigarette lighter was found in her bag that is not hers. She indicated that she reported this to American Airlines and was referred to TSA.

I advised that I have documented this information and TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention. I explained that it is possible that the lighter could have fallen out of the TSO's pocket when they bent over to physically inspect the bag. I acknowledged that finding an item that doesn't belong to one in their bag would be concerning.

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Dear TSA Contact Center:

On Friday, July 18, 2014 we flew from San Antonio, Texas to Indianapolis, Indiana via Houston-Hobby on Southwest Airlines. One of our bags was inspected by the TSA, and when we arrived home we discovered that 3 necklaces were missing from that bag. Is it possible that they were removed during the inspection and not returned? If so, could they possibly be located and returned? They are not expensive but they do have sentimental value and I will pay to have them returned if possible. Thank you

(b)(6)

Documentation: N44401

(b)(6)

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 7/23/2014 12:31:02 AM Airport : SAT - San Antonio International Date/Time of Travel : 07/21/2014 6:00 PM Airline & Flight Number : Alaska 657 Checkpoint/Area of Airport : TSA Employee: (If Known) :

Comment : Per Alaska Airlines, TSA delayed screening on one of our pieces of luggage containing foodstuffs and other goods packed for family vacation. Traveling to and from Alaska, it is common to travel with food items. This delay has caused the spoilage of our food items and is unacceptable.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Caller said he uses a work instrument and when he puts it in check bag he takes care to wrap it in foam and ties it with a bungee cord. He said 90% of the time when we go through it, he said we never put it back correctly. He said he departed from San Antonio and that he got a noi inside the bag. He said it was damaged on a prior flight but he was not the one using it and he asked are we suppose to put it back the way he had it and he asked the protocol. He said it is an awkward instrument and that it is hard to wrap up to protect it.

SAT July Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked

Response: I advised him that we are suppose to put it back the way we find it and that if he knows who was traveling with it when it got damaged that they can go to [tsa.gov](http://tsa.gov) to file the claim online or call us to go over how to file the claim.

Disability Description: Caller's mother (b)(6) has a hip replacement and has a complaint.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must be in writing and including the following information:

The name and address of the complainant;

The date of the alleged act of discrimination;

A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Your complaint is missing one or more of the above listed requirements. In order for us to appropriately handle your complaint, we request that you review your correspondence to ensure that it contains all of the above information.

Please note that TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

Once you have confirmed your information, you may file your complaint electronically by sending an e-mail to: [TSA-CRL@tsa.dhs.gov](mailto:TSA-CRL@tsa.dhs.gov). Please be sure to place "D-RP" in the subject line to allow for proper handling.

SAT July Persons w/ Disabilities (PWD) - Metal Implants (joint)

Advised caller I would forward this information to the CSM at San Antonio and to our QDPO specialists.

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

Remote Client IP: (b)(6)  
Date Time: 8/22/2014 7:36:54 AM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable: Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SAT to Atlanta flight 553/Terminal A/Gate A15

Comments: AA gentleman at TSA precheck was rude. Taking his time to check IDs. Actually, the slowest I have experienced and I travel 48 weeks per year. This happened at approximately 6:15 AM on 8/22/2014. He would not let go of my ID and I tried to pull from his hand several times. He stated, "Don't snitch". Really childish.  
Totally unnecessary. I paid for Global Entry so I would have a streamlined experience at airport.

SAT August Customer Service - TSO

Caller just went through screening at the San Antonio airport and was very upset at the way the screening was conducted. He forgot you can not bring liquids from outside and had liquid in his carry-on bag. They found it at the checkpoint and took it out and ran the bag through again. During the screening the TSO (b)(6) damaged the zipper and it will not close. He said supervisor (b)(6) badge # (b)(6) said the bag was already broken and got upset and kept repeating it was not their fault. He got upset and raised his voice. He then took his ticket without his permission and copied it and caller is upset that he did so. Caller came through the checkpoint at 8:50 AM. He was on flight 652 on Airtran.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

TSA appreciates that you took the time to share this concern with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

SAT August Customer Service - TSO

To Whom it May Concern,

On Sunday, August 24, 2014 I was at the San Antonio Airport for my flight UA 1418 departing at 8:08am. While moving through the Security screening I was talked to and reprimanded as if I was a 6 year old. I entered the body scan and apparently moved too quickly. I thought I heard the agent on the other side tell me to exit. She asked me to go back for a rescanning. I obliged and again I apparently was not still long enough. At that point the male agent on the line in a harsh tone criticized me as "as you can't stand still you will have to have a pat down." He was extremely condescending toward me. He then called up a female agent for the procedure. I had no issue with this. I just wanted to keep the line moving. She clearly was agitated that she needed to preform the pat down. She started to explain the procedure and as there were many terminal noises and I have a slight hearing loss. I tried to explain I couldn't hear her word. That immediately irritated her as she said something about my interruption caused her to start her script over. I was just trying to hear what she was explaining and she did admit that she was a "low talker." However she treated me as a ill-behaved pre-school child. I am 60 years old. I appreciate the TSA and their work. I like to fly and want everyone to be scrutinized through the security line. I do not think I deserved to be punished verbally for not hearing the directions in the scan line. She did preform the pat down and then stamped my boarding pass: TSO (b)(6). The whole episode was unnecessary and upset me very much. I will report this has been my only negative treatment received from TSA.

I appreciate your time to read my words.

Regards,

(b)(6)

Bowling Green, OH 43402

HYPERLINK "mailto:(b)(6)"

Hello, I understand and I am in agreement with your policy for checking luggage, I would just like to make a comment.

The TSA locks used on bags is for your easy access to its contents. If the bag is locked when you decide to inspect, why would you not lock the bag after inspection?

My bag was inspected last Thursday July 31, for Interjet flight 951 from San Antonio, TX to Toluca, Mexico. When my bag arrived it was unlocked (I left it locked) and the was the TSA notice that it had been inspected. I would appreciate that after inspection the bags be locked again.

Thank you!

(b)(6)

SAT August Locks - Missing or Damaged Lock--Claim Request

Caller went on a trip from SAT on 8-14 to PHL with a connecting flight in Chicago. Her bag had a TSA lock on it. When she arrived in PHL, her lock was gone. She did not find a NOI.

Advised,

TSA-recognized locks can be opened and relocked by TSOs without force and little delay. TSA cannot, however, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Additionally, TSA has found that many locks break off in airport baggage conveyor systems, which also causes damage to baggage.

SAT August Locks - Missing or Damaged Lock--Claim Request

She requested I send claim forms via email.

Feedback Type : Complaint

Categories : Locks

Current Date/Time : 8/10/2014 11:41:11 PM Airport : SAT - San Antonio International Date/Time of Travel : 08/09/2014 3:30 PM Airline & Flight Number : United UA6412 Checkpoint/Area of Airport : Check Baggage Screening TSA Employee: (If Known) : Unknown Comment : Once I received my bag at its final destination (SFO) I observed my TSA approved baggage lock was not present. I open my baggage and it seemed to be inspected however no TSE card/notice was left behind. The lock was also not returned in the bag or locked backup the way it was checked-in even though it was a TSA approved &quot;Master Lock&quot;, which was purchased for ~ \$17.00. Baggage claim No (b)(6). Would you like a response? True Passenger's Name: (b)(6) Phone Number (b)(6) Email: (b)(6). To leave a comment concerning this feedback, follow this link: <http://tsa.gov/usa.ons.gov/EDB2/ApplicationManager>

SAT August Locks - Missing or Damaged Lock--No Claim Request

Feedback Type - Complaint

Categories - Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 8/25/2014 2:59:44 PM Airport : SAT - San Antonio International Date/Time of Travel : 08/24/2014 8:50 AM Airline & Flight Number : Air Tran B52 Checkpoint/Area of Airport - Screening

TSA Employee: (If Known) (b)(6) (b)(6)  
Comment : Female Agent (b)(6) asked me to pull my carry-on off after being Xrayed and said she would inspect and very sternly told me not to touch the bag nor try to take anything out of the bag, she unzipped my bag to inspect and after finishing tried unsuccessfully to close it by forcing the zipper lugging and pulling to close it but she had jammed it (the zipper runs around three sides of the bag) she jammed it at the beginning of the top part. She then told me to close the bag and started to walk away and said that since she had opened the bag she should close it especially since it now appeared to be damaged. She said she wouldn't. I said she should admit her responsibility as the bag was now damaged. She claimed the bag's zipper was already damaged. It stated that didn't make sense as it was zippered closed, she unzipped and then managed to damage the plastic teeth. As she would not pay any further attention, I requested to talk to her supervisor. (b)(6) came over and asked what was the situation. The female agent stated that the bag was previously damaged. The male agent said there was nothing to be done. I was now unhappy. The male agent did not introduce himself, state who he was within the organization and did not offer anything that could be called "customer service". He looked at the bag, touched and attempted to move the zipper along the teeth but couldn't move it. It was jammed. He kept repeating that it was not a TSA agent's fault the bag was already damaged and during this period of time he must have said ten times. I reminded him that continuing to repeat wouldn't make it true and asked how he knew it was previously damaged he said "I've been doing this for twelve years and I'm an expert in luggage"; I asked him to be logical - I'm 75 years old and have traveled since childhood I wouldn't pack a bag that couldn't close, if I was able to close it and then the female agent was able to open it and now it wouldn't close, why was that and when could it have been damaged. Again the insistence that it was damaged before. (b)(6) (b)(6) was now upset and asked if I wanted him to call the police. I thought about it for 30 seconds and said no. Why did he threaten me? Then he snatched my boarding pass from the table and started walking away with it and I loudly asked to come back, he said I was no one to order him about and continued to walk away and he PHOTOCOPIED my boarding pass and then gave me the pass. This truly disconcerted me. Again, why did he do this? Should I be worried? He never said that there was a

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

UPDATE: WE RECEIVED AN INSPECTION TICKET AND THE CARD WAS IN THE BACK POCKET HIDDEN IN THE BAG. SO YALL (an extension of DHS) WENT THROUGH OUR BAG AND STOLE WHAT COULDN'T BE TRACED.

THANK YOU FOR YOUR HELP AND STUFF. I'm writing in all caps because your response was fucking retarded. Seriously "you should have received an inspection ticket otherwise we didn't search it." How AND WHY ELSE WOULD I BE EMAILING THE FREAKING TSA DHS IF I DIDN'T RECEIVE THE NOTIFICATION TICKET OF BAGGAGE INSPECTION.

To whom it may concern,

I am an individual representing my mother, (b)(6) on a recent issue she has encountered while flying. After verifying it was not lost in either hotel, house of visitation, and airport, we are certain that a gift card in the amount of 60 dollars (a gift from her sister) was stolen by a representing Security Officer of The Transportation Security Administration (TSA) at the San Antonio International Airport within United Airlines during a "random baggage inspection" selection. Although TSA is not liable for any damage caused by the inspector, it is within moral reasoning that TSA should be held accountable for Thievery made by it's employees as they represent your Security Administration. I demand a full refund of 60 Dollars be paid to (b)(6) as soon as possible. It is an outrage that among-st all the angst while traveling, no one should have to worry about their contents of their baggage being stolen by a representative of your administration (Just look at how Cindy went to jail in Orange is the New Black). I am very disappointed in the TSA, and to an extent, the federal government itself, as y'all don't have higher background checks and stricter interviews when it comes to hiring a "TSA Security Officer"

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I am deeply saddened that the meaning of the word American is being clouded day after day. This event certainly didn't help it.  
Caller is missing a piece of new jewelry, a sterling silver charm from her checked bag and she had a NOI. The charm was in a pink box she placed inside a pink Coach Purse in her checked bag. She still has the receipt for it. She asked if she will be reimbursed.

RESPONSE:

Told her I am sorry her jewelry is missing and I will order claim form and instructions for her to complete and send to CMB and that will arrive via email within 24 hours.  
The Claims Management makes the decisions but you may follow the instructions to file your claim. I will also send a copy of the complaint to the Customer Support Manager at San Antonio.

CSM Referral Information:

Airport: San Antonio (to BW) and on to TF Green)

Airline: Southwest

Flight#: 2812

Date: 8-2-14

Departure time: 3:45 PM

Baggage tag # (b)(6) And (b)(6) (Not sure which bag the Jewelry was in because she has mixed up the tags) She had a third bag the airline did not tag it.

Description of baggage: 2 Bags Samsonite dark green in color, a large and a medium with Christmas ribbons was tied to the handles.  
The third bag was a small black bag with Christmas ribbon tied to the handle. The airline did not tag it but it arrived alright.

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Was there a NOI?: Yes

Caller said she flew from San Antonio to SFO which is her home, yesterday and got a NOI inside the bag. She said her daughter's baby food was not sealed properly and it was all over the bag and it ruined everything. She said it was baby cereal and that she does not want to feed it to her baby and that it may be contaminated. She said they should have put a note on it that they inspected it. She said this is not okay and it was disturbing to her. She requested that we email the claim form to her. She said she works at a Hospital and is disturbed that this happened and that it is not safe for her baby to eat the food now.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

To whom it may concern,

I am an individual representing my mother [REDACTED] on a recent issue she has encountered while flying. After verifying it was not lost in either hotel, house of visitation, and airport, we are certain that a gift card in the amount of 60 dollars (a gift from her sister) was stolen by a representing Security Officer of The Transportation Security Administration (TSA) at the San Antonio International Airport, within United Airlines during a "random baggage inspection" selection. Although TSA is not liable for any damage caused by the inspector, it is within moral reasoning that TSA should be held accountable for the theft made by its employees as they represent your Security Administration. I demand a full refund of 60 Dollars be paid to [REDACTED] as soon as possible. It is an outrage that amongst all the angst while traveling, no one should have to worry about their contents of their baggage being stolen by a representative of your administration (Just look at how Cindy went to jail in Orange is the New Black). I am very disappointed in the TSA, and to an extent, the federal government itself, as y'all don't have higher background checks and stricter interviews when it comes to hiring a "TSA Security Officer".

I am deeply saddened that the meaning of the word American is being clouded day after day. This event certainly didn't help it.

If you need to contact [REDACTED] on this matter personally you can reach her via telephone at [REDACTED] or email [REDACTED]. Otherwise there is no need to contact me here, the reason for me contacting you is because my mother hates computer screens and told me to take care of it.

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Good Day and please resolve this.

Caller is looking for a missing loafer. Callers boss lost a loafer in SAT. Caller said it was lost from checked luggage. There was a NOI. Callers said his boss is influential and will not put effort to find the shoe. Caller said he cannot go further with the complaint and they will pick up on it if anything changes.

Advised Caller:

You may first attempt to contact the lost and found. If you would like I may forward a copy of the complaint to the CSM.

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Caller is calling for his mother in law who traveled to Columbia South America from San Antonio TX. He said there was a hand written note in her bag. He said the note said it was opened for suspicion of drugs. He said it was hand written in Spanish. He said the lock was broken off and the zipper was broken. He asked if he should call American Airlines. He said they took out Lewis jeans, women's shirts and 3 bottle of perfume.

RESPONSE: Advised caller that he can file a claim but since there was no NOI in his bag, that would suggest that TSA did not inspect her bag. If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. He can find a claim form at tsa.gov. Search Claim Form at the tip right search area. TSA would not inspect a bag for suspicion of drugs. You can contact the Airline if you like.

El día 21 de agosto viajé en el vuelo de Interjet de San Antonio (Texas) hacia Toluca (Estado de México), y al abrir en casa mi equipaje que documenté con la aerolínea veo el folleto sobre el aviso de inspección de equipaje (Transport Security Administration). Como resultado de esta revisión perdí un flip gloss marca MAC que había adquirido durante este viaje.

No me opongo a que procedan a revisar el equipaje en caso de que sea necesario, pero es inaceptable que se pierda parte de mis artículos personales, ya que el artículo que les menciono no es en ningún momento un producto prohibido de llevar en el equipaje.

Pido que por favor se me de una explicación sobre lo que sucedió.

[REDACTED]

Enviado desde mi iPad

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Caller says that her mother got to her destination and called and said that someone had rifled through her suitcase. There was no NOI. She says that her mother had a really heavy duty red name tag on it with sequins on it and the tag was torn off of the suitcase. She flew from SAT to MSP to Wisconsin.

Advised caller:

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

Feedback Type : Complaint

Categories : Other

Current Date/Time : 8/5/2014 9:50:54 AM

Airport : SAT - San Antonio International Date/Time of Travel : 08/04/2014 10:00 AM Airline & Flight

Number : Interjet 2951 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I understand that TSA does a very important job to keep air travelers safe. However, I think that they should also have some respect for people's belongings.

I had a jar of pickled vegetables in my checked suitcase, wrapped in 2 plastic bags in case the glass broke. I didn't want to have a mess on my clothes.

TSA opened my bag, removed the plastic from the jar and put it back in my suitcase. Is it too much to ask to put it back how they found it? Thankfully the glass did not break, but I think it should have been done better.

In addition, I have found on other flights that my locks often go missing when my bags are checked by TSA. I only have TSA approved locks, but at \$7+ a piece it seems like a waste of money if they are not put back after being checked.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT August Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked

Disability Description: The callers daughter, Viviana, is blind.

Response Details: Advised Caller:

Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Incident Details: The caller and his daughter, who is blind, flew from SAT to ATL on August 7, 2014, and a TSO sent them to a line for passengers with medical conditions. However, the TSO at that line was rude, and told him to go to another line. The caller informed him that he was directed to that line, and the officer said that he would allow them through this time. Additionally, the TSO told him not to ever enter that line during upcoming travel at SAT. Also, his daughters cane was broken during screening.

Flight Information:

Date and Time of Flight: August 7, 2014; Around 6:15 AM

Departure Airport: SAT

Airline: Southwest Airlines

Flight Number: 5439

Terminal and Gate Numbers: He believes the terminal was A.

Description of TSO: A middle aged, Asian male, he may have been wearing glasses.

Time of Incident: Between 5:00 and 5:30 AM.

Caller is Active Duty Military. Caller traveled from Colorado Springs to San Antonio. Caller came through Colorado Springs and was permitted to bring his pen. Caller stated that leaving San Antonio his pen was prohibited. Caller stated it was a pen with a metal frame instead of plastic, has a whistle inside, and has a lighter inside. Caller is worried about getting a penalty and losing his Trusted Traveler PreCheck eligibility because of the inconsistency. Caller stated he had to fill out paperwork and was escorted by local law enforcement to mail the pen to his destination. Caller stated he may be leaving in the next couple weeks due to deployment. Caller is questioning if he is going to get an initial letter, notice, or form from TSA, what will happen if he is not at his residency to receive it due to deployment, when can he stop worrying about getting an initial letter, notice, or form from TSA, and what is the max penalty he could receive. Caller stated he will sit around and wait for a letter that could possibly come. Caller is frustrated.

Airport: San Antonio

Airline: United Airlines

Flight Number: 4632

Date Time: 08 28 2014 10:15am

Terminal: B - CP

Description of Prohibited Item: Black Pen (Inches) has a metal frame instead of plastic, has a whistle and lighter inside

Resolution:

Throughout the call I empathized with the caller.

TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. To ensure the security of all travelers, Transportation Security Officers have the discretion to prohibit a passenger from carrying an item through the screening checkpoint or onboard an aircraft if the item poses a security threat. TSA security screening personnel make the final decisions on whether to permit items into the sterile areas of airports.

To whom it may concern,

The San Antonio tsa needs a complete overhaul. This morning there were zero passengers in the general boarding line. The agent directed ALL passengers to the pre check line. I want a refund on the funds I paid for pre check.

SAT August Screening - Inconsistency

SAT August Screening - Procedures/Process

Caller didn't know that she had to take her laptop out of her case when she went through screening. They wouldn't let her go back through screening to take it out. The officer told her that he would do it. They traveled on Saturday. She said that when the officer took her laptop out, he switched hers with someone else's. She wants to know what is going to happen now. She wants to know how she can get her laptop back and if she can't, she wants TSA to buy her a new one. It happened at SAT.

Advised caller that she should contact the CSM at SAT.

(b)(6)  
Phone: (b)(6)

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/out Claim Request

I was going to tell her to go through the IVR but she said that she already tried that and it wouldn't work.

The caller is upset. The caller travels frequently and states that every time he travels between SAT and MIA his TSA lock is gone and this is the 4th lock he has missing. He flew from SAT to DFW to MIA flight 1412. He has a NOI and his medical books were fixed together and they were thrown everywhere as well as his other items were thrown around, the wire frame on his luggage is broke, and his TSA lock is missing. The caller is flying tomorrow to South America and he does not have a TSA lock to place on his luggage. The caller thought TSA was supposed to keep people safe but he does feel to safe the way his luggage was treated.

Airport SAT  
Airline American Airlines  
Flight Num: 2210  
Date and Time 9-10-14 departing at 11:30am  
Baggage Claim (b)(6)  
Description of Baggage Large black suitcase soft sided with wheels.  
Was there a NOI? Yes.  
Anything Written on NOI? No

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at SAT.

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller just flew from San Antonio to Houston and their bags were inspected. A shirt and a jacket were ripped and a pair of socks was missing. There was a NOI in the bag.

Advised caller: Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller said she traveled from San Antonio to Phoenix and got a noi. She said she has items that are broken inside her bag and that her bag was completely rearranged. She requested that we email the claim form to her.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Calling in because she flew from San Antonio to DC. There was an NOI in her bag and something is missing from her checked bag. The caller states she is missing a GPS for her car. The caller states there was also a notice in her bag stating that matches were removed.

Advised caller I will send her a claim form to file a claim for her missing items and she should receive it within 24 hours. Advised caller because this does concern screening at a specific airport, I will forward a copy of the information to the CSM.

Airport - San Antonio  
Airline - Delta  
Flight Number - 2132  
Date and Time - 09-11 left at 12:01pm  
Baggage Tag Number  
Description - black Pelicam case. Plastic case with 2 wheels.  
NOI? - Yes - as well as a notice saying matches were removed  
Anything On NOI? - No  
Contact Information (b)(6)

Advised caller that she can also contact lost and found to see if her GPS was left out of her baggage by mistake.

San Antonio  
San Antonio International Airport  
210-832-8333  
http: www.tsa.gov/traveler-information/airport-lost-found-contacts/#

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller is a professional photographer. He traveled from San Antonio. He traveled with his flash equipment that he often checks. He always finds a NOI in that case. On this trip, a generator and three flash heads were in the case. The flash was apparently dropped, and, strangely, none of the glass was inside the case. It appears that the item was taken from the case, dropped, and then replaced in the case.

Was there a NOI in the bag?

Yes.

1. Airport: San Antonio
2. Airline: United
3. Flight number: 6373
4. Departure date and time: Sept. 17, 1741
5. Approximate time of incident: 1630 - 1640
6. Location (terminal or gate number): Terminal B, Gate 7 (call is not certain)
7. Description of baggage: black, larger than a regular suitcase, opens on the top, relatively flat.
8. Baggage claim numbers: caller does not now have this
9. Notations on the NOI: Nothing stamped
10. On behalf of:
11. Contact information: (b)(6)

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

Caller states that he flew with Southwest yesterday and checked 2 bags that had jewelry and each got a NOI. He says that the jewelry was in a white plastic bag in his baggage and it contained some mini crosses on a silver necklace and a wrist bracelet also with mini crosses and 2 other bracelets that are all missing.

Advised caller:

To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:

From to: SAT to PHX  
Flight date time: 9/20 2:45 pm  
Flight number: 64  
Airline: Southwest  
Airport: SAT  
Gate Terminal: (does not have)  
Baggage Claim Number: (b)(6)  
Baggage Description: black suitcase  
On Behalf of: yes  
NOI: yes - stamped with date and time  
Email: (b)(6)

Caller said she got a noi and that she flew from San Antonio to Detroit and that she has items missing from her bag. She asked if they could be at the airport and she requested that we postal mail the claim form to her.

Response 1 gave her the phone # for lost and found at San Antonio International Airport 210-832-5333.

To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised her that it may take 10-15 days to receive the claim form.

Here are 3 photos which support my narrative. My golf clubs were stored in the hard case when sent as luggage. TSA inspected the bag and had trouble re-packing the longest club, thus breaking the shaft. The flight was AirTran #652 SAT to MEX on 9/10/14. Please advise. I'm sure there is compensation.

I wanted to take this opportunity to thank you all so much for inspecting my luggage yesterday. Its not that I mind you all playing with my things but when you open my aftershave and mouthwash and then don't put the caps back on I take issue. I have a meeting this morning and both my suits, my shoes as well as the rest of my clothing are well soaked... Thank you so much for the added expense of having to use find a cleaners that can deliver overnight but two: the \$132.85 it cost me to have it done... What a class act... You all are doing a fine job of keeping us safe from the mouthwash bombers... Tip... I know your doing your job, but take some pride in it will you... have some respect for the property of others.

Respectfully

(b)(6)

Southwest flight #34 San Antonio Texas to El Paso Texas

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT September Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

On August 7 2014 on or around 0515 hrs. (b)(6) and my daughter (b)(6) were departing the San Antonio International Airport on a vacation trip to Atlanta with final destination San Juan, Puerto Rico, on Air Trans flight 5439. After the check in at the Southwest counter we proceed to the TSA screening area. The first TSA representative re-routed us to priority line due to my daughter blind condition. When we approach the second TSA officer to verify our ID's, he act very unprofessional and rude, asking us rapidly "why we using that priority line?", Next time use the main line"; this officer saw that my daughter is blind and had a walking cane on her hand. I believed the attitude and action of the TSA Officer were wrong. After we passed this officer my daughter had to pull the Walking Cane through the screening machine process and got broken. On our way back in San Juan, they took care of my daughter in a very special and respectful way, where I thanks the officers.

V r

(b)(6)

SAT September Persons w/ Disabilities (PWD) - Visual Impairment

Feedback Type : Security Issue

Categories : Other, Carry-on Property Out of View During Screening Current Date/Time : 9/11/2014 12:22:42 AM Airport : SAT - San Antonio International Date/Time of Travel : 09/10/2014 3:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Main Point of Entry, TSA-Pre Check Lines TSA Employee: (If Known) : Middle Aged Short Hair Blonde Woman Comment : As flight crew I normally go through Pre-Check with my Mac Book Air left in my suitcase, which has no hard drive and is like an i-Pad according to the Apple people. I did this today with my crew and the gentleman screening the bags asked who left their laptop in their bag. I said it was me and stated that I was crew in case there may have been some confusion. The blonde middle aged woman walked over grabbed my bag out and stated NO laptops at all in bags, even though I had previously been under the understanding that as long as it had no hard drive it was fine. As she was shaking her head she began to walk off with my suitcase unzipping it. I asked her where she was going with my bag? She stated I needed to be rescanned, which is when I replied I understand that but I would like you to deal with my bag in my sight. She again shook her head and did as I requested. After having my belongings rescanned and verified she brought the suitcase and laptop to the desk area to put my things back in order. She then proceeded to the gentleman working the x-ray machine and began talking to him about me, if I were to speculate.

As a working crew member of an airline I will NEVER allow ANYONE to dig in my bag without me observing their actions, as I DO NOT know who they are or their affiliations. I am also a military widow so I am 'trained' to observe people's actions and obtain OPSEC as a second nature. With 9-11 being so close I DO NOT appreciate her being so disrespectful to my request of pulling out my laptop of my suitcase in plain view, so I can observe my belongings which will continue onto a working aircraft.

I understand they have a job to do and they are doing it, yet I do not like how the situation was handled nor do I appreciate her attempt to unzip my suitcase out of my sight. I can never be too careful with the current situations going on as a working crew member, along with being disappointed in their agitation they felt towards me with a simple request to protect myself and fellow passengers.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number

The caller indicated that he eligible for Precheck. He enrolled with TSA and receives expedited screening. He is at SAT and had to wait significantly longer to get through the Precheck line than it would have taken to get through the regular screening line. The caller asked how this benefits him. He indicated that there was a man standing in between the regular screening and Precheck lines and was pointing people toward the line that they should enter. He was referring more to the Precheck line than to the standard screening line. The caller expressed concern that the TSO cannot know if the passengers that he is directing are low risk as he did not see their boarding passes. He mentioned also that this was a marketing ploy by TSA to allow passengers to experience expedited screening so that they will enroll. He indicated that this lessens the experience for him and asked what good it does.

He asked a STSO about this and the supervisor advised that the government requires him to do what he was doing and would not escalate the matter when the caller asked him to send his complaint up. The STSO was a short guy with short hair and wore a gray shirt.

This is occurred on 9/24 at 12:20pm at the only checkpoint for A Gate. He was traveling with Southwest from A Gate (flight 1090)

I explained that TSA does randomly select passengers for expedited screening based on the Secure Flight Informercial provided when a reservation is made. I advised that the length of the Precheck line is also determined by factors such as the number of eligible passengers who are traveling. Some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA PreU2715".

I advised that I have documented his complaint and that TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention. I thanked the caller for making us aware as we cannot address an issue if we are not aware that it exist.

I advised that I would refer the information to the CSM at SAT to make them aware. The CSM acts as a liaison between passengers and TSA. They would have the means to look into and address this.

SAT September Screening - Procedures/Process

Feedback Type : Complaint

Categories : Professionalism Customer Service Current Date/Time : 10/1/2014 5:56:31 PM Airport :

SAT - San Antonio International Date/Time of Travel : 09/26/2014 10:30 AM Airline : Flight Number :

Southwest Checkpoint Area of Airport :

TSA Employee: (If Known) : Male TSO

Comment : Due to discourteous treatment at the checkpoint by TSO, I feel it would be helpful if TSA posted a sign with whom a passenger could speak with at that moment to resolve customer service issues. I did not speak with anyone, regarding my concern because I felt I would not be allowed to fly. Had I known I could have spoken with a Supervisor or Manager, I could have had this issue addressed on the spot. Please consider a sign for passengers to report complaints concerns when at the checkpoint and whom they can ask to speak with.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link.: <http://saaweb.fsa.dhs.gov/EDB2.ApplicationManager>

SAT October Customer Service - TSO

The caller was very upset, and stated he had been upset since this morning when he was at San Antonio.  
Caller says that he was at the San Antonio airport and when they went through security, he says one of the TSA agent said to his daughter the following:

What is with the ugly face?

She is 11 years old. She has special needs.  
It was right beside the Dunkin Donuts. It was Terminal 5. It was the first guy before you go through security. Agent was bald, kind of heavy set. It was about 7:00AM today.  
It was Terminal 5.

Airport: San Antonio to Salt Lake City  
Airline: Delta  
Flight: Not Available  
Date and Time: Today, October 14 at approximately 7:00AM  
Terminal: 5  
Email: No Email

Caller Advised:  
I really regret to hear about this. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I will forward this over to them and ensure they are aware so that this could be addressed.

Feedback Type : Complaint  
Categories : Professions/ism/Customer Service; Screening Current Date/Time : 10/23/2014 7:23:47 AM  
Airport : SAT - San Antonio International Date/Time of Travel : 10/23/2014 5:45 AM Airline & Flight Number :

Checkpoint/Area of Airport :  
TSA Employee: (If Known) :  
Comment : This morning at the SAT airport your tsa screeners treated my wife absolutely atrociously to the point of tears and even threatened her in the process. Truthfully you people should be ashamed of how you treat people in general, but what I witnessed you put my wife through today is inexcusable. Your agents didnt listen to a thing anyone was saying but themselves and only cared about being extremely rude.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT October Customer Service - TSO

SAT October Customer Service - TSO

I will be brief because I am very limited in the specific information I can provide.

I was extremely disappointed in a recent experience I had at the SA International Airport.  
Flight date: October 15th. Went through check point between 10-11am.

I am not a frequent flier - maybe 5 flights a year, so each time, it does take me a moment to gather thoughts, especially when going through check points. I try very hard to be efficient and courteous to others by having all affairs in order and not slow the process.

As I was placing items on the belt, I asked the lady behind the counter if my laptop needed to be pulled out of the small sleeve it was in, or if it could be sent through inside the small leather case I had. She looked at me and said "Yes, just like we have asked you to do for the past ten years." Then, in a very condescending voice, looked at the line behind me and said "Let me remind everyone that laptops must be taken out and placed in a separate bin. This has been our rule for over ten years now and it has not changed. We need you to do this so that it does not slow things down."

Normally, I would blow it off. But, after going through the scanner, I thought it was just too rude to ignore. I motioned for her to come over, whereupon I asked her name. She simply looked at me, pointed to the admin desk and said "Ask him". And walked back to the other side of the area. I understand security would limit this, so I walked over and asked the man behind the desk. I asked for her name or badge number and he responded with a question "Why do you want it". I told him that she was rude, he did not acknowledge, just leaned over to a drawer, pulled out a TSA CUSTOMER COMMENT CARD - handed it to me and said "You can fill this out".

I was floored. I knew staying would not make things any better, so I just went on to the plane.

I have no information other than this. I realize some people have bad days and can be short. I felt like this was more than a bad day, but as I thought about the overall experience, it was simply unacceptable.

SAT October Customer Service - TSO

I do not need any response, as there is really nothing for me to do. I just wanted you to know, so that you can place it in your files. If anyone else had a similar experience that day, please take note of their Caller:

Traveling from San Antonio to Atlanta to Reagan. She had a TSA lock on her luggage and it is now missing. What can she do?  
Can she go to tsa.gov for the claim?

Advised Caller:

To contact Lost and Found for  
San Antonio International Airport  
at 210-832-5333.

We should have had keys for the lock. If it is there, they will make arrangements to send it to her.

I can also send her a claim form. They are available at tsa.gov.

SAT October Locks - Missing or Damaged Lock--No Claim Request

Feedback Type : Complaint  
Categories : Locks  
Current Date/Time : 10/24/2014 2:16:53 PM Airport : SAT - San Antonio International Date/Time of Travel : 10/23/2014 4:00 PM Airline & Flight Number : United 3796 Checkpoint/Area of Airport :  
TSA Employee: (If Known) :  
Comment : When my suitcase arrived at Dulles airport the lock was missing from my bag. This was a TSA approved lock which I have used for many years never with any problem.  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number : (b)(6)  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT October Locks - Missing or Damaged Lock--No Claim Request

SAT October Locks - Missing or Damaged Lock--No Claim Request

Caller said she traveled from San Antonio to Chicago then overseas she had a \$12 tsa red lock that was missing.

TSA-recognized locks can be opened and relocked by TSOs without force and little delay. TSA cannot, however, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Additionally, TSA has found that many locks break off in airport baggage conveyor systems, which also causes damage to baggage. You can visit the website and get a claim form if you like to file a claim.

Caller talked to Susan at TX airport. She flew out of San Antonio. She has left a laptop behind that she placed into a bin there. The lady at San Antonio talked like she would be looking around for it and took down her information. She also was advised to contact us to file a claim.

Was there an NOI? No  
Anything on the NOI? NA  
Airport: San Antonio  
Airline: SW  
Flight number: Don't have right now. She was driving.  
Date: 10/14/14  
Time: 05:15 am  
Baggage Tag Numbers: NA  
Description of baggage: Lap top taken from the bag and put in gray bin by itself. Asus brand  
Specific location of incident (Terminal or gate): Terminal A maybe Gate 16  
Contact Information (Phone): (b)(6)  
Email: (b)(6)

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

Advised the caller I would send the information over to the CSM and send her out the claim to start the process. I also advised that she call back tomorrow at lost and found at the airport to see if the laptop had been located.

The caller wants to know the claims process for items that are broken by TSA. The caller has a NOI and she has a collectable quilt that is broken. Her luggage did arrive on her flight and did not arrive until later that night.

Airport: SAT to DFW to MKE  
Airline: American Airlines  
Flight Nu#: 1318  
Date and Time: 9-28-14 departing at 4:10pm  
Baggage Claim #: (b)(6)  
Description of Baggage: Blue rolling bag  
Was there a NOI: Yes  
Anything Written on NOI: No

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at SAT.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller states that he flew yesterday from SAT and got a NOI in his checked bag. He says that he had a knife wrapped in box in the bag that is now missing.

Advised caller.  
To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

(NOTE: Caller refused to provide further information for the CSM.)

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller: Caller states she traveled last Thursday and had a tsa approved lock on her case that was not locked and when she reached her destination she discovered that the lock was cut off and their was damage to her baggage. Caller states her zipper was damaged on her baggage. Caller states she found a NOI inside her baggage also. Caller states her airline informed her to contact tsa to file a claim.

Response: Informed caller TSA has found that many locks break off in airport baggage conveyor systems, which also causes damage to baggage. Informed caller that I would email her a claim form and cover sheet and forward this information to the CSM at San Antonio for her.

Airport: San Antonio International  
Airline: Delta  
Flight number: 2553  
Date and time of incident: 10-02-2014 3:20 pm  
Baggage and tag numbers: (b)(6)  
Description of baggage: Large black bag with wheels  
Was there and NOI: Yes  
Anything on NOI: No  
Specific location of incident: Terminal 1  
Contact information (phone number or email): (b)(6) (b)(6)

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller said she flew from San Antonio to Vegas to Portland and had a long red wallet and brown checkbook in her check bag and that they are both gone. She said they were in there separately in her check bag and she said she got a noi. She said she has not called her bank yet due to the fact that it is Sunday. She requested that we postal mail the claim form to her.

COMPLAINT-CSM  
Claims Missing Wallet and Checkbook

Airport: San Antonio  
Airline: Southwest  
Flight Number: 324  
Departure Time: 10-12-14 at 7:30 am  
Arrival Airport and Time: Portland, OR at 2:30 pm  
Description of Bag: Purple Large Suitcase with her name tag on it.  
Was there a NOI? Yes Anything noted on the noi? No  
Location: She turned the suitcase in at the airline ticket counter.  
Terminal: unknown  
Gate: C 12 or C 11  
Contact Information: (b)(6)  
Baggage Claim Number: (b)(6)

I advised her that I will refer this to the CSM at the airport.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller got a NOI in his bag. He said he had CDs in his bag. He said his CD case was busted 2 of his CDs were damaged. He said he does not understand why they did that. He said he flew with Southwest and they put a Handle with Caution notice on his bag. ALSO: He said he had some pills in his bag and they were in a prescription bottle and someone scratched his name off it. He said he did not think some of them are missing. He said he would like to file a claim and report this.

RESPONSE: I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for the damage to your property. Thank you for calling to let us know about the incident.

Date and Time of Flight: Oct 12th, 2014 Bag checked in at 11:00 a.m. but flight departed 7:00 p.m.  
Gate or Terminal: A 4

Bag Description: Blue backpack, non wheels, 2 straps, soft sided canvas. It had a fragile tag on it.

CD CASE: Clear and Black

Written on the NOI: Nothing

Bag Claim Number: Not Available He said they kept both

Airline: Southwest

Flight Number: Not Sure Switched from his original flight

Airport: San Antonio

Email: (b)(6)

Good Morning,

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

My name is (b) and I'm the manager of L&J Auto carriers. My driver (b) checked in his luggage's from San Antonio to Columbus Ohio yesterday. Upon his arrival, he realized that his bag has been open and some items are missing in his suitcase including a digital that was in there.

Obviously we don't know the protocol of searching passenger bag, but we find a notice of baggage inspection in there but his digital camera still missing.

Could you please let me know what do we need to do in order for him to recover his items. He uses his camera to take pictures of vehicles that he is transporting, so it is crucial that we retrieve his item.

Please assist me in the matter.

Thanks

(b)(6)

L&J Auto Carriers LLC

Tel# (b)(6)

Fax# 614-923 (b)

Email: HYPERLINK (b)(6)

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew from SAT to LAX to HA and got an NOI in her checked bag. She says that it is now missing an ornament.

Advised caller:

To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

http: www.tsa.gov/traveler-information/airport-lost-found-contacts#3

You may contact SAT lost and found at:

San Antonio International Airport

210-832-5333

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I will send you a claim form.

Caller asked if she can have scissors in her luggage and she said that a pair of small work scissors are missing from her luggage. She said she got a noi and that she departed from San Antonio Airport. She requested that we email the claim form to her and she declined the lost and found dept. phone #. She said we need to reimburse her employer for the scissors.

Response: Search Results For:  
I gave info from: http://apps.tsa.dhs.gov/mytsa/cib\_results.aspx?search=scissors%20(smaller%20than%204%20inch%20blades)  
scissors (smaller than 4 inch blades)

Check or Carry-on

To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

Caller flew from SAT to ATL. His bag had spilled medicine inside. He had an NOI. He is a police officer. He was upset and wanted to let us know what happened.

Response:  
Airport: San Antonio  
Airline: Delta  
Flight Number: 774  
Departure Time: 600 am  
Arrival Time: 900 am  
Baggage Tag Number: (b)(6)  
Description of Baggage: black, medium, Samsonite brand  
Was this an NOI: Yes  
Anything on the NOI: No

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller that being that he had an NOI, we will send him a claim form. It will have instructions as to what to fill out and where to send it to. It can take up to 24 hours to receive.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

There was a notice from your inspectors in my bag. That is where I got the e-mail address from.

See attached

Thank you for your e-mail regarding missing and/or damaged items for your checked baggage.

The Transportation Security Administration (TSA) regrets that you found items missing and/or damaged from your checked luggage. TSA is required by law to screen all property, including checked baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags, and are required to exercise great care during the screening process so that when bags are opened passenger's belongings are returned to the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Dear officer

I would like to express my extreme disappointment and inconvenience with the treatment I received from the TSA on my recent trip to the world's largest airport in San Antonio. My gun in a proper case with approval TSA lock was opened for inspection leaving San Antonio on route to Brisbane. On arrival in Dallas the lock had not been refitted and therefore Dallas officers wouldn't allow it on my connection. This meant I'd go and arrive in Australia and it had to sit in Dallas with no way of getting home. As an Australian representative my 23000\$ gun sat with no way to me. I had to have a gun dealer in Dallas come reseat my case at expensive as the only option home I believe this unacceptable. A wish to know how my expenses on this will be covered as this was no fault of mine and any form of assistance was rejected by TSA officials at terminal D Dallas. Please advise your thoughts on this matter. Best  
(b)(6)

Sent from my iPhone

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

In flying from San Antonio via DFW to Philadelphia my husbands golf bag underwent search by the TSA. My husband is a very "attention to detail" type person. When removing our bag from the conveyor belt I noticed all the zippers on his golf travel bag were open, as well as the strap unfastened. This was very out of character for him. I asked him about it and he said, being familiar with procedure and serving his country in the Air Force while fighting in Iraq and Afghanistan totaling five times, they must have searched my bag. We went upon our way with a 2.5 hour drive ahead of us. When searching our bags and unpacking this morning his pocket knife used daily is missing. He had placed it INSIDE his shoes INSIDE his golf bag. This is not a likely place for something to fall out, for the vitamins he was also carrying inside his shoes was still there. I am completely understanding and supportive of the TSA doing their job and keeping our airways safe but I am not in support of ANYONE being dishonest when it comes to mine or my husbands belongings. I am not in search of finding someone "dishonest" but knowing there is something being done to keep dishonest people out of that position of power.

Thank you for your time.

(b)(6)

Caller said that she is really upset with the baggage inspection. She said that the last two times they put an NOI in her bag and her cream had thumb prints in it and her clothing was in disarray. She said that she had a spray can of eye cream that the lid was not replaced on. She stated that she thinks that the TSO should have to put a name or a badge number on the NOI. She stated that they used to do that.

Airport - San Antonio  
Airline - United Airlines  
Flight Numbers - Does not have  
Departure Times - Does not have  
Arrival Times - Does not know  
Date And Time of Incident - Does not know  
Baggage Tag Numbers - Does not know  
Description Of Luggage  
Color - Green  
Style - Canvas Duffel Bag  
Size - Large  
Brand - Filson  
Was There An NOI - Yes  
Was Anything On The NOI - No  
Location Of Incident  
Gate - Does not know  
Terminal - Does not know  
Phone Number - (b)(6)  
Email - (b)(6)  
Name Of Actual Person Involved - (b)(6)

Airport - CEC  
Airline - United Airlines  
Flight Numbers - Does not know  
Departure Times - Does not know

Caller:

Has a Reference # (b)(6). He had his luggage inspected out of SAT a few days ago. His luggage was opened and the zipper was broken on his toiletry bag. He had pills in it, which were strewn all over his suitcase. He had a lot of toothpaste samples in a paper bag, which was ripped open. Caller did not find an NOI. He was told to call back with proper information to send to CSM at SAT.

Advised Caller:

The lack of an NOI would indicate that TSA did not inspect his luggage. I will go ahead and send the requested information on to the CSM for SAT, since that was his originating location.

For CSM:

Airport SAT to Chicago Midway to PIT  
Airline Southwest  
Flight #: 516  
Date Time 10/14/2014 5:10PM  
Baggage tag #: (b)(6)  
Description of baggage: Small back carry on with 2 wheels and multiple compartments, soft sided with handle that comes up.  
Location: Terminal A

To whom it may concern,

On October 24, 2014 I flew out of San Antonio Texas on Delta flight 553 at 7:45am.

I had one check baggage on this flight. I have no problem with TSA officials searching my luggage, as I am all for keeping our airway safe. My complaint is:

My items were not secured back in place with the straps

I have items missing from the luggage (souvenirs from the conference I attended in Texas)

A small gold lock that belong to my mother is also missing. (this was put in the case when I learned we could not lock our cases)

The Texas souvenir that I bought my mother was smashed and damaged.

One cup and spoon were broken

And my underwear was stuffed inside a coffee cup that was in the case. (this is just an invasion of privacy)

All the items were sufficiently wrapped for protection and the interior straps secured down to keep the items in place. My clothing was neatly folded and stacked. T-shirts were wrapped around the breakable items.

There is no excuse for the agents conducting the search to be disrespectful and careless with passengers luggage and personal items.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Caller states that he flew out of SAT a few days ago. His luggage was opened and the zipper was broken on his toiletry bag. He had pills in it, which were strewn all over his suitcase. He had a lot of toothpaste samples in a paper bag, which was ripped open. Caller did not find an NOI. Caller would like to know if he should call the CSM or who he should contact.

Advised caller:

TSOs receive training in the procedures to properly inspect passenger bags, and are required to exercise great care during the screening process so that when bags are opened passenger's belongings are returned to the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

We need this information:

Hello,

I went through security at the San Antonio airport today. What a joke! There were no less than 10 employees at the front security gate, and one of the three lanes was closed. Everyone was moving at a painfully slow pace. There was absolutely no sense of urgency. I thought that an agency that focuses on efficiency would want to know about a blatant misuse of labor hours. Please let me know what steps are going to be taken to reprimand these employees that clearly disrespect the time of the TSA and the time of the passengers.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 10/19/2014 6:14:40 PM Airport : SAT - San Antonio International Date/Time of

Travel : 10/19/2014 6:05 PM Airline & Flight Number : AA373 Checkpoint/Area of Airport : Terminal B

TSA Employee (if known) :

Comment : The precheck line is supposed to be open until 5:00 PM. I arrive at the airport about 4:45 PM most Sundays and the line is always closed forcing you through regular security screening. Two weeks ago I arrived at 3:45 PM and it was also closed. I asked why it is continually closed early and was told because of staffing. Yet today I counted 9 TSA personnel standing around chatting and not manning any stations nor paying any attention to passengers in the area. It is extremely frustrating as a frequent traveler to have the times I have been repeatedly told not honored. There was another woman right behind me with this exact same frustration. I try to plan my travel around these times and I feel like TSA should follow the times they tell travelers and not just shut down when they feel like it.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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

Remote Client IP : (b)(6)

Date Time: 11/18/2014 4:34:09 AM

Name: (b)(6)

Email: (b)(6)

Complaints: "Discourteous/Rude Employee"

Flight Info (if applicable: Enter Flight#/Airline/Terminal/Airport/Gate/Etc)-Delta Flight 774 Terminal A. flight departed at 8:00am San Antonio International Airport.

Comments: I have been diagnosed by a MD as needing an Emotional Support Animal for air travel and housing.

My wife and I called TSA cares and Delta Airlines 1 week prior to flying to ask about what we needed to do and bring with us.

Delta Airlines was exceptionally helpful.

Than going through TSA screening for the mosl part went well. My wife and I both got through the screening process with my Pembroke Welsh Corgi named Daisy.

We were beyond the screeners and sitting down putting our shoes and jackets back on when an older guy from TSA standing inside the cubicle box yelled at us from quite a distance and said "Where is your carrier for that dog?" I replied "My dog isn't required to have a carrier, it is an ESA animal" He replied "I believe it needs to have a carrier, where is it?" I said "I've already spoken with Delta and TSA cares about this. My dog doesn't need a carrier."

He very, very, very rudely announced "This has NOTHING to do with Delta!"

Than the male TSA agent turns around and storms off. My wife and I were dumbfounded and didn't know

SAT October Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked

SAT October Screening - Lengthy Lines

SAT October Screening - Lengthy Lines

SAT November Customer Service - TSO

This is not a civil rights complaint. This is a complaint about the transportation security manager(CDSQ) at the San Antonio airport. I spoke with her after an issue with additional screening for a deadheading/working crewmember.

My complaint is simply that while I remained polite the entire time we spoke, she became rude, demeaning and actually yelled at my several times right in front of the line at the checkpoint during the busy thanksgiving holiday. I was courteous and did none of these. I am certain TSA and DHS expects her to be a professional and remain courteous at all times. I did. With every TSA employee I spoke with I certainly would not expect her to tolerate unprofessional or rude behavior from me. I would expect to be arrested or something like that. I asked her to stop yelling and she continued. Perhaps there are other complaints about her. Here are the details.

(b)(6)  
Sunday 29 November at 1245.  
B gates checkpoint

If possible, I would like for someone to contact me and discuss the complaint process with me.

(b)(6)

SAT November Customer Service - TSO

Caller flew from San Antonio to Maine and she stayed in a Hotel because she lives in Rhode Island. When she arrived at the Hotel she discovered her bag was locked and the lock does not belong to her

RESPONSE:

I would be speculating as to how that happened but I am sorry for the inconvenience. It is likely we had to open your bag to clear an alarm. Many times harmless items can cause an alarm.

Afterward someone must have picked up a lock that belonged to someone else.

You could check to see if the hotel has wire cutters to help you remove it.

SAT November Locks - General

Caller went on a trip for 10 days and it was her second trip with her Samsonite bag with the TSA recognized locks on it. She clarified the locks are not built in and are just TSA locks she locked the bag with.

She flew from San Antonio to BWI to Hartford and she cannot get her bag unlocked and ahs medical equipment inside she needs for tonight.

Caller said it appears someone has tampered with her lock and something is broke off in it. She demanded that we send someone from TSA over to her house to open the bag or agree to pay for someone to come and break in and then pay for the locks.

Caller began to scream at me and she was very angry because I could not agree to her demands.

RESPONSE:

Told her I am sorry that she cannot get into her bag and cannot explain what happened with her lock. (I told her this several times during conversation that I am sorry she cannot get into her bag).

I do need to tell her TSA releases to the airline and if it appears to have been tampered with it may not have happened while it was with TSA.

Told her the best thing to do so she can access the medical equipment is get someone to cut the locks off with bolt cutters.

We do not send someone over to your house and I do not have anyone here who can make that happen.

I can offer you a claim form but the CMB makes the decisions and I cannot say you would be reimbursed for someone to come over and help you.

I asked her to please do not scream and I can get a Supervisor to speak with her.

Escalation Notes: (b)(6)

The caller says that we tampered with her bag and she wants us to get the bag open. I identified myself as floor support. The caller asked to speak with a supervisor.

SAT November Locks - Missing or Damaged Lock-Claim Request

The caller stated she had a ziploc bag of prescription medications. The caller stated the medication was narcotic pills. The caller stated she also had a bottle of medicated mouthwash. She stated the TSO had her loosen the cap on the liquid bottles. She said said the TSO told her he to perform a strip test on the liquid mouthwash. The caller stated the TSO placed the cap back on the liquid mouthwash and placed it in with her pills. The caller stated that because the TSO officer didn't place the cap back on the liquid bottles tightly the liquid spilled out and destroyed her medication. The caller stated she had a total of 240 pills and the majority of the pills were destroyed. The caller said she didn't have \$600 to buy her medication back that TSA would need to replace the medication for her. She is scheduled to fly to Mexico tomorrow and she can't get her medication filled there. She stated she filed a police report. The caller asked for the number to reach the CSM.

I advised:

That I could note her complaint and collect the information needed. I told her I would forward this over to the CSM at the SAT for further review.

Airport SAT  
Airline Southwest  
Date Time of incident 11 11 2014 around 9 am

I requested further contact information. She stated she didn't have email but provided additional #s (b)(6)  
(b)(6)

SAT November Mishandling of Passenger Property - Damaged/Missing Items- Carry-on Luggage w/out Claim Request

I told her to call 866-289-9673 select option 5. enter the airport code SAT.

Disability Description: She is a chronic pain patient and has damage in her back and legs.

Response Details: Response: I will call her back because the line went dead on her end. I advised her that we did send the record to the CSM yesterday and I confirmed that she had the correct CSM name and phone #. I advised her that I will send this to the disability dept. and that I will send her an email for the disability claim.

CSM Info: (b)(6)  
Phone: (b)(6)

Incident Details: Caller flew from San Antonio on Nov. 11 and she is disabled and she had prescription liquid meds and TSA asked her to open liquid containers and they tested them. She said the TSA agent did not put the lid on right on the liquid mouthwash meds and it leaked into the bag and she is on narcotics. She said it was a month supply and she is in CA now and she is heading to Mexico today. She said it is expensive medicine and she said TSA is responsible and needs to get this medicine taken care of. She said she called the airport today and asked for (b)(6) CSM, and they told her that she is not in today. She said she wants TSA to pay for her to see a Dr. and pay for the meds. She said she is in Mexico now and went to the hospital and they gave her some meds. She said it is disability related. She requested the email. Her line went dead during the phone call and I had to call her back.

Airport SAT  
Airline Southwest  
Date Time of incident 11/11/2014 around 9 am

SAT November Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/out Claim Request

Feedback Type : Complaint  
Categories : Missing or Damaged Items  
Current Date/Time : 11/5/2014 12:29:54 AM Airport : SAT - San Antonio International Date/Time of Travel : 11/03/2014 7:20 PM Airline & Flight Number : Southwest Flight 832 Checkpoint/Area of Airport

TSA Employee: (If Known) -  
Comment : I don't travel much and I figured my things would be safer if I got a hardcase suitcase. I'm glad I did because when I arrived in Salt Lake and got my things, I immediately noticed my suitcase was torn. I took pictures because I was disappointed that my suitcase looked so beat up after only two uses. It wasn't until I got home that I realized that the zipper was broken and I found a notice from the TSA, "Notice of Baggage Inspection". My luggage did not have a lock so I didn't mind them going through it and I appreciate these security searches because I feel safer but whoever did this could have been more careful when opening it. It seems like it was unzipped but they didn't unzip it all the way before forcing it open because the zipper broke completely off and ripped from the bottom left corner. I know these searches are done in a hurry but it would have taken half a second to open the zipper all the way but because it wasn't done, now I have an unusable suitcase that I was only able to use a couple of times. I'd appreciate a call back or a response and let me know what we can do to make this better. Thank you!  
Would you like a response? - True

Passenger's Name: (b)(6) Phone Number: (b)(6) Email: (b)(6)  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT November Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller says San Antonio TSA broke her bag and the zipper is broken. The diaper bag is destroyed. It's a Jeep brand.

Caller Advised:  
I regret to hear about this. You did have a notice of inspection so I can send you a claim. This shows as the SF 95 claim form and you can send it back to TSA via postal mail, fax, or by email. They will send you a confirmation letter once it is received. Make sure to hold on to this. Caller flew from San Antonio to Burbank and has TSA precheck. Her bag had been inspected with a notice of inspection and a gift had been opened open and is missing a necklace. Her lock was not locked back.

SAT November Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I advised that you may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at [www.tsa.gov](http://www.tsa.gov). If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

I advised she has two years to file the claim the instruction are on the claim form.

Airport - San Antonio  
Airline - Southwest  
Flight number - 3391 connected to 4035  
Date and time 9:25 am on 11-24-2014  
Baggage Tag number (b)(6)  
Description of the Bag - Blue bag with an orange ribbon and had a rainbow colored wrap. There was a notice of inspection with nothing stamped on it.

SAT November Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller initially wanted to know if he could travel with a compound bow. Then he said, he knew he could because he had just done it. His bow cost \$2000 and it was taken out of its case. He wants to know why would someone have to take his bow out of its case? He is obviously very upset, speaking quickly, asked if we would be liable. Before I could answer, he would interrupt. Finally, I just waited a moment for him to calm down.

Then I advised: (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSO) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints. Very frustrated.

I asked caller if he would like to file a formal complaint. He advised yes.

Gathered this info:

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: SAT  
Airline: Southwest  
Flight Number: 543  
Date: November 24, 2014, 4:40 p.m. departing flight time  
NOI: Yes. No marks or stamps.  
To whom it may concern,

Last November 20th I travelled from San Antonio to Mexico City and found a notification of Security Inspection inside my luggage, which by the way happened to be locked. It seemed everything was there until I found my Sunglasses from Coach were taken away from their case. Never found them so I assume someone of your team took them. Please tell me what is the next step to get my sunglasses or their cost payed back. Attached you will find a photo of the case without the sunglasses as found in my suitcase. It's gift receipt, as well as the notification you left me.

Sincerely,

(b)(6)

Caller flew yesterday from SAT through Dallas to ABQ. She found that the outer pocket was unzipped. She found that a book is missing. There was a NOI in the bag. She wants the book back. This was for or from her grandkids.

1. Airport: SAT
2. Airline: Southwest
3. Flight number: 4102
4. Departure date and time: 11-24, 1710 hrs.
5. Approximate time of incident: at approx. 1600 hrs.
6. Location (terminal or gate number): Terminal A, Gate may have been 14.
7. Description of baggage: 26 inch red, wheeled, Ricardo brand; it had a name tag made of bright green plastic with polka dots.
8. Baggage claim numbers: caller may not have that at this time.
9. Notations on the NOI: nothing written or stamped on it.
10. Contact information: see above.

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

If the item can be located, she would like to get it back.

Today at San Antonio TX airport security checkpoint in pre-check line I was selected for random, additional screening. The screener had to request 3 times for the other worker to use wands on my hands. I had to wait about 5 minutes for the wand tester. During this time I was detained near the mag while other passengers continued to claim their things and push mine farther and farther along the conveyer belt. This was embarrassing as the "detention area" was in clear view of others and made the detainee appear to have done something wrong. While I was detained, at least 10 strangers touched my bags, sliding them along the conveyer belt until they were eventually well out of my reach and blocked from my view at times when taller passengers got between me and my things. Anyone could have grabbed my wallet or computer and walked away with it. I understand you have security cameras but numerous other passengers handling my things and moving them made me feel very insecure and is also a hygiene concern. Other passengers don't wear gloves like your agents do. It would make more sense if you are detaining a passenger for additional random searches if you would simultaneously move his or her belongings OFF the conveyer belt and into the custody of TSA staff while passenger waits for the additional screening. It would also help if your agents would emphasize to other passengers to refrain from touching the belongings of others.

Thank you for listening to a concerned TSA preCheck traveler.

Sincerely,

(b)(6)

Carmel, IN 46032

(b)(6)

Sent from my iPhone

SAT November Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT November Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT November Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT November Screening - Procedures/Process

SAT November Screening - Procedures/Process

The caller flew from SAT. She is a Global Entry member. She went through the Precheck line and received a random patdown per the TSO. The TSO called 8 times for a female TSO to conduct the patdown. She had to wait 20 minutes. The female TSO advised that she would have to swab her hands. The TSO ran the swab at least ten times. She overheard other TSOs stating that they didn't like the machines and that the machines didn't work half the time.

She asked the female TSO if she could use another machine. The female TSO did not respond. She ran the swab through the machine a few more times. The female TSO then indicated to the caller that they would move her items to another machine.

Her purse was swabbed and it alarmed for traces of explosives or chemicals. She asked what was found and what the TSOs were looking for and the TSO advised that she could not tell her. The caller indicated that the process took 45 minutes and she arrived to the gate just as the flight was boarding.

The caller asked if certain hand creams may alarm ETD. She asked for a list of items that may potentially alarm ETD so that she can avoid these items to avoid delays. She expressed concern in regard to not knowing what chemicals may cause the alarm so that she won't be stopped again.

Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

I advised that providing a listing of items that may cause ETD sampling to alarm may be considered SSI which is not made available to the public as it could compromise the threat of aviation security.

The caller did not seem pleased with this information and indicated that she would ask about this to Congress when she visited Washington DC.

The caller seemed most intent not in complaining about the situation but wanting to know the cause of the alarm and what items she can avoid so that it doesn't happen again. My intent was to collect additional information in regard to the situation, however the caller did not seem that she wanted to continue the conversation.

NOTICE:

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

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

CONTACT INFORMATION

Full Name: (b)(6)  
Email Address: (b)(6) Phone Number: (b)(6)  
Address: (b)(6) Missouri City, TX  
Zipcode: 77459

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

INCIDENT REPORT

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

SAT December Civil Rights - Racial Profiling or Discrimination

I recently flew from San Antonio to Ft Smith. I had fallen before the flight and was in pain and very shaky even on my walker. I was told the expedited line was closed. I informed them that I had metal in my back and had serious balance issues. I had to go through the scanner not once but 3 times. After having to wait 15 or 20 minutes I was taken to a room and had the full body search. After all of this they did procure a wheel chair and get me to my terminal. It was during this time I was told they were training new agents. I'm 61 years old on a walker I don't think it is right to treat handicapped passengers this way. Traveling while on a walker is hard enough. (b)(6)  
Sent from my iPhone

SAT December Customer Service - TSO

Dear TSA,

On a recent trip from SAT to ASE as follows:

12/5/14 - United Airlines Flight #5486 - SAT - IAH

12/5/14 - United Airlines Flight #4301 - IAH - ASE

I had one checked baggage (a snow ski equipment carrier), with a lock installed to protect from theft of items by airline baggage handling personnel. When my luggage arrived at ASE, the lock had been removed & and your standard inspection note was inside the bag.

I am a GOES certified traveler (b)(6)

Considering my travel pre-authorization and the contents of the bag matching exactly the intended items (skis, snowboard, boots & helmets), nothing else. I see no logical reason for you to destroy my lock and inspect my luggage.

How do I obtain compensation for the loss of my lock? thx. (b)(6)

— // —  
(b)(6) PMP, PhD  
HYPERLINK 'mailto:(b)(6)  
Twitter (b)(6)  
Mobile: (b)(6)  
SA Local: (b)(6)  
HYPERLINK (b)(6) nView my profile on LinkedIn

SAT December Locks - Missing or Damaged Lock—No Claim Request

Caller said she is upset and that she went through the Precheck line and had to take her shoes off and that the leather on the heel got damaged by the rollers on the conveyor belt at San Antonio Airport. She said the Officer put the shoes on the conveyor belt not her and she requested that we email the claim form to her.

COMPLAINT:CSM

Claims Damaged Shoes

Airport:San Antonio  
Airline: Southwest  
Flight Number:2957  
Departure Time: 12-11-14 at 2:05 pm at checkpoint  
Arrival Airport and Time:Dallas Lovefield at 4:25 pm  
Description of Shoes:Red Guess Shoes  
Location:Security Checkpoint  
Terminal: A  
Gate:unknown  
Contact Information: (b)(6)

I advised her that I will refer this to the CSM at the airport.

Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

Caller flew from San Antonio to Ft Myers on 12/21/2014 at 11:45 am. She lives in San Antonio. She had an oxygen concentrator, a kindle, and a stylus for the kindle in her carry-on. The stylus is missing. She said that she is not accusing anyone of stealing the stylus. She thinks that TSA took it out to inspect the oxygen concentrator and forgot to put it back. She wanted a claim form emailed to her.

I gave information per: <http://www.tsa.gov/traveler-information/airport-lost-found-contacts>  
San Antonio International Airport  
210-832-5333

I gave the following information: TSA regrets that you found items missing from your carry-on bag. To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

I mailed her a claim form.

Caller flew with Southwest yesterday. Her baggage didn't arrive with her, but was delivered to her at 0:00 hrs. One of her bags, it is expensive and had a sleeve or cover, was missing the cover. She called the delivery guy. He directed her to the airline. There are items missing: a signed jersey, two pairs of socks, a beanie, and a six-pack of soap.

1. Airport: San Antonio to LAS to ONT.
2. Airline: Southwest
3. Flight number: 696
4. Departure date and time: last date, 1240 scheduled but delayed to 1420 hrs. Re-routed to LAS.
5. Approximate time of incident: 1130 hrs., dropped off with the Sky Caps at the curb.
6. Location (terminal or gate number): A-10
7. Description of baggage: Louis Vuitton bag with a brown cover over it for traveling
8. Baggage claim numbers: (b)(6)
9. Notations on the NOI: nothing written or stamped on it.
10. Contact information: (b)(6)

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

I explained that TSA would have had your bag for just a couple of minutes near the beginning of your itinerary. Our inspection is verifiable. If a screener is at fault for the loss of the cover and the items that are missing from the bag, your claim would be paid. However, be aware that our custody is brief, and, from the time we completed the inspection to the time you got it back, it was in the custody of the airline.

If the cover was removed and a TSO perhaps forgot to replace it, if it was left behind, the screener would send that to lost and found. You may want to call them:

San Antonio International Airport  
210-832-5333

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The caller flew from the US over the weekend. The caller has a NOI and she is missing a box of shaving materials and her laptop and cables that go with it. She flew on the 13th flight 605 SAT to ORD.

Airport: SAT  
Airline: American Airlines  
Flight Num: AA4242-13  
Date and Time: 12-13-14 departure at 6:05am  
Baggage Claim #: (b)(6)  
Description of Baggage: Light Blue Delsie canvas bag carry-on size with 4 wheels  
Was there a NOI? Yes  
Anything Written on NOI? No

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at SAT.

Lost and Found  
San Antonio International Airport  
210-832-5333

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

On December 3-6 2014 I flew round trip from LAX to San Antonio Texas with Southwest Airlines. I checked in one small 20 inch carry on size piece of luggage. Both times that I arrived at my locations I was surprised to find out that my bags were searched. But what totally surprised me was that my medication had been messed with and even more disturbing was when I got home was that I found that my Xanax medication had been tampered with. In San Antonio, TSA inspectors had opened up the bottle of Xanax that was prescribed to ME, stole some of the medication, dumped the rest of the medication out in my suitcase and crushed some of the pills and put the powder on my clothing. I contacted TSA on Dec 7, 2014 to file a complaint and have not heard back from them. I also contacted San Antonio Airport Police to file a report due to the fact that Xanax is a schedule 3 drug controlled substance. I was told that since there was nothing that they could do and since I still had pills floating around in my suitcase that I could take, there is nothing I should worry about. I stated to the officer, are you kidding me, those pills have been tampered with. I have no idea if they have been physically touched, if something has been done to them and you want them to be taken by me. I told him that I was going to have difficulties getting my prescription filled due to the fact that there were no refills left on the prescription. This officer refused to take a report and stated that there was nothing that could be done.

I would appreciate if someone could respond to this email and let me know or if you need to obtain any further information. I can either be contacted via email or on my cell at HYPERLINK (b)(7)(E)

I definitely do not appreciate what happened, not only what took place was it a federal crime that a controlled substance tampered with and stolen, my rights as a passenger were violated. I cannot believe that TSA hires employees like that. I work for Civil Service and we are held to higher standards and go through a thorough background process. I cannot imagine that the TSA belonging under the entity of Homeland Security not doing the same. These employees are handling individual's personal belongings, items that are of importance to them. There is at no time that they should feel the right that they should feel the right to violate an individual, steal from someone and steal a medication. They are lucky that it was not a medication that my life did not depend on needing right away. Yes I should have taken it on my carry on. But that is besides the point. I shouldn't have to think twice about where to

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The caller flew from SAT and he is missing his watch. He stated that he had it in checked baggage and there was an NOI in his baggage. He stated that it was in a mesh pouch in checked baggage. He stated that he has been on the website, and he sees the forms he has to complete. He stated that it was a very nice from his company for seniority. He stated that it is not at his house either. He stated that he is not blaming TSA, however it is missing from the baggage and it may have occurred after the inspection. He stated that he has already gotten the forms from the website to complete.

I apologized to the caller for the manner in which their bags were handled and explained that the TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). The forms are on our website. Complete and return the form in accordance with the instructions.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Departing Airport: SAT

Destination: BWI

Airline: Southwest

Flight Number and Time: 3118 @ 3:55 pm

Baggage Claim Number: (b)(7)(E)

Baggage Description: Navy Blue American Tourister bag, with his name on a southwest tag

Date and Time: 12-06-2014 @ 1:30 pm

NOI Markings: None

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew from San Antonio to Salt Lake. TSA had opened his bag and went through it. He is missing a three inch pocket knife from his bag. It is brand new and a nice knife. He said his items are ransacked. He had it in a boot. The boot is there but the knife is gone. The scissors are still there.

Airport: San Antonio

Airline: Delta

Flight Number: 4731

Date and Time: December 18th at 7:15 am

NOI: Yes with nothing on it.

Baggage Claim Number: (b)(7)(E)

Description of Bag: Samsonite blue hard case. Carry on size bag with wheels with a TSA lock on it.

Name of Person involved: It was in his name.

I apologized to the caller and told him that if the item was left out during screening it would be turned in to the lost and found and he may call them at San Antonio

San Antonio International Airport

210-832-5333

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). Sent email claim form.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller from San Antonio to Tampa and his christmas gift is missing. He found a notice of inspection in his bag. He wants to file a claim.

I advised You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Airport - San Antonio

Airline - Southwest

Date and time - 2:35 on 12-21-2014

Flight number 496

Baggage tag number is (b)(7)(E)

Description of the bag - the bag is Bob Mackey brand Large black suitcase with two wheels.

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Feedback Type : Security Issue
Categories : Missing or Damaged Items
Current Date/Time : 12/22/2014 7:11:11 PM Airport : SAT - San Antonio International Date/Time of Travel : 12/21/2014 2:30 PM Airline & Flight Number : Southwest #496 Checkpoint/Area of Airport : Curbside TSA Employee: (If Known) :
Comment : I checked a suitcase. In that suitcase I had a Christmas gift for my sister. When the bag arrived in Tampa, my clothes was unfolded and the gift was missing. In it's place there was a notification that TSA had opened the bag.
My confirmation number was [REDACTED]
Claim [REDACTED]
Would you like a response? - True
Passenger's Name [REDACTED]
Phone Number [REDACTED]
Email [REDACTED]
To leave a comment concerning this feedback, follow this link :
http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller just unpacked her bag and she found a NOI in it. She is missing a pair of white diamond earrings. Caller said she would like to file a complaint and file a claim. She would like the LandF for San Antonio.

RESPONSE: I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing earrings. Thank you for calling to let us know about the incident. ALSO: Gave caller the LandF at: San Antonio International Airport 210-832-5333.

Date and Time of Flight: Dec 22nd, 2014 Departed at: 12:00 noon
Gate or Terminal: Not Sure
Bag Description: Dark Gray, Large Size, 4 wheels, Hard Sided, Purple bow on the handle
EARRINGS: In a little white case 4 inches.
Written on the NOI: Nothing
Bag Claim Number: Not Sure but could be 1 of these 4: [REDACTED] OR [REDACTED] OR [REDACTED] OR [REDACTED]
Airline: Southwest
Flight Number: 481
Airport: San Antonio
Email: [REDACTED]

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 12/23/2014 1:40:51 PM Airport : SAT - San Antonio International Date/Time of Travel : 12/22/2014 Airline & Flight Number : Southwest flight 481 Checkpoint/Area of Airport : TSA Employee: (If Known) :
Comment : &quot;Notice of baggage inspection&quot;: I support tsa security methods 100%. At this moment I am disgusted at the fact that my daughter's Christmas gift is missing. White gold 14k earrings. I had packed them inside a large, dark gray, Kenneth Cole Reaction suitcase. Would you like a response?: True Passenger's Name : [REDACTED] Phone Number [REDACTED] Email : [REDACTED]
To leave a comment concerning this feedback, follow this link :
http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I am extremely disappointed about a recent random inspection my bag underwent.
My son and I used a brand new wheeled duffel bag to fly to San Antonio, TX, from Des Moines, IA. To help insure the safety of our contents, I purchased a TSA-approved lock that I used to secure the two zipper pulls of the main compartment.
On our return trip today, our bag was inspected. I do not mind this, though the inspectors certainly did a sloppy job of repacking the contents.
What I have issue with is that my luggage was damaged by your officers during this process for NO REASON. The TSA-approved lock was unlocked and left in our bag unlocked. However, upon returning home I found that both pulls for the zippers were removed or destroyed. This is what I secured the lock to. Since the lock was unlocked and not cut off, there is no reason these pulls should have been removed and never returned. Without the pulls, the zippers are incredibly hard to move and this makes the duffel bag virtually worthless and unusable.
This type of poor treatment of travelers should not be tolerated when we abide by guidelines to insure officers have easy access to our bags.
I feel I am owed an apology from a supervisor for your officers who clearly did not do their job properly, as well as compensation for the damaged luggage.

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Thank you, [REDACTED]
Caller had two Christmas cards taken from her checked baggage. Their was not a NOI in the bag. One of the cards was sealed and had a stamp on it to be mailed. One card had a \$100.00 bill and the card with the \$25.00 was the one going to be mailed.
Advised Caller:
Since this occurred at specific Airports I will forward this information to the Customer Support Managers at those airport.

Airport: San Antonio, TX
Airline: Southwest
Flight: 5:10 PM WN 4120
Date: December 23
Bag Tag: [REDACTED]
Dec: light gray, soft, wheels, brand name was REVO; pastel ribbons, Medium size
NOI: NO

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Final destination was Kansas City, MO

Calling in because on DEC 18th around 10 in the am she entered the San antonio airport with her friend that was going to Dallas on Southwest flight 1464. She had locks on her 2 suitcases and her locks were broken off both and she received a NOI in her bags. The caller states she had jewelry in her bag, and it is missing. The caller states her cane is always missing. Passengers name was (b)(6)

Advised caller she can file a claim for the missing items. Sent claim forms regular mail, advised caller they will be sent out to her within 24 hours but i do not know how many days it will take to get to her. Advised caller she can also print them from tsa.gov. Advised caller that i will also send the informatin to the CSM at the airport where the incident occurred. Also gave lost and found number.

Airport - San Antonio  
Airline - Southwest  
Flight Number - 1464  
Date and Time - 12 18 flight left around 12pm and she checked in around 10:25am  
Baggage Tag Number (b)(6)  
Description - black bag, Pacific Coast brand, it had a white tag on it 4 wheeled bag  
NOI? - Yes  
Anything On NOI? - has a blue stamp but she can't tell what it says - DALLAS FIELD with a number (b)(6) all she can make out  
Contact Information -

San Antonio  
San Antonio International Airport  
210-832-8333  
http: www.tsa.gov/traveler-information/airport-lost-found-contacts#6

Caller requested a supervisor to speak with about her bags being inspected.

Resolution:

I gave the caller a supervisor.

(b)(6) Caller is upset that her medication was tampered with and some were missing, it was a schedule 4 drug and she cannot get it filled again because it is to soon. She states she went through screening at about 1635.

I apologized and told her I could send her information to the CSM for review.

Airport - San Antonio  
Airline - Southwest  
Flight # - 1511  
Date and Time of Flight - Sat 12 6 2014 @1840  
Baggage Tag # - Does not have  
Description of Baggage - Purple carry on size suitcase, tag shaped of a black cat, 20 inch bag  
Description of Missing Damaged Item - Medication  
NOI - YES  
Stamped or Written on NOI - Nothing  
Terminal Gate - Does not remember  
Email Address - (b)(6)

Caller from SAT to CA and went to undo bag and had christmas presents and open bag had a NOI and everything in it was wet and didn't know how because there wasn't any LGA in her bag. Caller stated that nothing wasn't damaged. Caller just wanted to file a complaint.

Response:

TSA seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important. A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received. I advised caller that I would note her information in the record.

To whom it may concern,

I understand the need for baggage searches and security while traveling by air. It would be nice if you would train your staff to return the baggage being searched to as close to its original condition after the inspection. I was travelling from San Antonio to Denver on December 4, 2014 and had several sensitive and fragile items wrapped, packed, and cushioned in a zippered portion of my baggage. I also had a TSA lock on the outside as some of these items were quite expensive. Upon collecting my bag in Denver the lock had simply been placed on a zipper (not re-locked securing my luggage) and upon opening my bag the zippered portion of my luggage used to keep the fragile items from moving around had not been re-zipped resulting in the breakage of two of my items. Fortunately they are replaceable, but I think this inspection was poorly handled and I hope that it results in some training so somebody else doesn't have an issue like this.

Thanks for your time,

(b)(6)  
Technical Supervisor, Laboratory Services

Calfrac Well Services Corp.  
(b)(6) Louisville, Colorado, United States 80027

Phone: (b)(6)  
Fax: +1-303-804 (b)(6)  
Mobile: (b)(6)  
Internal IP Phone: (b)(6)  
Email: (b)(6)  
HYPERLINK "http://www.calfrac.com/www.calfrac.com

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT December Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT December Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked

Caller wants to know if there is a supervisor high in the complaint department. Caller has a huge issue at the with a TSO at SAT

escalation notes: (b)(1)

The caller is very upset about the patdown she got at San Antonio on 12-10-14 between 1:00 and 2:00 pm. When she went through screening she had leggings with a tight top on with an oversized top on over it. She is a type 2 diabetic and was carrying her medications and a bottle of water for the medications in her purse. She was asked by one of the TSO's during the screening, if she wanted to keep her bottle of water or keep her arbon glasses. She went through the X-ray and the TSO sitting there says he see s a knife. Her stuff was went through several times. The passenger believes that the TSO that gave her the patdown was having a bad day and was excessive and rude during the screening.

What I can tell from the passengers description of events it appears that an anomaly was detected in her bag and this caused secondary screening. The passenger stated that the TSO officer (b)(1) describe to her what she was going to do during the patdown and asked her if she wanted a private screening. She affirmed that she would want the patdown in private and that she did not want officer Chappa touching her. Apparently the passenger feels that officer (b)(1) was having a bad day and taking it out on her. The passenger feels violated. Her flight was AA200 boarding at gate B4.

SAT

December Patdown - Flyer

Airport Month Subject Category

Contact Details

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

Remote Client IP: (b)(6)  
Date Time: 1/21/2015 6:14:54 PM

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

Complaints: Discourteous/Rude Employee  
Flight Info (if applicable): Enter Flight/Airline Terminal/Airport/Gate(Etc): SAN ANTONIO INTERNATIONAL AIRPORT: TSA CHECK POINT:  
Comments: Hello my name is (b)(6) and I was traveling with 3 of my family members on January the 18th 2015. It was around 5:40pm when we approach the TSA line which was very empty, there was maybe 3 passengers in front of us... there were 2 TSA agents working when it was our turn one of the agents said NEXT as we started walking towards him I said we are 4 people and he reply THATS OK the next thing we heard was someone yelling at us very rude, which was the other agent named (b)(6) according to another agent she got out of her seat and started following us yelling "only one at a time we can't handle more, go back to the line but very loud and rude like they were idiots... I try to tell her that the other agent gave us the ok and she reply I don't care go back... it was extremely embarrassing... I told her again that the agent had giving us the ok and that's why we did it... and that she didn't have to be so rude... I also say that she needed to know how to do her job, how much I understand if you are traveling with your spouse and kids you are allowed to approach at the same time, when I told her to learn how to do her job she again jumped out of her chair and got so close to me that I thought she was going to push or grab me and yelling at the same time saying I know how to do my job and that I need to listen... it was the first time that my relatives were traveling and it was a really bad experience with this rude TSA agent... when we were all cleared and taking shoes off and putting things in the tray I saw her go talk to the agent that took care of us and I overheard her saying "it figures" if I am not mistaken she was making fun of us and my family and I tell it was Racial, once we went thru security I asked to speak to the Supervisor in charge... he came down and I was explaining what had happen out of no where another passenger approach us and he started telling us that he did not know who we were but saw the whole situation and wanted to add I that he had had the same problem with that same agent twice and that she is very rude... the Supervisor seemed surprised but he did take the time to listen to us and apologize... this agent treated us like criminals and we do not appreciate it... please take in consideration and discipline her... look at videos if you have too that evening My family and I were very embarrassed not including the other passenger that back us up... can you imagine how many people go thru that but don't say anything... also the passenger that backed us up says he travels all the time thru San Antonio and tries to avoid her... he rather wait for the next agent... again please consider this if you have any questions please feel free to contact me at my email or at (b)(6)... Thank you.

SAT January Civil Rights - Racial Profiling or Discrimination

From: (b)(6)  
Sent: Wednesday, January 07, 2015 12:44 AM  
To: Ombudsman, TSA  
Subject: TSA Contact Us: TSA Ombudsman

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

Remote Client IP: (b)(6)  
Date Time: 1/7/2015 12:43:35 AM

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

Brief Description of Inquiry:

racial discrimination-refusal of agent to take id

Comments:

I presented Tribal ID as allowed by TSA regs & agent (b)(6) in San Antonio, TX, on 12/21/14 refused to accept it tho it is plainly

SAT January Civil Rights - Racial Profiling or Discrimination

Feedback Type: Complaint  
Categories: Professionalism/Customer Service; Screening Current Date/Time: 1/9/2015 9:18:52 AM Airport: SAT - San Antonio International Date/Time of Travel: 01/09/2015 7:30 AM Airline & Flight Number:  
Checkpoint/Area of Airport: terminal a  
TSA Employee: (If Known): angie  
Comment: The xray operator at the checkpoint was incompetent. She was taking way too long checking bags and flagged bags without a real reason. My bag was flagged because they said there were rocks in it there were no rocks in my bag. The contents have not changed during my travel in the past 3 months. It turned out to be my bottle of popo tismin capsules. They searched my bag thoroughly and unlawfully defamed me. When I requested to speak with a supervisor, I met Angie, someone who has no business interacting with general public. She was rude and dismissive. Instead of addressing the issue with her subordinate, she blamed the machine and told me she didn't care. Last time I checked, this is America and I'm an American citizen, not a criminal. There is a complete lack of oversight of your agency and it's becoming apparent.  
Would you like a response?: True  
Passenger's Name: (b)(6)  
Phone Number: (b)(6)  
Email: (b)(6)  
To leave a comment concerning this feedback, follow this link: <http://tsa.web.tsa.dhs.gov/ED02/ApplicationManager>

SAT January Customer Service - TSO

REASON for the call: Caller files out of San Antonio and yesterday and the other time he's flown before, he's been involved in an incident with TSA agents.  
This is the only airport he's had problems with. He told an agent that he didn't want to go through the imaging technology. This agent told him he did not have a choice.  
The agent asked him what's wrong with him. He made himself look like a fool, according to the caller. He claims he had no clue what he was doing. He said he was Hispanic.  
He also complained there's never enough people working there.  
Date and Time: January 9 at 11:46AM  
Gate Terminal: Southwest Terminal  
Airport: SAT  
Airline: Southwest  
Flight #: Not Available  
Bag tag #: (10digit): NA  
Bag Description: NA  
Missing Damaged Item description: NA  
NOI: NA

RESOLUTION to the caller's issue: I will forward your complaint to the Customer Support Manager to let them know about the incident and we'll see what we can do. TSA takes not of this, when security-screening policies need modification or specific employees or screener trainees are the subjects of repeated complaints.  
Special Notes: The agent was Hispanic, that gave him a difficult time. He said he didn't get a name. He talked to the Supervisor there and pointed an agent out, but the supervisor didn't take action while he was there. He said he didn't want a follow up. He wanted change to occur.

SAT January Customer Service - TSO

Caller was going through screening check in San Antonio TX and had items in a cooler and when he got to his destination he saw that the cooler and changer was missing. He called the TSA Lost and found in San Antonio and was directed to call the TSA CC for a claims form. Not upset just really would like to get my cool back.

Advised Caller:

I am sorry your cool was misplaced. I can send you a Claims form via fax, email, postal mail or you can go online at [tsa.gov](http://tsa.gov) and download a form.

Since this occurred at a particular airport I will forward this to the Customer Support Manager at that airport.

Airport: San Antonio TX  
Airline: United  
Flight: 339  
Date: Jan, 8  
Time: 10:53 Am  
Screening: 10/18 to 10/38  
Gate: B 7  
Bag: was a cooler  
Contact: (b)(6)

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

Caller flew from SAT to DEN on Southwest Airlines. When he arrived to his destination the handle of his checked luggage was damaged.

Date Time: 01.18.15 - 12:45pm  
Gate Terminal: Terminal A, Gate 13  
Airport: SAT  
Airline: Southwest  
Flight #: 4051  
Bag tag #: (10digit): (b)(6)  
Bag Description: Large red canvas suitcase  
Missing Damaged Item description: The bag itself was damaged. The pull out handle is broken. One side is detached.  
NOI: Yes. Nothing was handwritten or stamped on it.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I apologized for the incident, explained the claims process and sent him a claims form via e-mail.

Hello,

I flew from San Antonio today to Indianapolis, via ATL

Your team opened my suitcase and my NEW Trish Mc. Advanced repair rei cream is gone. \$125 USD just bought at Nordstrom and have not even opened it!

Please provide to where I put the claim for reimbursement. I have the receipt and I have your paper you stick in the suitcase.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

(b)(6)

Caller just spoke with San Antonio. He traveled from San Antonio to LAX on southwest and there was a TSA lock on his bag. He had items missing from his bag. The items are scent bulbs. There was not a notice of inspection in the bag.

I advised To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Unfortunately, we are unable to determine how a lock that is not yours was placed on your bag. It is possible that at some point during the baggage handling process, a lock that was believed to belong to your checked baggage was mistakenly attached. Although we cannot offer advice on how to open your bag, we suggest you contact your checked baggage manufacturer, lock manufacturer, or a locksmith for assistance.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I traveled on 1/14/15 from SAT (San Antonio Int'l Airport) to Dallas Lovefield to Lubbock on Southwest Airline. While unpacking my baggage, I found that my laptop case was left open/unzipped and the 'Notice of Baggage Inspection' was left inside the case. I also found a small piece of plastic (inside my luggage) that was broken off the laptop (a small piece of lever that must be pressed to open a slot on the side). Without it, this particular part of the laptop cannot be accessed without jamming something into the laptop.

This is not the first time that my personal items have been damaged. What type of recourse do I have?

Please advise.

(b)(6)

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Call Reason: Caller states that her luggage got mislabeled and sent to the wrong airport and it was in box that got damaged and the laptop within was also damaged. There was a NOI.

Date: Time: 1/29/15 10:53 am

Gate Terminal: B5(?)

Airport: SAT to IAH

Airline: United

Flight #: 558(?)

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

Bag Description: black box with wheels

Missing Damaged Item description: the box itself is damaged at the latch; also black Lenovo laptop, now cracked

NOI: yes - has 124 written on it (and there are two more NOI in the box without any writing)

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew via Southwest yesterday to St Louis. She had 3 gallons of water in her checked bag with 3 bulky towels and were in a plastic bag. It is a special water for a medical device. Once she got to St Louis the water was gone along with her \$27 worth of towels. She did not have a note in her bag. She spoke to Southwest and was told they were aware there was a problem with traveling with water.

CSM REF:--Mishandling RFI

REASON for the call: Missing medical water from checked bag.

Date: Time: 01-26-15 at 2:30 pm

Gate Terminal: NA

Airport: San Antonio

Airline: Southwest

Flight #: 38

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

Bag Description: Large soft cooler bag, with African brown and tan print tiger on it, it is a spinner

Missing Damaged Item description: 3 gallons of medically necessary water drawn from a medical device, it is special water, it is Kangen water for medical reason

NOI: NO

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller flew out of San Antonio to ATL then to Richmond yesterday Jan 4th and checked his luggage in at 5:00pm with Delta Airlines. When he received his luggage the items inside were not packed back and a wine bottle was busted in his luggage ruining his other items. It will cost around \$500 to replace his items. He found a NOI in the bag but nothing was written or stamped on it. He is wanting to file a claim for reimbursement for the damaged items.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I am sending a claim form to him so he can file a claim for reimbursement for the damaged items. I am also forwarding his complaint to the CSM at San Antonio so they will be aware of this issue.  
Caller and his wife flew from San Antonio to Phoenix on Thursday morning. They packed the luggage in the car for them. When they reached their destination they noticed that one of their bags was torn to the point where it can't be used again. The bag was not locked. He said that the tear is near the zipper. His wife has two reading lights missing from the luggage. He said that it looks like everything was pulled out of the luggage and dumped back in. He stated that everything is a mess. He said that their luggage has been inspected before and with much more consideration. He said that they need a new piece of luggage to continue their trip. He wanted to know how long it will take to get a new piece of luggage. He wanted a claim form emailed to him. The damaged luggage had his wife's name on it.

Airport - San Antonio International

Airline - Southwest Airlines

Flight Numbers - 267

Departure Times - 9:35 am

Arrival Times - He arrived at San Antonio at approximately 8:20 am

Date And Time of Incident - 1/01/2015

Baggage Tag Numbers (b)(6)

Description Of Luggage

Color - Black

Style - Soft-sided roller bag

Size - Large

Brand - Travelers Club

Was There An NOI - Yes

Was Anything On The NOI - No

Location Of Incident

Gate - 12

Terminal - A

Phone Number (b)(6)

Email (b)(6)

Name Of Actual Person Involved (b)(6)

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

I gave information per: <http://www.tsa.gov/traveler-information/airport-lost-found-contacts>

San Antonio International Airport

210-832-8333

I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great

Dear Sir or Madam,

I was on flight 1215 at 8:35am from San Antonio, Texas to LAX on Sunday, January 4. I checked two bags. One of them was inspected by the TSA. I am now missing an item from that bag. Southwest Airlines and the local SAT TSA counter directed me to this email address for redress.

One, and only one, item was missing from the bag. It was a gold medal from a running event. The theme of the event was the movie "A Christmas Story", and an image of the medal can be found at [\(b\)\(6\)](http://(b)(6))

(b)(6)

I respectfully request that you check for this item and get back to me. Not one other item was missing, and I had other small items in the bag. I therefore have reason to suspect it was either confiscated or stolen. I am hoping I am wrong and that it merely fell out on accident.

I have contacted Southwest Airlines about this matter and they will also be investigating the matter.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Thank you.

Caller is trying to figure out if she can retrieve an item that is missing from her bag. The caller stated she flew from San Antonio to Phoenix and when she arrived she noticed the make up bag that was in her checked luggage was missing. The caller stated there was not a NOI in her bag. The caller stated she spoke with Southwest and they referred her to us.

I provided the caller with the contact number for the lost and found at San Antonio International airport in case the make up bag fell out of her bag. I also advised the caller that I would have a claims form emailed to her for her missing items.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

San Antonio International Airport

210-832-8333

Caller flew from San Antonio TX to Chicago to Richmond VA. When he arrived in Richmond and unpacked there was 3 NCI's in his suit bag. He realized his iPad was missing.

REASON for the call: Callers iPad was missing from his Checked baggage. Was in a zippered compartment.  
Date/Time: Jan 22 2:40 PM  
Gate/Terminal: B7  
Airport: San Antonio International  
Airline: United Airlines  
Flight #: UA 5492  
Bag tag #: (b)(6)  
Bag Description: dockers bag suit bag green  
Missing Damaged Item description: iPad  
NCI: Nothing stamped or written  
RESOLUTION to the caller's issue:  
Special Notes:

I apologized for the incident and advised the caller that TSO's are trained to ensure each item is placed back into the bag the way it was when discovered and I could forward their complaint to the CSM for review. I explained the claims process and sent a claims form via e-mail.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Feedback Type: Complaint  
Categories: Missing or Damaged Items  
Current Date/Time: 1/25/2015 2:57:38 PM Airport: SAT - San Antonio International Date/Time of Travel: 01/24/2015 Airline & Flight Number: United / UA 4036 Checkpoint/Area of Airport: Gate B1 TSA Employee: (If Known) n/a Comment: I would like to recognize the loss (MA) of my beloved AFO-II Auto Drop-Point Blk. I Coated Black Automatic Folding Knife. It was a gift from (b)(6) (b)(7) of Orleans Parish Sheriff's Office. He worked the City Hall beat and confiscated the knife off of a gentleman attempting to enter the building with it. He later gave it to me which we light heartedly returned back to each other over a period years because of what a fine blade it was. I luckily ended up with it, but I would gladly let (b)(6) have a turn at it again. But thanks to the local TSA at San Antonio Int. Airport, it is now in the hands of some nefarious employee of said organization. Don't we have and to worry about with illegal trafficking and terrorist running amok to have to deal with common thieves put in trust with our personal belongings? And it's not the first time this has happened. Gimme a 'Holla-Back' if ya feel me people! Would you like a response?: True  
Passenger's Name: (b)(6)  
Phone Number: (b)(6)  
Email: (b)(6)  
To leave a comment concerning this feedback, follow this link: <http://tsaweb.fsa.dhs.gov/EDB2/ApplicationManager>

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

REASON for the call: Caller is with Slew Wellness and she has a client who flew Southwest and her bag went through the tsa inspection and there was an NCI and they had out her lock and an item was stolen. The passenger's name is (b)(6) and she flew from San Antonio to Dallas.

Date/Time: December 18 2015, 1040 am  
Gate/Terminal: Unknown  
Airport: San Antonio  
Airline: Southwest  
Flight #: 753  
Bag tag #: 10 digit (b)(6)  
Bag Description: one was large and brown fabric and the second one was large and black fabric, both roller bags, both brand new  
Missing Damaged Item description: an 18 karat gold wedding ring with 2 karat diamond was missing along with some costume jewelry in a ziplock bag.  
NCI: Yes, blank.  
RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at San Antonio for them to investigate the matter. Explained to the caller they might have forgotten to put it back in the bag when they inspected it. Provided the number to the lost and found at San Antonio which is 210-832-6333. Sent a claim form to the caller's email address and advised her if it is not at lost and found and it can't be located by the CSM to file a claim against TSA.  
Special Notes: N/A.

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

From: (b)(6)  
Sent: Saturday, January 24, 2015 3:42 PM  
To: TSA-ContactCenter@dhs.gov  
Subject: Careless Baggage Inspection

Flew from San Antonio TX to New Orleans LA 9 Jan '15 on SW Airlines. I have no objection to searching my checked bag, but the inspector failed to tightly enclose a bottle of Scope and failed to reseat the zip lock bag it was in. As a result the bottle emptied into the suitcase and much of the clothing was soaked with Scope. Unfortunately my wife's fur jacket had to be professionally cleaned.

I hope your inspectors will take more care in the future.  
</Sam

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

ATTACHMENT:  
BILL FOR CLEANING SERVICE, IN THE AMOUNT OF \$70.31  
REASON for the call: Caller's luggage had a built-in TSA-recognized lock that was not relocked after it was screened. Caller's bag contained an NCI.  
Date/Time: 1 18 15 11:50AM  
Gate/Terminal: B5  
Airport: SAT  
Airline: Lufthansa  
Flight #: 605G  
Bag tag #: (b)(6)  
Bag Description: Travelite hard-sided silver wheeled bag with built-in TSA-recognized lock.  
Missing Damaged Item description: nothing missing or damaged  
NCI: nothing

SAT January Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked

I have never been more embarrassed than after my TSA experience yesterday. I traveled almost 200,000 sky miles last year 2014 worldwide and had NEVER been body searched like yesterday. I'm filing this formal complaint as after getting through Pre-Check security yesterday I asked to speak to a TSA Supervisor. She told me that the only way to file a complaint is to contact TSA directly so she handed me a Contact TS A card.

1. Went through security as I usually do with about 20 other business colleagues. I went through the Pre-Check line and did remove my boots as I know that they beep.
2. I sent through my roller bag with computer/iPad and a small luggage bag (puma) brand new on the belt.
3. My small luggage bag beeped so they sent it through another time.
4. Then the small bag set off an "alarm" so they pulled me aside.
5. Told me that I had to answer questions, take my business jacket off, shoes off and spread my arms.
6. I then experienced a FULL body "pat down" but it was more like a FEEL DOWN. Hands tight along my entire body, including my breasts as well as hands up and down my full crotch.
7. There were 3 TSA agents addressing my situation. One agent told me to sit down in a chair. One other agent told the other agent to "watch her!"
8. To make matters worse, a gentleman approached me just outside the TSA security area after my experience and said, "Miss, pardon me for asking, but I couldn't help but notice you getting searched quite inappropriately over there. What was going on that they had to treat you like that?"
9. And yes, I was asked if I wanted the search to happen in a private room but I declined. I declined because #1 there's NO WAY I'm going into a back room with a stranger and #2 I'm not leaving my wallet, personal items and ID behind.
10. Throughout this entire time not ONCE did either of the 3 agents explain to me what was going on and WHY I had to go through this. It was

SAT January Patdown - Flyer

Disability Description: Callers son had surgery on his abdomen and was connected to a Ostomy bag and had stitches.

Information Request: Callers son was flying from SAT via Southwest and had an incident with one of the officers there and she wants to file a complaint.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition. For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations:

Be filed within 180 days of the alleged act of discrimination

Be in writing

Include the name and address of the complainant

Include the date of the alleged act of discrimination

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your reason in your complaint.

Told caller I would email her the information on how to file the complaint and it would include the email address and postal mailing address.

Incident Details: Caller stated the officer that was conducting the paldown was really rough to her son and when she tried to explain to him that he had stitches and could not be touched in his abdomen area he told her to get back and that he would handle it. Caller stated the officer torn his stitches and a ambulance had to come to the airport.

SAT January Persons w/ Disabilities (PWD) - General

From: (b)(6)  
Sent: Saturday, January 10, 2015 9:28 PM  
To: TSAExternalCompliance  
Subject: Complaint

Here is the statement for my complaint against TSA official. Hard copy to follow with a picture of the wound your officer should of left alone and did an X-Ray of to see what over he wanted. This is disturbing at the least.

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

Attachment:

My name is (b)(6) and I am (b)(6) mom and this is the account of what happened and why I am filing this complaint with the TSA on behalf of my son who is at the hospital at North East Baptist Hospital. (b)(6) my son and I arrived at the San Antonio, Texas airport approximately 11:00 am on Tuesday, January 6, 2015. I got a wheelchair since (b)(6) was unable to walk due to major surgery and CHV (congestive heart failure). When we checked in with the check in person behind the counter she called for someone to help push (b)(6) to the security check point and then to our gate which was gate number 11, we were flying on Southwest, flight # 1089. The gentleman pushed (b)(6) through the check point first and then I followed. To my amazement the TSA officer was doing a check up for someone's health. My son told him he just had major surgery and not to push on his abdomen or in that area. Then I saw him pushing and probing and I went to the TSA officer trying for him to stop you can't push on him he just had major surgery and he wound was still open. I cried again that his wound down his chest (approximately 18"x4") was open and you cannot push on it. He told me to go over there and sit. I am really crying and he did not stop. He was an over zealous trying to prove he can do whatever he wants to, to someone disabled and there is nothing we can do. That was just pathetic. The gentleman who was pushing the wheelchair, said this is excessive I am going to get his supervisor. He brought her (the TSA guys supervisor) over and she said stop over here men and let me explain this to you. I told her he has an open wound you can't push like that and she said, Mom, we are only trying to protect you. I asked her from what, my son is in a great deal of pain. They could take an X-Ray and find nothing just stop. She then said "There, I told her he is suffering to me". I told her he won't show it. He will not cry out loud. She said, it will be over soon. He is almost done. There, he is done and she walked away. She said nothing to the TSA guy, as to why he felt he had to do that much of an inspection. He checked him 4 times and found nothing each time. This has got to stop. You can't treat people who are disabled like that. My son said "mom

SAT January Persons w/ Disabilities (PWD) - Touch/Anson (pain/trauma)

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

Remote Client # (b)(6)  
Date Time: 2/13/2015 12:04:44 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (if applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: San Antonio Airport-Pre-check line closed (just two times I have flown). Paid for Pre-check - line closed, but was asked if I wanted to sign up for easy pass for \$179. Then I was discriminated against at screening process. Females were allowed through metal detector but males are directed through Body Scan. My boarding pass was on my phone (already at X-ray machine), showed the officer my Global entry/yr e-pass card, but was still required to take off my shoes. Boarding pass was on my phone & was not issued a pre-pass card for screening.

SAT February Civil Rights - General Complaint and Discrimination

I am (b)(6) the current President of the Native American Church of North America (NACNA). My NACNA membership number is (b)(6). I am an enrolled member of the Ogala Sioux Tribe (OST). I am a 4 degree Indian Blood with OST membership number (b)(6). The Ogala Sioux Tribe is a Federally Recognized Tribe. I reside at (b)(6) Spearfish, SD 57753. My cell number is (b)(6).

On February 12, 2015 I traveled with my wife (b)(6) from Rapid City South Dakota to Miranda City Texas via United Airlines for our NACNA mid-year meeting held on Saturday February 14, 2015 at the Community Center in Miranda City Texas.

Upon my return trip with United Airlines on Flight # UA3528 scheduled on Monday, February 16, 2015 in the San Antonio International Airport, San Antonio, Texas at approximately 10:55 am (CST) my carry-on bag containing my Sacred Eagle Feathers was mistreated and disregarded by TSA agents at the security check point.

During the routine security screening I complied with all the TSA agent requests. During the x-ray of my carry-on bag TSA agents pulled my bag for search. The TSA agents asked if the bag was mine. I confirmed it was mine. TSA agents then took my bag in public view and started to search my bag. I told the TSA agents what they would find. They would find a box containing my sacred items including my sacred Eagle feathers. I mentioned I do have documentation if they needed. I told the TSA agents I DID NOT want them opening my box and going through it, if they needed to see the contents I would remove my sacred items so they can clear the box. The TSA agents then called their Supervisor

(b)(6) then approved the agents search. The TSA agents continued their search of my box. I attempted to explain to (b)(6) that I did not want the TSA agents to go through my sacred items. I said I would remove things if they needed. She was explaining their security procedures and said they were trying to be respectful. I attempted to explain that this respect is NOT HANDLING my sacred items. My request was not heard.

The TSA agents continued and they opened my box and shuffled and handled my sacred Eagle Feathers. They looked through all my items. Once they were satisfied they attempted to smash my items back in the box. At that point I was very upset and I said I would put them back in the container. The TSA agents allowed me to put my sacred items back, I then asked for (b)(6) contact information. She gave me her name and the number (b)(6).

During this entire ordeal there were two San Antonio Airport Police officers observing. Once I was cleared we walked away and found my airline gate. Two Airport Police officers then approached us and asked if I was Native American. I confirmed I was Native American. They said they were unfamiliar with sacred items search. They agreed that there should have been more respect for my sacred items. They extended their apologies and wanted to know more about such items. I explained a little on the transfer of energy with sacred items and that was the purpose of the TSA agents NOT handling the sacred items. The officers were congenial and thanked me for my time. I was too upset to get the officers names.

In conclusion, I believe a violation of established policies has occurred with my sacred items. There are current policies which outline procedures for Federal Agencies in dealing with American Indian tribal members.

Just a comment - I left San Antonio on 2/23 at 1:15 for a flight back to Denver. It was my first flight out of San Antonio and I had the TSA pre-check. As I went thru that line it stopped in front of a glass sliding door and I could see the x-ray line on the other side. I stood there for a moment trying to figure out why it wouldn't open and the TSA/Security man standing to my right about 5 feet said "I guess we need a bigger sign" and then directed me to another line where someone checked my id. Frankly, I thought it was rude and obviously the path was not intuitive. FYI

SAT February Civil Rights - Screening of Religious Cultural and Ceremonial Items

SAT February Customer Service - TSO

Feedback Type: Complaint

Categories: Professionalism/Customer Service Current Date/Time: 2/18/2015 5:13:40 PM Airport: SAT - San Antonio International

Date/Time of Travel: 02/18/2015 3:30 PM Airline & Flight Number:

Checkpoint/Area of Airport: A security

TSA Employee: (If Known):

Comment: Followed signs to CREW line. Immediately told we cannot keep our badges in lanyard. Said we would remove them, told NO, next line. We were directed to Precheck. There were multiple crew members so we followed each other. We were scolded for not closing the rope. I proceeded to the X-ray where I was again scolded for not using a bowl. I politely responded that there were no bowls available. The entire process was rude. We encountered this in SAT before but this was by far the worst. As a flight attendant I absolutely want TSA to do their jobs... My life literally depends on it. But the treatment was so abrasive and rude for no reason. The process in SAT is never the same. It's always a different line or procedure. And when you follow vital you did a mere week ago you are yelled at. Would you like a response? True

Passenger's Name:

Phone Number:

Email: (b)(6)

To leave a comment concerning this feedback, follow this link: <http://tsaweb.tsa.tps.gov/EDB2/ApplicationManager>

SAT February Customer Service - TSO

REASON for the call: Caller traveled on January 19th from San Antonio to San Diego to Las Vegas in a wheelchair. She is missing some rings out of her carry on bag. She was wearing a black two piece sweatshirt with a black jacket and a hood with a gray scarf on her head. She is 5'4, 125 pounds, black female, 65 years old.

Date: Time: January 19 2015, 100 pm  
Gate Terminal: gate A12  
Airport: San Antonio  
Airlines: Southwest  
Flight #: 4543  
Bag tag # (10 digit): N/A

Bag Description: black bag with silver flat medallions all over it, looked like a large purse, hobo bag  
Missing Damaged Item description: missing a wedding band. Triple band with white gold and elevated diamonds on top and the other is a black onyx.  
NOI: N/A  
RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at San Antonio for them to investigate the matter. Sent a claim form to the caller's mailing address to file a claim against TSA.  
Special Notes: N/A

SAT February Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

REASON for the call: Caller states when she received her baggage it was completely soaked in Alcohol. Caller states all of her clothes were soaked in what smelled like rubbing alcohol. Caller states she did not have alcohol in her baggage. Caller states she found a NOI inside the baggage.

Airport: San Antonio  
Airlines: Southwest  
Flight #: 2987  
Date: Time: 02-01-2015 10:30 am  
Bag tag # (10 digit): NA  
Bag Description: Small dark navy blue carry on size with wheels with two pockets on the front  
Missing Damaged Item description: Contents of baggage  
NOI: Yes  
Anything on NOI: No  
Gate Terminal: Gate A 11  
Email Address and phone: [REDACTED]

SAT February Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Hello TSA:

I flew out of SAT airport at 7:25 am on Southwest #3594. This was business travel. I purchased a Dallas Cowboy car emblem and small bag while in San Antonio. These items were with the other souvenirs I purchased in my luggage. When I got home and removed all the items from my luggage, I had the attached note inside. The items listed above were the only two things that were missing. My question is, are those types of items prohibited to purchase and take home? If not, then I'd like to make a report that these items were stolen. I will have to travel back to San Antonio in the future and would just like to be clear on what I can purchase and take home and what I can't.

I trust TSA and have no objection to checking my luggage. I now feel as though, I need to take small items like that in my carryon bag. Please let me know if these items are prohibited.

Thank you for your time and consideration in this matter.

[REDACTED]

Administrative Associate

Office of Federal Programs

AARP Foundation

601 E Street, NW

REASON for the call:

Caller's luggage was searched this morning because he got a NOI inside the bag. The zipper is broken and the handle is missing. The bag was taped up since the bag was broken. Caller states the bag is his wife's but he took it in order to fly and feels bad that he got it ruined and its unusable now.

Date: Time: Feb 9 2015 5:30am  
Gate Terminal: Gate 16 or 17  
Airport: SAT  
Airlines: American Airlines  
Flight #: N/A  
Bag tag # (10 digit): [REDACTED]

Bag Description: Large Beach carry bag green with yellow flowers  
Missing Damaged Item description: zipper was broken and missing and the whole bag was taped all the way around  
NOI: Yes with nothing written or stamped on it  
RESOLUTION to the caller's issue: Will send information to CSM at SAT and will send claims form.  
Special Notes: N/A  
Caller said that a pocket knife is missing from his checked bag. There was a NOI in the bag.

SAT February Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

REASON for the call: missing knife

Date: Time: 2 6 15 at 4:35 pm

Gate Terminal: B5

Airport: SAT

Airlines: US Air

Flight #: 453

Bag tag # (10 digit): [REDACTED]

Bag Description: black largest size carry-on bag, American Tourister

Missing Damaged Item description: Gerber EVO T1 coated fine edge blade pocket knife. The handle was black

NOI present (writing on it). The NOI didn't have anything on it.

SAT February Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller flew on Southwest out of San Antonio to Phoenix AZ and his luggage was inspected. He had a carved wooden duck wrapped in bubble wrap but when he unpacked the item was not wrapped back as well as he had wrapped it and it was placed on the outside of the suitcase not in the middle where he had placed it. The legs were broken off the duck carving. There was a NOI in the bag.

REASON for the call: Callers wood carving of ducks that are about 8 inches tall was not wrapped back and placed in the middle of his suitcase like he had it and the legs were broken off.

Date: Time: Feb 11 12:45 PM

Gate Terminal: A 14

Airport: San Antonio

Airlines: Southwest

Flight #: 170

Bag tag # (10 digit): NA

Bag Description: Color was black like a duffel bag with white rope tied around it.

Missing Damaged Item description: Callers wood carving of ducks that are about 8 inches tall was not wrapped back and placed in the middle of his suitcase like he had it and the legs were broken off.

NOI: YES

RESOLUTION to the caller's issue:

Special Notes:

I apologized for the incident and advised the caller that TSO's are trained to ensure each item is placed back into the bag the way it was when discovered and I could forward their complaint to the CSM for review. I explained the claims process and sent a Claims form via e-mail.

SAT February Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

REASON for the call:

Caller flew on Southwest Airlines last night. Caller's lock is gone or broken. Caller also found a NOI in her luggage, her belongings were all over her suitcase, and she is missing her phone charger.

Date: Time: 02-14-15 at 5:35 PM

Gate Terminal: Gate A 11, Terminal B

Airport: SAT

Airlines: Southwest Airlines

Flight #: 387

Bag tag # (10 digit): [REDACTED]

Bag Description: Caller's bag is a silver material with 2 wheels. Caller's name tag was a Southwest name tag

Missing Damaged Item description: Caller is missing a two piece phone charger. Caller also had her undergarments all over her bag instead of in the small zipper part she had them in.

NOI: Yes

RESOLUTION to the caller's issue:

Special Notes:

Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

TSOs are required to exercise great care during the screening process and to return a passenger's belongings to the same condition they were found. We regret that you were unsatisfied with the manner in which your checked baggage was handled.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

San Antonio  
San Antonio International Airport  
210-832-2333  
http://www.tsa.gov/traveler-information/airport-lost-found-contacts#

SAT February Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller is a Federal Agent with the US Army and travel with sensitive equipment. When he left San Antonio TX and arrived in San Diego CA and opened his case all the equipment was not put back the way it was packed. He is missing what is called a Black Brick which is a Power Inverter. The suitcase had a peican suitcase inside it. There was a NOI in the bag.

REASON for the call: The caller's baggage was a total mess. He has sensitive equipment that he needs in his work for the Joint Chief of Staff and when he arrived in San Diego all the equipment was thrown around the suitcase and the Black Brick which is a kind of Power Inverter is missing. There was a NOI in the bag.  
Date / Time: Feb 1 3:50 PM  
Gate / Terminal: Terminal B  
Airport: San Antonio TX to San Diego  
Airline: United  
Flight #: 6412  
Bag tag # (10digit): (b)(6)  
Bag Description: Color of bag was large samsonite hard case with foam with a peican case wires were all messed.  
Missing Damaged Item description: Power inverter is missing it is call a Black Brick  
NOI: YES. Nothing written or stamped  
Contact: (b)(6)

RESOLUTION to the caller's issue:  
Special Notes:  
I apologized for the incident and advised the caller that TSO's are trained to ensure each item is placed back into the bag the way it was when discovered and I could forward their complaint to the CSM for review. I explained the claims process and sent a Claims form via e-mail.

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The caller is traveling on Military orders to Hawaii. His luggage was inspected and his 3 inch single edge knife that was removed from his luggage. The knife is a 30.00 knife used for training purposes. The caller wants to know if the rules for traveling with knives have changed and the knife was not permitted in checked luggage.

Date and Time: 2-18-15 departing at 8:56am

Airport: SAT

Airline: United

Flight #: 1878

Bag tag #: (b)(6)

Bag Description: Large Army ACU pattern.

Missing Damaged Item description: 3 inch single edge knife

description: Black scabbard and handle with 3 to 4 circles in the handle and the blade is a striker blade. The brand is Cold Steel.

NOI: Yes

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

REASON for the call: Caller moved in HI and she got a notice of inspection in her bag. There are items missing from her bag. She flew from San Antonio to Phoenix to HI.

Date / Time: 2-18-2015 8:30 AM

Gate / Terminal: Gate A15 or A 19

Airport: San Antonio

Airline: US airways

Flight #: 9613

Bag tag #: (b)(6)

Bag Description: The bag was a big red nike duffel bag.

Missing Damaged Item description: The items were a K bar knife and a sheath and a pocket knife. It looks like the one from Scream!

NOI: Yes with nothing written or stamped on it.

Special Notes:

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

On my recent flight from san Antonio to st louis I found a card that says my bag was searched.

I had an award/trophy carefully packed in my bag and found it broken.

It was not where I had packed it ( in the middle) and now damaged.

WHO PAYS FOR THE REPAIR?

DO YOU NEED PICS?

Very disappointed.

(b)(6)

The Heartland Group.

(b)(6)

Chesterfield MO 63017

HYPERLINK "http://www.heartlandgroup.com/www.heartlandgroup.com"

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller is in the US Navy, they cut the lock on his sea bag to inspect it. But now he is missing his hats from his military uniform. He departed from San Antonio.

Mishandling RFI

CSM RFI--Mishandling RFI

REASON for the call:

Date / Time: 2 18 15 at 11:47am

Airport: San Antonio

Airline: Delta

Flight #: 3409

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

Bag Description: Green military bag

Missing Damaged Item description: Navy Service Uniform there are 2 and 1 hat for navy working uniform

NOI: Yes, but nothing was written on it

RESOLUTION to the caller's issue: sent claim and send it to the CSM

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

REASON for the call:

Caller says that she had a baggage inspection.

They banged up her shampoo, according to her. It opened and messed up several things in her luggage. Also a pair of socks are missing.

She is frustrated about this.

Date / Time: February 22 at 4:05PM

Gate / Terminal: Gate number A13

Airport: San Antonio

Airline: Southwest

Flight #: 4961

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

Bag Description: The bag was marked FRAGILE. It was Blue. It is a roller bag, about 15 inches by 24 inches by 10 inches.

Missing Damaged Item description: A bottle of shampoo opened, and leaked onto everything in the bag. And a pair of socks were missing.

NOI: Yes

Calling in because he works for a hospital and they build MRI rooms all over the world, especially in the US and Canada. The caller had a tool box which could have been opened and checked before boarding. The caller states it was overweight and instead of someone asking him to do that, they cut the locks and damaged his luggage as well. The caller is requesting reimbursement for the locks and the suitcase. The caller states he can't even shut the box now. He thinks that the TSO should let the passenger know if they can't get in their luggage so that it can be unlocked by them without damage.

Date / Time: 2 21 caller checked in for the flight around 2:30pm or 3pm

Gate / Terminal: he does not know

Airport: San Antonio

Airline: Southwest

Flight Number: 3337

Baggage Tag Number: threw it away

Bag Description: back Bluehawk toolbox

Missing Damaged Item description: the toolbox and the locks were damaged, nothing else that he can find at this time

NOI: Yes

Anything on NOI? - No

Email: (b)(6)

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Mishandling Complaint:

REASON for the call:

Caller is calling about her husband [REDACTED]. They flew from San Antonio to El Paso on Sunday at 7:00 on Southwest. Over that weekend they had gone to archeological dig and he brought back an item. It was a black fossil about 4 inches long and is an Indian hand made to scrape holes with. It is 11,000 year old relic and he had planned to prep it and put it on display for the schools. She said when he unsealed the item he was the first person to touch it in 11,000 years. He did not have a NOI in the bag but the bottom zipper was partially opened to indicate someone had gone into the bag but not wide open enough for the item to have dropped out. Her husband put the item in checked baggage because of the sharp edges and she did not think TSA would remove it for any reason.

Date: Time: 2:09:15 Departing at 7 PM  
Gate Terminal ?  
Airport: San Antonio  
Airline: Southwest  
Flight #: ?  
Bag tag # (10digit): ?  
Bag Description: A Skyway Brand Black Fabric plastic coated rolling bag with zipper pockets.  
Missing/Damaged item description: Indian Artifact 11,000 years old, black fossil about 4 inches long lock. Inferred made to scrape holes with. It is from the lost tribe.

NOI: NO

RESOLUTION to the caller's issue:  
Told her the lack of a NOI might indicate we did not open the bag.  
I am not sure what

Special Notes:

Caller stated that he travels with a full computer system and packs this in a way that nothing can be damaged in transit. When he arrived at his destination, he saw that both monitors were facing outside instead of putting these back the original way that he packaged these. He is upset that the officers can not take the time to pack these back directly.

Departing: SAT  
Arriving: El Paso  
Airline: United  
Flight #: 1452  
Baggage #: [REDACTED]  
Bag Description: Larger oversized Bag, Blue roller

NOI: YES, no writing or stains  
Time and Date: 2 FEB 2015 @ 701  
Caller said he traveled today from I San Antonio airport and checked a white topped box with some handles. The box had a trailer part and salsa securely wrapped when he received the box it was taped but the handle was inside the box the salsa was not wrapped and the name tag was taped to the box.  
No items were missing or damaged.

San Antonio  
02 25 15  
Delta Flight #1908 departed at 8:00 am  
Box it was white cardboard  
Bag tag #: [REDACTED]

Caller flew from San Antonio to DEN yesterday Southwest flight# 1111 at 6:10 pm. He was carrying a rifle in the locked case. There were two TSA locks on it. One of the locks was gone when he got to DEN. He said that someone at SAT opened the case and didn't leave a notification in the case saying that someone inspected. There is a lock in the middle and on the end. He said that someone could have easily pried it open and slid the firearm out because the lock in the middle was removed. He said that he hopes someone loses their job over this because it could have been a serious security breach. He said that he also wants a replacement for his missing lock.

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

Reprints Client ID: [REDACTED]  
Date: Time: 3/10/2015 3:58:35 PM

Name: [REDACTED]  
Email: [REDACTED]  
Complainant: Discourteous/Rude Employee  
Flight info (if applicable): Enter Flight#/Airline/Terminal/Airport/Gate/Etc.: Husband flight from San Antonio int'l to Nashville tn via southern air line, departing at 3:45 p.m.  
Comments: "Husband's flight from San Antonio int'l to Nashville, TN via Southwest Airlines departing at 3:45 p.m. Husband flying back on military orders and I was graciously allowed access to escort him to his terminal. At around 2:40 pm while going through airport security there was an extremely rude and unhelpful employee (female, caucasian) barking orders at people pass through. Keep 'im mind, I understand airport security is tight and directions need to be followed due to things going on in the world but there is a way to talk to people and its not like a child. I even heard the woman in front of me say they felt she was being extremely rude. I take my shoes and belongings off and put them in the box and onto the conveyor belt. I followed directions of the employees in front of me who told individuals when to step forward as there are koolpinks on the ground leading your through the glass detector. This rude female employee is continuing to bark orders and when comes up behind me trying to tell me "keep moving" I felt she was a little too close for comfort and told her to stop as none of the employees said anything. The female I mentioned earlier in front of me respectfully mentioned to a black female worker on the other side of the desk that the worker barking orders needed customer service training. I am not usually one to complain but I have never heard someone in the airport talk in that matter or walk up behind me in a way that could make one feel uncomfortable. I wish I could have gotten her name but my husband's flight was leaving and I didn't want to make him late or cause a scene. You never know what someone is going through or why they are there so I truly feel it is unacceptable to be working in a social or customer service job and have that kind of attitude."

Caller just flew from SAT on Saturday. When she received her luggage, one of the bags had a lock out off, and the other had tabs cut or broken. The other suitcase was unlocked, but still left open. The case with the broke lock, she does have a NOI. Her ticketed name is [REDACTED].

Airline: United  
Airport: SAT  
Flight Number: 5094  
Date and Time: March 28, departing 11:51 AM  
Baggage Tag Number: 3 bags, had broke tag [REDACTED] unlocked and unwrapped [REDACTED] had the NOI cut lock [REDACTED]  
Description of Luggage: all 3 bags are black Samsonite, all the same.  
NOI: Yes  
Anything on NOI: nothing  
Location: NA  
Email: [REDACTED]  
Dear TSA,

Twice in the past year a TSA approved security lock has been removed by your agency in the San Antonio airport on my outbound flight. Each time the TSA Notice of Baggage Inspection" tier was placed inside the bag, but my security lock was NOT replaced on the bag and was missing on arrival at my destination. The most recent incident occurred on the following flight: Southwest Air Flight #2887 from SAT to LAX on March 5, 2015.

It is my understanding from reading your website ( <http://www.tsa.gov/traveler-information/baggage-locks> ) that your baggage screeners should have the "master" keys to these locks so that they do not have to be cut off bags to be inspected. I assume that these screeners are also trained to REPLACE the intact locks on the bags once they have been screened. This does not seem to be happening in San Antonio. When passengers go to the trouble to buy these locks (which are not cheap) and use them on their checked baggage, it is with the expectation that your TSA employees would comply with the policies outlined for baggage locks.

Thank you for your attention to my complaint. I hope it results in better training and possibly more master keys for your screeners.

[REDACTED]  
San Antonio, TX

REASON for the call: Caller said a browser named [REDACTED] had her jacket ripped in the conveyor belt. Caller said the browser was advised that to take off her jacket and the TSO officer took her jacket and just threw it in the xray screener instead of putting it in a bin. Caller said the jacket was ripped in the xray machine. The traveler was wearing blue jeans, black shirt, and a chevron print sweater at the time of screening. Caller said the TSO was tall middle eastern male with grey hair. The TSO was also wearing glasses.

Date Time: 2:27 2015 at 1:30pm  
Airport: San Antonio  
Airline: Southwest  
Gate Terminal: Terminal A  
Flight #: 486  
Bag tag #: n/a  
Bag Description: n/a  
Missing/Damaged item description: Black peacoat: Nine West brand  
NOI: n/a  
Email: [REDACTED]

RESOLUTION to the caller's issue: You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager at that location. We hope this information is helpful.

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT February Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

SAT February Mishandling of Passenger Property - Disserved Items--Carry-on or Checked

SAT February Screening - Security Breach

SAT March Customer Service - TSO

SAT March Locks - Missing or Damaged Lock--Claim Request

SAT March Locks - Missing or Damaged Lock--No Claim Request

SAT March Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request



SAT March Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller found a NOI in her checked bag and she has missing items from that searched bag. She flew from San Antonio to Chicago for a morning flight. She is missing some jewelry from her pink and white makeup bag and a Swiss Army knife.  
Date: Time of Incident: 03/06/15. Checked in Bag around 6:00am. Flight Time: 6:55 a.m.  
Gate Terminal: Not Available  
Airport: San Antonio  
Airline: Southwest  
Flight #: 101  
Bag tag #: Not Available  
Bag description: Large, black with a teal ribbon on the outside of the bag, canvas material, with wheels and a pull out handle and wheels.  
NOI: Yes. There was nothing handwritten or stamped on the NOI.  
Reason for the call: I was given this representative I talked to on the phone regarding some missing jewelry. March 6th, in the morning, I traveled from San Antonio to Chicago. My bag was held in San Antonio to be checked and did not come back on my flight. As I finished unpacking this week I realized a container of jewelry in my makeup bag was missing. The hotel does not have it. I already checked. I'm not looking for a small clear plastic container (like a food service portion cup) with assorted jewelry in golds and silvers.

Please let me know what else I need to do to find this. I can also be reached at (b)(6)  
Thank you  
(b)(6)

SAT March Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Sent from my iPad  
REASON for the call: Caller has disassembled luggage. Her brand new clothes were tossed around and there were shoes on top of them. Caller says she will have to send her clothing to the cleaners. Caller was upset because she got ETD screening on both legs of her trip and she was chosen for ProCheck. Caller does not understand why that would occur. Caller feels that profiling should be implemented because scrutiny looking people should get additional screening.

Date: Time: 03/02/2015 10:48 AM  
Airport: SAT  
Airline: Delta  
Flight #: 1641  
Bag tag #: 10digit (b)(6)  
Bag Description: Green roller bag, Over  
Missing Damaged item description: NA  
NOI present (writing on it): nothing written, underneath clothing  
RESOLUTION to the caller's issue: Claims, CSM

SAT March Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked

SAT March Putdown - Fiyar

Caller: She is 78 year old and have a hip and knee replacements. The last three times she went through San Antonio she got a putdown. Wanted to know why she is getting a putdown all the times.  
Sirs:  
While going through airport security in San Antonio, TX with my family, we had a very unpleasant and unexpected encounter with the above named TSA officer. My wife is a cancer survivor and chooses to opt out of exposure to gamma radiation whenever possible. We also do not want to expose our teenage daughters to x-rays if at all possible. Mr Bailey attempted to educate my wife, a registered nurse, about the effects of ionizing radiation and the relative effects of airport scanners versus cellular devices. Regardless, she had simply expressed her desire. But because he persisted in trying to explain his opinions about radiation instead of just waving her on, she began to explain her reasoning. Not only was this reply not patient, it was unacceptably and unbecomingly rude. He told her, "Shut up and stop talking!" in a raise voice. She did so, and went ahead with the put-down screaming, which is enough of an indignity, treating paying travelers like criminals. I feel that this is unacceptable behavior. (b)(6) was not in a position to delay our travel neither of us would have just stood by. Please be sure (b)(6), (b)(6) supervisors and someone higher up than a TSA employee receive a copy of this letter. As a person he has failed. As a public servant he has failed. As a man, he fails. And in light of all the successful terrorist attacks on American soil are concerned, you are all complete and utter failures who think you can stop terrorism by making me and my family remove our shoes and scan us with radiation before getting on a plane. Ridiculous people!

(b)(6)  
Los Olivos, CA 93402  
(b)(6)

SAT April Customer Service - TSO

SAT April Locks - Missing or Damaged Lock-Claim Request

Caller arrived home from San Antonio last night and her lock is missing from her luggage but she did not find a NOI. This is the second time since Oct that her lock has been taken off of her luggage. The first time that it happened back in Oct there was a NOI in the bag.  
Call Reason: Caller flew recently and states that an item was damaged as she went through security. She says that she had a little carry-on bag and its strap got caught in the x-ray machine and got broken.

Date: Time: 4/3/15 1:00 pm  
Gate Terminal: (does not have)  
Airport: SAT to DEN  
Airline: Southwest  
Flight #: 164  
Bag Description: brown leather Louis Baton carry-on hand bag  
Missing Damaged item description: the strap from the hand bag itself got caught and broke by the x-ray machine  
PreCheck type: S  
TSO: STSO (b)(6)

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

Caller went through San Antonio with her carry on bag and her iPad. She says the agent flopped open the bag and cracked her iPad. The agent took out her hair spray and hair oil and would not allow her to take them. She was allowed to take the same items in Austin. This was the only woman at the checkpoint doing screening.

CSM RFI-Mishandling RFI  
REASON for the call: Cracked iPad  
Date: Time: 04-26-15 at 3:40 pm  
Gate Terminal: NA  
Airport: SAT  
Airline: United  
Flight #: 6531  
Missing Damaged item description: Cracked iPad

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

The caller flew from SAT to DAY and while she was boarding her plane, was instructed to gate check her bag due to lack of space in the plane. When she unpacked, she found a power supply that is not hers and she does not know how it got there. She does not know if it was put at the Checkpoint or once the bag was checked, but there was not an NOI inside.

Date: Time: 4-26-15 5:15pm  
Gate: Terminal B6  
Airport: SAN  
Airline: American airlines  
Flight #: 1528  
Bag tag #: (b)(6)  
Bag Description: Black pull-along Carry On bag 22 in x 10 in x 15 in  
Extra item description: Power Supply  
NOI: No

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/out Claim Request

REASON for the call: Caller flew back home yesterday and her bag was inspected and the zipper was busted. There was a TSA lock on the bag. She flew from Cancun on Southwest into San Antonio to Dallas Love Field.

Date: Time: April 19 2015, 100 pm  
Gate Terminal: Terminal A, Gate A11  
Airport: San Antonio Texas  
Airline: Southwest  
Flight #: 610  
Bag tag #: 10 digit (b)(6) caller does not  
Bag Description: tan/black black base with white flowers, Samsonite, 18 x 24, roller bag with wheels  
Missing Damaged item description: Zipper does not align up on the suitcase.  
NOI: Yes, blank  
RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at San Antonio for them to investigate the matter. Sent a claim form to the caller's email address to file a claim against TSA.  
Special Notes: N/A

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

CSM RFI-Mishandling RFI  
REASON for the call:  
The callers mother (b)(6) flew from SAT to Mexico, and, upon arrival, found that a NOI had been placed in the luggage. However, two locks were cut off, and other items may be missing from the luggage. She wanted to file a complaint, as well as a claim form.

Date: Time: April 24, 2015: 8:35 PM  
Gate Terminal: A6  
Airport: SAT  
Airline: interjet  
Flight #: Not Provided  
Bag tag #: 10digit, Not Provided  
Bag Description: A large, black suitcase with a little green ribbon and grey tape on the handle.  
Missing Damaged item description: Two TSA approved locks were cut off.  
NOI: No information was written or stamped on the form.

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

REASON for the call: The caller recently flew from SAT and after arriving home found that several things "listed below" was missing from her checked bag.

Date Time: Gate Terminal: A-13  
Airport: San Antonio  
Airline: SW  
Flight #: 4192  
Bag tag # (10 digit): (b)(6)  
Bag Description: Small duffel bag, that was purple with print  
Missing Damaged item description: She is missing a pink plastic bag with Pandora bracelet, 2-lapel pens- 2 links pens and 2-zin purses and a tooth brush holder and passport  
NOI: No

Caller flew from San Antonio yesterday and got a NOI in her bag. She had a white gold chain in her jewelry box that is missing.

Date Time of Incident: 04.16.15 Checked in Bag around 1:30 to 2:00 p.m. Flight Time: 2:00 to 2:30 p.m.  
Gate Terminal: N/A  
Airport: San Antonio  
Airline: U.S. Airways  
Flight #: 2799  
Bag tag #: (b)(6)

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Bag description: Medium blue, Murano, soft sided roller bag  
NOI: YES There was nothing handwritten or stamped on the NOI  
Caller asked if TSA security removes items without telling the passenger. He and his wife flew from San Antonio to ATL to Salt Lake then to Lewiston Idaho, and he packed a hard tooth right guard in his bag and now its gone.

Mishandling RFI

CSM RFI--Mishandling RFI

REASON for the call:  
Date Time: 4/11/15 12:03pm  
Airport: San Antonio  
Airline: Delta  
Flight #: doesn't know  
Bag tag #: (b)(6)  
Bag Description: Black with a white ribbon  
Missing Damaged item description: night mouth guard  
NOI: Yes, nothing written or stamped.  
RESOLUTION to the caller's issue:

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

REASON for the call: Caller discovered that her iPad is missing out of the checked luggage. There was no NOI in the bag.

Date Time: April 9 2015, 0400 am  
Gate Terminal: Terminal A  
Airport: San Antonio  
Airline: Southwest  
Flight #: 711  
Bag tag # 10 digit: (b)(6)  
Bag Description: large fabric black suitcase, Atlantic brand, roller bag with wheels, red bow on the side handle, 30 inches long, 19 inches wide and 12 inch depth and the other is a fabric leopard print, US Traveler brand, roller bag, large, 28 inches high and about 18 inches wide with 8 inch depth.  
Missing Damaged item description: Missing a white Apple iPad in a black case.  
NOI: No  
RESOLUTION to the caller's issue: Advised the caller that the lack of an NOI does seem to indicate that TSA did not inspect the bag. Advised the caller this would be forwarded to the CSM at San Antonio for them to investigate the matter. Provided the number to the lost and found at San Antonio which is 210-832-5335. Sent a claim form to the caller's email address and advised if it is not at lost and found and if can't be located by the CSM to file a claim against TSA.  
Special Notes: N/A

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller says she is disabled and she has to fly to FL to visit with her parents. She says that her bag was inspected both ways. On the flight from SAT her liquids were not resealed properly and spilled all through her bag. She replaced the liquids while in FL and this time packed all liquids in Ziploc bags inside her carry on. She says that when her bag was inspected this time nothing was returned to the Ziploc bags and once again everything spilled. She had a digital camera that has been soaked. She doesn't know if it is ruined yet or not, but her suitcase, books, and paperwork are all ruined. She does give a compliment to the staff at the checkpoints. She says they were all kind and helpful. She wants to know if she needs to take pictures of the suitcase.

Date Time: 04.13.15 4:05 p.m.  
Gate Terminal: She doesn't have this.  
Airport: SAT  
Airline: Southwest  
Flight #: 2518

Bag tag # (10 digit): She doesn't have this.  
Bag Description: Her suitcase is a hunter green bag the size of a carry on bag. It has four outside pockets on the front.  
Missing Damaged item description: various liquids were spilled throughout her suitcase on her  
NOI: Yes, but there is nothing hand written or stamped on it.

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Date Time: 04.20.15 5:30 p.m.  
Gate Terminal: C4F  
Airport: TPA  
Airline: Southwest  
Flight #: 2832  
Bag tag # (10 digit): (b)(6)  
Bag Description: Her suitcase is a hunter green bag the size of a carry on bag. It has four outside pockets on the front.  
Missing Damaged item description: Various liquids spilled on her camera, books and other belongings.  
NOI: Yes, TPA, A25 BLG.  
REASON for the call: Caller flew today from San Antonio to LAX to Sacramento and TSA did an inspection of the bag and there was an NOI in the bag. They broke the suitcase and two of the wheels were broken off.

Date Time: April 27 2015, 450 am  
Gate Terminal: Gate B1  
Airport: San Antonio  
Airline: United  
Flight #: 8435  
Bag tag # 10 digit: (b)(6)  
Bag Description: black Samsonite, carry on size, four wheels, pullout arm, opens up like a book, fabric, red bandana tied to the handle.  
Missing Damaged item description: Damaged suitcase, two wheels broke off.  
NOI: Yes, blank.  
RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at San Antonio for them to investigate the matter. Sent a claim form to the caller's email address to file a claim against TSA.  
Special Notes: N/A

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller traveled from SAT to TPA via Houston. Called wanted to file a claim for her missing pair of new sandals.

Date Time: 4/23/2015  
Gate Terminal: B  
Airport: Sat  
Airline: United  
Flight #: 1407  
Bag tag # (10 digit): (b)(6)  
Bag Description: Blue medium sized luggage  
Missing Damaged item description: New bronze pair of sandals.  
NOI: Yes. There was nothing handwritten on the NOI.

Special Notes: Caller is calling in behalf of (b)(6). The traveler provided all the information but she wants that the name and phone number of (b)(6) it is in the record because she is an old lady.

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller has two items missing from her checked baggage. She is missing a \$200 Bluetooth Speaker and an \$100 Electric toothbrush that she was bringing back to Hawaii for her son who is in a military training school right now and could not bring those items with him. She originally departed from San Antonio then had a layover before departing to HI.

Mishandling RFI

Airport: SAN  
Airline: American Airlines  
Flight Numbers: 2013 or flight 5.  
Date and Time: 04/13/2015  
Baggage Tag Numbers: (b)(6)  
Description of Baggage: Dark brown and light brown zebra print the brand is XXXX  
Was There an NOI?: Yes  
Was There Anything on the NOI?: Nothing on it

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Contact Information: (b)(6) same phone and she stated we can leave a message.  
Caller flew back from San Antonio and both of her bags were gone through. She had a glass spoon rest in one of her bags. She had packed it very carefully so it doesn't get broken. She says due to the way they repacked it now it is broken. She wants someone with TSA in SAT to help her get another spoon rest since she had bought it at the airport and she won't have access to another one.

CSM RFI--Mishandling RFI

REASON for the call: Broken spoon rest  
Date Time: 04-28-15 at 3 pm  
Gate Terminal: A gate  
Airport: San Antonio  
Airline: Southwest  
Flight #: 150  
Bag tag # (10 digit): (b)(6)  
Bag Description: Gray and black giraffe pattern, she had 2 tone strap of fabric on it and a leather fish name tag turquoise and yellow  
Missing Damaged item description: Glass spoon rest broken from SFO airport  
NOI: Yes

SAT April Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

			<p>Caller just flew back from SAT and he flies nearly every week. He said he has no issue with TSA going through his bag. He said it looked like a denim child went through his bag and it looks like a junk yard. He told me that his electric razor is broken and the shaving spilled all over his shaving. He said this particular bag did not have a NOI but his garment bag did.</p> <p>Airport: San Antonio          Airline: United          Flight number: 1266          Baggage tag number: (b)(7)(C)          Description: Norelco electric razor          NOI: No notice of inspection.          Gate or terminal: B          The caller flew from SAT to Dallas. He opened his bag and a knife is missing. He has traveled with it before and wanted to know if the knife was prohibited in checked baggage. He did not want a claim form.</p>
SAT	April	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request	
			<p>Airport: SAT          Airline: SW          Flight: 553          Date and time: Checked in today around 9:30 or 10:00 a.m.          Baggage claim number: (b)(7)(C)          NOI: Yes with nothing specific on it          Description of bag: Ricardo brand, hard-sided, dark grayish color</p>
SAT	April	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request	
			<p>Hello my Name is (b)(7)(C)          You are open my bag on flight san antonio to Munich          Ret. loc: (b)(7)(C)          31 March</p> <p>Miss a running short and shirt          I want it back          Where are my things</p>
SAT	April	Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage w/out Claim Request	
			<p>Diese Nachricht wurde von meinem Android Mobiltelefon mit WEB.DE Mail gesendet.          Caller was transferred her she went through San Antonio TX yesterday. She was in a wheelchair and wearing a brace. She was traveling alone. She cant stand for screening so she got a patdown. She was told she would have to go into a separate room so she can undress by the lady agent. She ask the lady if this was because of her brace? Then the lady said never mind they would just do the patdown at the checkpoint. She says when the agent got to her private parts the agents hand came all the way up into her privates, spilling it. She has had a patdown about 3 or 4 times and it has never been like this.</p>
SAT	April	Patdown - Flyer	
			<p>Feedback Type: Complaint          Categories: Permitted Items; Screening          Current Date/Time: 4/23/2015 7:23:47 AM Airport: SAT - San Antonio International Date/Time of Travel: 4/23/2015 5:45 AM Airline &amp; Flight Number: Delta 0653 Checkpoint/Area of Airport: A gates TSA Employee: (if known):          Comment: I have a liquid TSA approved bag that folds open to show the laptop without removal, as long as there is nothing below or above the item. San Antonio is the only TSA location that requires removal. Why is this? Things should be uniform throughout. Either do or don't. If it says TSA approved then that is what it should be regardless of location.          Would you like a response?: True          Passenger's Name:          Phone Number:          Email: (b)(7)(C)          To leave a comment concerning this feedback, follow this link: <a href="http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager">http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager</a></p>
SAT	April	Screening - Inconsistency	
			<p>Caller wants to talk to someone about an inspector at SAT. Is this the right place to call?          Will he get a response?          Caller went from SAT to MSY, and then back to SAT. Caller is experienced in security and explosives. He did tours in Vietnam and Korea. He is 81 yo. He doesn't think that he fits the profile. We should be looking for someone not from this country. What is the purpose of TSA?          You should look for the passenger...Do you think that a retiree and a 76 yo woman would bring explosives aboard the plane?          He was the only one pulled out because he was told that there was explosives in his carry-on. Where would they do that?          The agent did not open the container of sugar.          The agent asked to see his shoes. Caller is disabled and wears prosthetic shoes. An 81 yo doesn't go there to listen to some young punk tell him to take his shoes off. He took them off along with belt and the agent took them away for screening. He was checked twice because the machine alarmed.          When did you go through SAT?          On the 22nd, at around 1400 hrs. He flew on Southwest Flight 852.          What did the screener look like?          Young, fat, and tall guy. The supervisor was the same. That guy was completely lost. Caller is trained in explosive, and he knows.          On the way back, he knows he will be placed on a security checklist, he doesn't mind. His suitcase is checked on every flight. He pays taxes. You are going to have to have some intelligence. His suitcase came open between Louisiana and SAT. He found two papers inside.          Was there anything taken or damaged?          No. He doesn't think so.</p>
SAT	April	Screening - Inconsistency	
			<p>Caller asked for a supervisor and she was told one was not available at the San Antonio airport.          She felt she was targeted for training purposes for another TSO. She is disabled and in a wheelchair. She has traveled from this airport before.          She had to undergo additional screening due to a bottle of water and an 8 oz bottle of Ensure.          She went through three screenings due to the liquids in the canyon bag.          She was patted down twice and it was not necessary. She also was screened by the AIT machine.          She was embarrassed and was treated like a criminal. It was unnecessary.          Caller is wanting to complain about her experience she had at SAT, caller said that two TSA agents treated her bad and was very rude to her. Caller said that they ripped up her canyon baggage and took a item, and did not give her the option to place that in checked luggage. Caller said that they also patted her down. She is a white handicapped female and she is upset that they would not give her the option to pass her item in checked luggage. Caller also said that the agents were rude to everyone.</p>
SAT	May	Customer Service--TSO	
			<p>Date and Time of Flight: 05/07/15 @ 1:00 pm          Departure Airport: San Antonio          Airline: Southwest          Flight #: 750          Gate: A          TSA Agent: (b)(7)(C) (male)          TSA Agent: (b)(7)(C) (female)</p>
SAT	May	Customer Service--TSO	
			<p>Caller uses TSA locks. She says this is the 3rd time and her locks are missing. She is tired and frustrated that her locks are missing.</p>
			<p>CSM RFI--Mishandling RFI          REASON for the call: Missing TSA lock          Date / Time: 05-22-15 at 9:55 am          Gate/Terminal: There is only one          Airport: San Antonio          Airline: Southwest          Flight #: 4303          Bag tag #: (b)(7)(C)          Bag Description: Navy blue carry on size, Samsonite, it has an orange handle on it          Missing/Damaged item description: Missing lock          NOI: Yes</p>
SAT	May	Locks - Missing or Damaged Lock--Claim Request	
			<p>Was her lock a Travel Sentry or Safe Skies lock? She did not know.</p>
			<p>Reason for Call: Caller said they went through the PreCheck lane and when they got to their destination they realized that they did not have their laptop. They did not remove it from their bag and they did not see anyone from the TSA take it out to inspect it but they are assuming someone did at the checkpoint.</p>
			<p>Date / Time: 5/24/15 2:00pm          Gate / Terminal: A          Airport: SAT          Airline: Southwest          Flight #: 711          Bag Description: Gray carry-on roller bag          Item description: 14 inch Toshiba laptop, gray</p>
SAT	May	Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request	

Mishandling RFI

REASON for the call:

Caller said she wants to file a claim and asked if she can do it by phone. They flew 5-10-15 from San Antonio on Southwest #1181 to Houston Hobby and connected to #2255 on to Tampa. When they got home they noticed his bag outer pocket was opened and her husband (b)(6) hat (later she described it as a ball cap) had fallen out or TSA left it out. She said either way she feels it is TSA fault or maybe they did not close the outer pocket.

Date Time: 5-10-15 Departing at: 6:10 PM

Gate/Terminal: Terminal A

Airport: SAT

Airline: Southwest

Flight #: 1181

Bag tag # (10digit): (b)(6) (Checked under name: (b)(6)) He checked it in at 3:30 PM

Bag Description: A medium sized black bag she thinks weighed 35 pounds.

Missing/Damaged item description: A \$15.00 ball cap that said Lake Champlain

NOI: Yes Noting written or stamped.

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Hi my name is (b)(6) My trip is from San Antonio to LA to Korea to Guangzhou. I just already back home. When I open my baggage, I see a ticket (Transportation Security Administration) and I know someone checked it. It's ok. But there was a laptop bag, my laptop is in the laptop bag, and the laptop bag is open. When I tried to open my laptop, I saw the screen was broken. Can u talk me what's going on? I think someone need to compensate for me.

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

To Whom It May Concern:

On April 29, 2015 I traveled from San Antonio to Houston on my way Montreal. At my arrival in Montreal, I realized that my protection belt/strap was missing. To my surprise, but with appreciation, I found a "Transportation Security Administration" Notice of Baggage Inspection card. Nothing is missing in my bag, but the strap protection that I had to replace for the amount of \$8.99 plus the Canadian taxes of \$1.55 for a total of \$10.54.

As I appreciate the "Smart Security Saves Time" concept, I shall expect acknowledgement of my lost and the refund of the purchase of the new needed protection strap.

Sincerely,

(b)(6)

US Sailing Coach

Junior Sail Training Director

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller stated that she flew out of SAT to Mexico and realized that her luggage was open. The lock was attached to the NOI but now she is missing one shoe and wanted to file a claim for this.

Airport: SAT

Airline: IntraJet

Flight #: (b)(6)

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

Bag Description:

NOI: YES

Caller stated that she flew from SAT to DAL to MCI last night. She stated that her bag has a NOI inside and she is missing items. She stated that the bag was not zipped back. All the clothes were wet in the bag.

Airport: SAT

Airline: SW

Flight Number: 3032

Date Time: 5/7/15 departed 7:50PM

Baggage Tag Number: (b)(6)

Description of Baggage: Purple, Large-Sized, 4 Wheels, 2 front pockets

Missing item: Brand new bottle of advocate probiotics - \$40

NOI: Yes

Anything Stamped or Written on NOI: No

Terminal Gate: A11 possibly

Email Address: (b)(6)

Caller stated that she flew a week or so ago Southwest from SAT and today noticed that one of her gym shoes is missing and does not have much information because she is in car driving to the gym. Listed below is all of the info that could be obtained from the caller:

Date Time of Travel: 5/19/15 10:50 pm

Gate Terminal: Unknown

Airport: SAT

Airline: Southwest

Flight #: Unknown

Baggage Tag #: Unknown

Bag Description: cannot remember

Missing/Damaged item: 1 gym shoe

Was NOI present: Yes

Was Time stamped note: No

Phone: (b)(6)

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Good afternoon, I am writing you this letter to inform you a piece of property was taken from my checked bag. The item is a black iPod that is inside a black armband that allows you to exercise while listening to music. The armband has a clear plastic front and a soft stretchable bands that have Velcro at the ends. My wife and I flew out of the San Antonio airport on Wednesday May 19th 27th at 1:40pm. We arrived and checked our bags in at approximately 10:30am and was given the baggage receipt with the numbers 4016 128000. The bag was a large, blue hard plastic covered Samsonite suitcase. Any additional information required please do not hesitate to call or email me.

Thank you,

(b)(6)

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

The caller states that they traveled on Southwest Airlines out of SAT and states that there was a NOI inside the suitcase and states that they are missing a 10.00 dollar hat from his luggage. She stated that its more sentimental than anything else and will talk to her husband about filing a claim. Advised her to call us back if she wants to Pursue.

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

The caller flew home from SAT with Alaska Airlines. The caller wants to file a complaint because his golf bag was inspected and the officers put his clubs in different ways. The golf bag has specific areas for different clubs and the officers took his clubs out and placed them in the wrong slot and upset/down. The caller wants TSA to pay more attention.

Date and Time: 4-30-15 departing at 6:20pm

Gate/Terminal: NA

Airport: SAT to SEA

Airline: Alaska Airlines

Flight #: 657G

Bag tag #: (b)(6)

Bag Description: Hard sided black golf bag

Missing/Damaged item: His golf clubs were put back incorrectly and backwards and in the wrong spot and they could have been broken.

description golf clubs

NOI: Yes nothing written.

SAT May Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked

Caller stated when she went thru screening at SAT today 5/20/15 at 5:45 pm and they made her take her iPad out of her bag. She said that SAT is the only Airport that makes her do that. She stated that she just wanted to register the complaint. She stated that she thinks that is the most unreal thing that she has ever had to do.

SAT May Screening - Procedures/Process

San Antonio TSA (b)(6) held me in a private room for 30 minutes treating me like a terrorist when I am a known crew member. I have to wear a back brace due to work injury. She said my belly fat was not normal called for supervisor that took 15 minutes to come into room. I told them I am going to sue my flight, they didn't care. I missed my flight!! They told me that I needed to take every thing off, which I did including my dress. (b)(6) still said I fat stomach was not normal. I was discriminating for being white and a crew member. I missed my working flight! Because of the delay.

I want to be contacted

(b)(6)

Sent from my iPhone

SAT June Civil Rights - Racial Profiling or Discrimination

Submitted on Thursday, June 18, 2015 - 14:06 Submitted by anonymous user (b)(7)(C) Submitted values are:

Feedback Type: Complaint  
State: Texas  
Airport: TEXAS - SAT - San Antonio International  
Date of Travel: 06/17/2015  
Time of Travel: 4:30 pm  
Airline & Flight Number: Southwest FLT 32 Checkpoint / Area of Airport: Security TSA Employee:  
Complaints:  
Complaint Feedback:  
- Other  
- Professionalism/Customer Service  
Complaint:  
To Whom it May Concern:  
Yesterday, while clearing thru the TSA checkpoint I, as well as several other passengers were subject to unprofessional conduct and rudeness by an employee of the TSA. His comments were both unnecessary and degrading. I did not get the name of the employee. I wish I had. He was an African-American man approx 5'10" slender build, approx 160-170 lbs with graying facial hair, likely in his 50's or 60's.  
Most of us travelers are receptive to guidance offered by the TSA. We are all there to cooperate and make things move swiftly so that we may be on our way. But to be subject to yelling as to which line to get in (and I quote) "come on people there are 3 lines use them." Or further comment about my attire, because I was wearing a sweater. "It's a 110 degrees outside why are you wearing a sweater?" Or the comment to another passenger about taking her shoes off. "If you've traveled in the last 13 years you should know to take your shoes off!" to which the lady replied, that this was the first time she had ever traveled by airplane.

SAT June Customer Service - TSO

Submitted on Tuesday, June 23, 2015 - 08:12 Submitted by anonymous user (b)(7)(C) Submitted values are:

Feedback Type: Complaint  
State: Texas  
Airport: TEXAS - SAT - San Antonio International  
Date of Travel: 06/22/2015  
Time of Travel: 6:35 am  
Airline & Flight Number:  
Checkpoint / Area of Airport: terminal lane 5 6 TSA Employee (b)(7)(C)  
Complaints:  
Complaint Feedback: Professionalism/Customer Service  
Complaint: I flew out this morning with my friend and TSA (b)(7)(C) who was conducting hand screening was the most rude person I have ever come across in TSA. If she is the first person someone interacts with it is completely understandable how people view TSA poorly. Just plain rude.

SAT June Customer Service - TSO

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2289/submission/25090>

Feedback Type: Complaint  
Categories: Missing or Damaged Items  
Current Date/Time: 6/1/2015 11:19:48 AM Airport: SAT - San Antonio International Date/Time of Travel: 05/29/2015 6:00 PM Airline & Flight Number: southwest 3745 Checkpoint/Area of Airport: checked baggage TSA Employee: (if known):  
Comment: My checked bag was searched at some point during my flight. I understand this is a necessary precaution, but I expect my belongings to not be damaged in the process. Upon opening my baggage, a bottle of vitamins was left open and all contents spilled out. A plastic bag containing personal hygiene items was ripped open and a bottle of oil had leaked on several clothing items (unwearable and stained) as well as the vitamins.  
Would you like a response?: False  
Passenger's Name:  
Phone Number:  
Email: (b)(7)(C)  
To leave a comment concerning this feedback, follow this link: <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

SAT June Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Dear Mr/Ms officer,

my name is (b)(7)(C) and I am writing in connection with my luggage damage. I flew from San Antonio International Airport (SAT) to Hungary on 28 May. When I arrived to the Budapest Airport (BUD) on 29 May, I found my luggage with damage. I also found a paper inside which is from TSA. It writes that during the inspection, my bag was considered as a dangerous bag because it may have included prohibited item. I want to mention that there was not any prohibited item in my bag. I understand this is a necessary precaution, but I expect my belongings to not be damaged in the process. Upon opening my baggage, a bottle of vitamins was left open and all contents spilled out. A plastic bag containing personal hygiene items was ripped open and a bottle of oil had leaked on several clothing items (unwearable and stained) as well as the vitamins.

My flight number was UA3732, and the airplane flew from SAT to Washington-Dulles (IAD).  
I flew with United Airlines. The next flight from IAD was to Frankfurt and its flight number was UA932. It is also was with United Airlines.

I do not know if I wrote to the right office or I should bring my situation to the United Airlines. Would you tell me that what I can do if I would like to ask for compensation?

I am waiting for your response.

(b)(7)(C)  
REASON for the call: Caller states she traveled from San Antonio airport and when she arrived at her destination she was missing a carton of cigarettes. Caller asked if it was illegal to transport the cigarettes between states. Caller states she did not find anything in her baggage informing her that TSA had inspected the baggage. Caller did not provide an email address or phone number.

Airport: San Antonio  
Airline: Southwest  
Flight #: 4429  
Date/Time: 06-12-2015 10:55 am  
Bag tag #: NA  
Bag Description: Grey bag with embroidered flowers on it with wheels.  
Missing Damaged item description: Carton of cigarettes.  
NOI: No  
Anything on NOI: NA  
Gate Terminal: Gate 10  
Email Address and phone: Postal address and did not provide a call back number

The caller had his luggage gone thru and his belongings were destroyed.

Date/Time: 06/20/2015 @ 8:42AM  
Gate Terminal: B4  
Airport: San Antonio  
Airline: American Airlines  
Flight #: 2412  
Bag tag #: (10digit)  
Bag Description: It was maroon in color, and it was soft shelved luggage.  
Missing Damaged item description: straw hat and a couple pepper plants, and the rest of the baggage was in disarray  
NOI: Yes  
Caller flew yesterday at San Antonio International airport and he had gifts in his bag that was destroyed when TSA went through his bag. There was a NOI in the bag and he wanted to know what could be done.

Date/Time: 6-26-15 @ 6:06PM  
Gate Terminal: Gate B4  
Airport: San Antonio International  
Airline: American  
Flight #: 190  
Bag tag #: (10digit) (b)(7)(C)  
Bag Description: Standard roller small cut bright blue with two pockets on the front with KBS on the outside  
Missing Damaged item description: Broken gifts and damaged suitcase  
NOI: Yes

REASON for the call: Yesterday the caller flew from San Antonio to Baltimore on a late flight and she came home and tried to open her luggage. There was an NOI in the luggage and the zipper is broken.

Date/Time: June 29 2015, 4:10 pm  
Gate Terminal: Gate A12  
Airport: San Antonio  
Airline: Southwest  
Flight #: 2618  
Bag tag #: (10 digit) (b)(7)(C)  
Bag Description: big purple suitcase, American Trunk and Case brand, fabric, wheels, 28 inches, 4 wheel upright  
Missing Damaged item description: The zipper on the suitcase that goes all the way around it is broken  
NOI: Yes, blank  
Special Notes: N/A

SAT June Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request



			<p>Hello,</p> <p>I recently walked through TSA at my local San Antonio airport and was treated like a common thief. I am five months pregnant and obviously showing. While standing in line, I was "randomly chosen" to receive a hand swab out of all of the people in my line. As I proceeded through the line, I requested to go through the metal detector because I don't feel comfortable walking through the X-ray machine. I know everyone thinks there is no radiation, but I don't believe that and thought it was my right to request another form of screening. While TSA chose who could go through the metal detector, he told me my only option was a "pat-down." He then told me rudely that the ground I was standing on had more radiation from the X-ray machine, which is not true. He gave me such a hard time about kindly requesting to opt-out, making me feel as though I didn't even have a choice. As people walked by me went through the metal detector, I simply asked why I could not just walk through that. I was told by this rude TSA worker that the line next to me was only for "preferred flyers." Finally he shouted loudly for someone to do a manual pat-down on me. Again, making me feel like a thief for wanting to protect my unborn baby from any unnecessary radiation that X-rays contain. The X-rays used for screening have not been around enough to be properly tested in this area and I should have the right to opt out without being treated as though I am a criminal.</p> <p>When I traveled to South Korea, Singapore, and Indonesia recently, I was given incredible treatment as a pregnant woman. They believe that it is a special and difficult time in life for a woman. Because of this belief, they treat such women as they do persons over the age of seventy, those who have physical handicaps, etc. I am extremely disappointed in your system and how there is no preference shown to women who are pregnant in the same way.</p> <p>I am requesting that pregnant women be added to the "preferred flyers" group. I cannot understand why we are not already on the list. I would also appreciate if you could pass this along to your workers as I was incredibly kind, but firm and was treated rudely and disrespectfully. If I have a choice, I should not be questioned thoroughly and told that I don't know what radiation is.</p> <p>Thank you, (b)(6)</p> <p>REASON for the call: Caller states her and her daughter were traveling from San Antonio to Nashville. Caller states they were traveling with pets and when they arrived at the checkpoints and removed them from the carrier. Caller states the TSO's made this huge thing about the size of one of her cats. Caller states they caused people to turn around and look at the cat. Then they asked what do they feed them and one of the agents states that they had their personal pet neutered and it did not get that size. Caller states that a lot of people considered their pets as their babies and the attention was not needed and feels this was not appropriate behavior. Caller states they would not make this comment to a person and they should not draw attention to them.</p> <p>Caller states the other thing that happened was that her daughter had a tole with her belongings and she placed the pet carrier on the belt. Caller states when she went back to claim her stuff her pet carrier was not there. Caller states she was informed to place the pet into the carrier but caller informed the officer that this was not the correct carrier. Caller states the officers looked for the carrier and informed her that it fell off the belt and the officer had to place it back through screening. Caller states the officer reach under the belt and dumped all of her daughters belongings out of the tote with her hands. Caller states another officer asked the officer what was that for but the officer did not answer her. Caller states this slowed down the line considerably. Caller states she does not have any items missing or damaged. Caller states at Nashville she never has problems when she travels through them.</p> <p>Airport: San Antonio Airline: Southwest Flight #: NA Date Time: 07-26-2015 12:30 pm Bag tag #: (10 digit): NA Bag Description: Pet Carrier Missing Damaged Item description: NA NOI: NA Anything on NOI: NA Gate Terminal: Southwest terminal but does not know gate number Email Address and phone: (b)(6)</p>
SAT	July	Customer Service - TSA	
SAT	July	Customer Service - TSA	<p>To Whom It May Concern:</p> <p>I had to wait a day or so to send this email because I was so upset the evening it occurred. After a long day of travel from San Antonio to Tampa with 14-month-old toddler, we finally arrived home long past our daughter's bedtime, eager to open her suitcase, retrieve her sound machine (which she MUST have to sleep), and put her to bed. As we went to open her Suitcase's lock, I noticed it was not our green TSA-friendly combination lock (just like our other two one our other two bags), but a red lock that required a key. NOT OUR LOCK. Some bright TSA worker thought it wise to give us a lock that required a key... A key that we clearly would not have! I was livid. My husband had to use a hacksaw to get into the suitcase to get our child to bed. Upon opening it, I saw our original lock, which had been cut. Why, I have not a clue, as it has worked without issue dozens of times and worked when I put it on that morning. I understand that someone wanted to secure my bag after having to cut my lock (for whatever reason) but it clearly wasn't thought through, because why, if my locks were combination, would I have a key to a different kind of lock? It was extremely irritating, inconvenient, and upsetting (I'm now out a lock and have to buy another to replace it). All this to search a bag of BABY STUFF. This occurred in San Antonio, Friday, July 17th, around noon (when we checked our bags). I don't know what you can do, but there was no explanation for the cut lock, the stupid decision to attach a lock we couldn't open, and I doubt I'll ever be reimbursed for my lost lock, considering I once had DVDs stolen from my bag and TSA somehow had video footage of that particular bag being searched, and I never received reimbursement for that. I just wanted someone to know about the incompetence that made the end of a very long trip that much worse. Perhaps training for employees would help?</p> <p>(b)(6)</p> <p>Caller has been using the TSA approved locks. On a recent trip they kept his 3 locks. He wants to know what he can do now for his locks. The third lock was missing from the returned flight from ELP.</p> <p>What was the brand of the locks, Travel Sentry or Safe Skies? Travel Sentry</p> <p>CSM RFI—Mis-handling RFI REASON for the call: Missing 2 TSA locks Date Time: 07-01-15 at 10 am Gate Terminal: NA Airport: SAT Airline: Southwest Flight #: 8 Bag tag #: (10 digit): NA Bag Description: Zebra striped luggage, medium in size Missing Damaged Item description: Missing two TSA locks NOI: Yes</p> <p>CSM RFI—Mis-handling RFI REASON for the call: Date Time: 07-04-15 at 1 pm Gate Terminal: NA Airport: ELP Airline: Southwest Flight #: 46 Bag tag #: (10 digit): NA Bag Description: Zebra striped luggage, medium in size Missing Damaged Item description: Missing one TSA lock NOI: Yes</p>
SAT	July	Locks - Missing or Damaged Lock—Claim Request	
SAT	July	Locks - Missing or Damaged Lock—No Claim Request	
SAT	July	Locks - Missing or Damaged Lock—No Claim Request	<p>The caller traveled back from San Antonio and she had a TSA lock that is missing from her checked baggage. The caller is upset about it. To whom it may concern,</p> <p>On 25 Jun 15, I was departing for vacation at San Antonio airport via terminal A. I was going through the security checkpoint at lane 1. At the time, there were no containers to hold my <u>purse</u>. As my carry-on was going through the scanner, my Louis Vuitton purse chain got stuck while going through the machine. Agent (b)(6) was called over by the individual monitoring the scanner to assist in freeing my chain. As the agents removed the chain from the scanner, my chain was destroyed. The incident happened at 2:20 pm.</p> <p>Agent (b)(6) pulled me aside and took pictures of the damaged chain and stated he would make a report and include the pictures of the damage. He requested my email address as well as my phone number. Agent (b)(6) gave me a TSA contact card and stated someone would contact me but to follow-up with an email to TSA. To date, no one has contacted me. I would like to be compensated for the damage done to my property. The chain is worth approximately \$500.</p> <p>Please respond as soon as possible. Thank you</p> <p>My contact information: (b)(6) Cibola, TX 78106 HP CP (b)(6)</p> <p>Para informar que me retornaron cuando revisaron mi maleta del vuelo de aerolíneas 635 de la Cd. de San Antonio a la Cd. de México, una maleta Burberry. Pensé que solo revisaban y no Robaban nada. Deseo saber si hay alguna manera de recuperar mi artículo o en su defecto mi dinero. Es muy vergonzoso lo sucedido nunca pensé que esto pudiera pasar cuando los pasajeros confiamos en ustedes.</p> <p>Enviado desde mi Samsung Mobile de Telcel The caller states they flew back from San Antonio on June 26 and now realize she has a flip flop missing from his bag, and the TSA lock was missing from his bag.</p> <p>Date Time: June 28, 2015 2:45 PM Airport: SAT Airline: Southwest Airlines Flight #: WIN2429 Bag tag #: (10 digit): (b)(6) Bag Description: Sanzschilite roller navy blue. Bag had a lime green piece of fabric on one of the zippers Missing Damaged Item description: Flip Flop navy blue with lime green line between the sole and cushion on top. The lock is a black TSA approved combination lock NOI present (writing on it): NO RESOLUTION to the caller's issue: The caller request an SF-95 Form be emailed to him.</p>
SAT	July	Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Luggage w/ Claim Request	
SAT	July	Mishandling of Passenger Property - Damaged/Missing Items—Checked Luggage w/ Claim Request	
SAT	July	Mishandling of Passenger Property - Damaged/Missing Items—Checked Luggage w/ Claim Request	



			<p>The caller doesn't appreciate TSA opening her luggage. She is upset because we took the twist tie off of her luggage.</p> <p>Date: Time: 07/22/15 Departure: 12:51PM          Airport: San Antonio          Airline: American Airlines          Flight #: 320          Bag tag #: [REDACTED]          Bag Description: In a black bag          Missing Damaged Item description: She is missing a twist tie from the zippers.          NOI: Yes.</p> <p>The caller is a check and for the last 6 weeks her bag has been checked every time. The caller flew this morning. The caller did not have a NOI out when she opened her suitcase and it looked like they dumped her items out and threw them back in her luggage. The caller states that her bag has been searched at SAT and ELP both ways.</p>
SAT	July	Mis-handling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request	<p>Date and Time: 7-1-15 departing at 6:00am          Gate: Terminal: NA          Airport: SAT to DAL to ELP flight 714.          Airline: Southwest          Flight #: 724          Bag tag #: [REDACTED]          Bag Description: Medium sized Ricardo de Beverly Hills royal blue with 4 wheels.          Missing Damaged Item: Her items looked like they had been dumped out and thrown back in her luggage. Her book was unwrapped and thrown back in her luggage.          NOI: No.</p> <p>Caller traveled from SAT to San Diego. She got a NOI in her bag. She is a diabetic and travels with her supplies. She says she had used needles in her bag and did not put them in a sharps container. She says that is a security issue for the agents that will be screening the bags. She says all her clothes were left a mess. She had to re-wash them because she did not know who touched them.</p>
SAT	July	Mis-handling of Passenger Property - Displayed Items--Carry-on or Checked	<p>Submitted on Thursday, July 30 2015 - 13:25 Submitted by anonymous user [REDACTED] Submitted values are:</p> <p>Feedback Type: Complaint          State: Texas          Airport: TEXAS -&gt; SAT -&gt; San Antonio International          Date of Travel: Thu, 07/30/2015          Time of Travel: 12:00 am          Airline &amp; Flight Number: Southwest 1440          Checkpoint / Area of Airport: Terminal A TSA Employee:          --Complaints--          - Complaint Feedback:          - Disability or Medical Condition          - Other          Complaint: My mother and I picked up my grandmother from the airport. My grandmother is in a wheelchair so we got gate passes in order to meet her at the gate. When going thru the security checkpoint, I saw the machine that xrays and asked an agent if my mom could go thru the basic xray. I was told she could but would then go thru a complete Pat down. My mom is stage 4 Alzheimer's. We decided to try the bag machine. It lit up because of the shirt she was wearing and she ended up getting a pat down and hand check. I kept telling the agents she didn't understand and was getting more anxious but they kept pushing her away from me. IAW your policy of risk assessment she was a very low risk. It was unreasonable to put her through that.</p> <p>Would you like a response? No, a response isn't required.</p>
SAT	July	Mis-handling of Passenger Property - Displayed Items--Carry-on or Checked	<p>The results of this submission may be viewed at:  <a href="https://www.tsa.gov/node/2259/submission/25278">https://www.tsa.gov/node/2259/submission/25278</a></p> <p>Caller has a complaint he would like to file. He got a warning notice of Civil Penalty in the mail today due to people not knowing their job at the Airport. He called and got information about how to properly take a firearm so he could fly with one when he flew from SAT. He got to the Airline ticket counter and handed them the gun case to declare the firearm. He told the lady behind the counter that he would remove the bolt so the gun could not be fired and she said absolutely that is ok. She then took his bag, but he put the bolt in his carry on bag. The TSO at security was upset because he had the bolt in his carry on bag. They told him to throw away the bolt, but he would not as the firearm would then be useless. Finally, the Airline flight attendant took his bag and checked it for him. The TSO did not even know what the bolt was. Caller got a warning notice today and he is upset about it. This happened in Nov 2014. His case number is [REDACTED]. It says it is a warning notice but it does not say he will need to pay a fine or that there is a civil penalty yet. His complaint is that they don't know how to do their job at security and now because of that he is the one that may have to pay for it.          Requests information be emailed to: [REDACTED]</p>
SAT	July	Persons w/ Disabilities (PWD) - Cognitive/Developmental/Mental Disability	<p>Date: Time of Incident: 11.15.14 Checked in Bag around 5:00 p.m.          Gate Terminal: NA          Airport: SAT          Airline: Alaska          Flight #: 0000          THIS GENERATED EMAIL HAS BEEN SENT FROM <a href="http://www.tsa.gov/contact/index.htm">http://www.tsa.gov/contact/index.htm</a></p> <p>Remote Client #: [REDACTED]          Date Time: 8/23/2015 1:51:02 AM</p>
SAT	July	Screening - Procedures/Process	<p>Name: [REDACTED]          Email: [REDACTED]          Complaints: Discourteous/Rude Employee          Flight Info (if applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Antonio Airport, Delta Flight 1790 from SAT to ATL on Friday, August 14, 2015.          Comments: Being handicapped, I appreciate when TSA agents take that into consideration when I can not take my shoes off as I have tarry Spastic Paraparesis and I would need firm or bolted down chairs or benches in place for me to be able to sit and stand to remove shoes, if necessary. Time and time again, the TSA agents at airports all over the country swab my shoes to conduct their tests and I pass. However, in San Antonio, I had a TSA male Hispanic agent who went out of his way to make me feel uncomfortable. He insisted that I take my shoes off and I could not since there was no firm seating. Since there was none, he proceeded to harass. After swiping the shoes then he proceeded to swipe both my hands as well as my carry on bag in an attempt to put me in 'my place.' When I told him I could show him my letter of disability from my doctor, he would not allow me to show it to him. He just went on and on verbally as if I was making up my handicap. I have flown on hundreds of flights over the years and had never encountered such harassment over a handicap. I just hope that karma does not get him back for his actions :-</p>
SAT	August	Customer Service--TSO	<p>Feedback Type: Complaint          Categories: Professionalism/Customer Service Current Date/Time: 8/7/2015 6:47:24 PM Airport: SAT - San Antonio International          Date/Time of Travel:          Airline &amp; Flight Number:          Checkpoint/Area of Airport:          TSA Employee (if known): Officer [REDACTED]          Comment: Officer [REDACTED] seemed at first to be a jolly big fellow, but he referred to me as "brother" during my visit &amp; politely asked him not to. He then did it again &amp; apologized quickly &amp; said it was a "bad habit" &amp; that it was a "Christian thing" which I found very unprofessional. I then heard him mention to the officer next to him that he "couldn't wait for vacation" which was down right rude.          Would you like a response?: False          Passenger's Name:          Phone Number:          Email:          To leave a comment concerning this feedback, follow this link: <a href="http://tsa.web.tsa.dhs.gov/EDB2/ApplicationManager">http://tsa.web.tsa.dhs.gov/EDB2/ApplicationManager</a></p>
SAT	August	Customer Service--TSO	<p>Submitted on Friday, August 21, 2015 - 12:15 Submitted by anonymous user [REDACTED] Submitted values are:</p> <p>Select Categories: Professionalism/Customer Service          Where did this happen?: TEXAS -&gt; SAT -&gt; San Antonio International          Date: 2015-07-24          Approximate Time: 4:15 pm          Airline &amp; Flight Number:          Checkpoint/Area of Airport: Terminal A          Name of TSA employee (if known):          Please provide a description of your inquiry/comment:          I would like to register a complaint against the TSA at the San Antonio International Airport. Unfortunately, I was so distraught by the expense of that I did not have the presence of mind to look for the agent's name; however, I do not want any individual misrepresented as much as I would like to suggest some additional training and signage.</p> <p>The incident happened on Friday, July 24, at around 4:15 p.m. in Terminal A. My partner and I were at separate security podiums having our IDs and boarding passes checked. After completing that process, I followed my partner into a security screening line, which had a gentleman in line in front of us. After we had been in the line long enough to remove our shoes and place our items in bins, an agent yelled at us (paraphrasing) "The line is closed. Don't go around the gate and make your own line!" She commanded us to gather our things and move to another line. I apologized immediately, saying "I'm sorry ma'am I didn't know" and gathered my belongings. My partner went up to the agent and apologized, explaining that it was an honest mistake. I want to stress that our tone was calm in this exchange—we were genuinely embarrassed and sorry. The agent suddenly did not accept our apologies, as she continued to go on to anyone who would listen that "I've never seen anyone try that before" and other such comments the entire time we were in the other line. Full disclosure: At that time my tone changed and I did return a sarcastic "We obviously did it on purpose" before my partner wisely instructed me to "Shut up" so I would not escalate the situation further. The agent either didn't hear me or chose to show restraint and we went through the line without any further incident.</p> <p>The agent seemed to assume that we had purposely attempted to enter a closed line, although I'm not sure why we would want to do that, as being in a closed line would not benefit us in any way. I'm honestly not sure what had happened since there was at least one person (a traveler, not airport or airline personnel) in that line ahead of us. The line may have just closed before my partner or I entered it, I did not notice the gate partially blocking the entry until we were kicked out. I simply saw a line with people in it and got in it myself. The entire situation was very difficult.</p>

Submitted on Friday, August 28, 2015 - 17:10 Submitted by anonymous user: (b)(6) Submitted values are:

Select Categories: TSA Pre?®  
Where did this happen? - TEXAS - -SAT - -San Antonio International  
Date: 2015-08-28  
Approximate Time: 3:30 am  
Airline & Flight Number: Southwest 3235  
Checkpoint/Area of Airport: TSA Precheck Line Name of TSA employee (if known):  
Please provide a description of your inquiry/comment:  
I just utilized the TSA precheck line at San Antonio to access my Southwest flight. Unfortunately I found the customer service and professionalism of the TSA precheck staff to be severely lacking. When placing my things on the conveyor to be scanned I put numerous loose items (lost iPhone, sunglasses etc) in a bowl. The female TSA agent insisted I place the loose items in my purse. I prefer to place these items in a bowl because my purse does not zip shut and purses often tip on the conveyor. The TSA agent insisted that I empty the bowl and place the items in my purse. The gentlemen on either side of me were permitted to place their loose items in a bowl rather than in their bags.

As I waited on my bags to come through the conveyor I witnessed the same employee crack a joke about a passenger who had misunderstood it a direction.  
Additionally, she loudly berated a fellow employee for a mistake.

Unfortunately by the time I had witnessed the 3rd infraction I was too far along to observe the staff members name tag.

In general I found the attitude and demeanor of the staff at this location to be very rude, brusque, and unapologetically tough. Security lines were very tight and passengers all appeared to be cooperative. Please work with this staff to develop communication skills that convey firmness, authority and direction without utilizing anger or bad attitudes.

If I had to venture a guess I would think you have a few bad eggs that are poisoning the work environment for others. I have always had a pleasant and relaxed precheck experience at other locations and hope this staff can be trained to provide the same consistency found in other precheck lanes.

==Passenger Information==

Name: (b)(6)

Caller flew from San Antonio to Louisville on Saturday and his luggage was searched and his TSA approved lock is now missing. He is wanting to file a claim for reimbursement since he found a NOI in the luggage.  
Submitted on Friday, August 28, 2015 - 11:21 Submitted by anonymous user: (b)(6) Submitted values are:

Select Categories: Broken Locks  
Where did this happen? - TEXAS - -SAT - -San Antonio International  
Date: 2015-08-23  
Approximate Time: 6:00 am  
Airline & Flight Number: Southwest Airline/Flight 248 Checkpoint/Area of Airport: After Baggage Check In Name of TSA employee (if known):  
Please provide a description of your inquiry/comment: I was traveling from San Antonio TX to Las Vegas NV with a transfer in Phoenix AZ flight 2922.  
When I checked my baggage at the Southwest counter in San Antonio I had a TSA approved combination lock attached to the zippers of my bag. When I got my bags in Las Vegas I noticed that my lock had been removed and there was no letter inside my bag to indicate that TSA had searched my luggage. My baggage claim (b)(6) is listed under (b)(6).

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/3952>

SAT August Customer Service--TSD  
SAT August Locks - Missing or Damaged Lock--Claim Request

SAT August Locks - Missing or Damaged Lock--No Claim Request

Caller has a complaint regarding screening. He traveled from San Antonio to ATL and he went through Gate A precheck line. Caller said the TSA agent scanned his laptop bag and had to rescin it then went through the bag while the caller was unaware, so the laptop was removed from the bag and he did not ever know that. Caller said he called the airport and its in lost and found and he has to pay to fly back or pay to have it sent. Caller said the officer should have told him or done it in front of him.

Mishandling RFI

CSM RFI--Mishandling RFI  
REASON for the call:  
Date: Time: 8:15 departure was at 7:35am but he went through screening about 6:30am  
Gate Terminal: Gate A2  
Airport: San Antonio  
Airline: Delta  
Flight #: 553  
Bag Description: Olive and Gray laptop bag  
Missing Damaged Item description: Laptop was removed by the officer in the precheck lane and the caller was not informed nor did the officer put it back in the bag.

To Whom it May Concern,

My name is (b)(6) and today (August 30, 2015) I was a passenger on flight Delta 5720 departing from San Antonio, Texas (SAT), arriving in Los Angeles, California (LAX).

Upon my return after our flight, I had opened my luggage, which was suitcase specially designed to carry cameras and photography equipment, and noticed you had left "Notice of Baggage Inspection" in this particular piece of luggage which contained all of my photography equipment...including my \$3500 Nikon D810 DSLR camera, which I only just purchased in March of this year 2015. I had decided to take a quick glance at some of my equipment that had been shuffled around from your inspection and noticed there was some physical damage done to my Nikon D810 DSLR camera.  
Please take notice of the attached photos showing the cracked control panel screen on my Nikon D810 DSLR camera.  
You will see the camera with the damage on the screen...and you should also take notice of the how heavily padded and secure the area where the camera was packed. This would indicate that the TSA agent who was performing the inspection had to have considerably careless to be able to cause any damage to Nikon D810 DSLR camera.

The damage done to my Nikon D810 DSLR camera does not only pertain to the control panel, but it also pertains to underlying issues caused by having a cracked control panel. There is now the matter of something called "light leak" which is caused because an area around the control panel has very slightly separated and now allows for more light to leak into the camera than typically should be allowed. The cost of the damage to repair my control panel screen is minimal (less than \$10, not including service fees)...however, the cost for repairing the internal damage that is causing the light leak will be upwards of \$200 or more.

I am writing not only to express my complete disappointment and anger at how careless the TSA was with handling my equipment during this inspection...but I would also like to know if the TSA has any procedures in place that will help me to pay for repairing the damages done to my Nikon D810 DSLR camera...as it was 100% the fault of whomever the TSA agent was that was performing the inspection.

Please feel free to email or call me at your convenience and let me know what, if anything, can be done to help rectify this matter.

Email: [\(b\)\(6\)](mailto:(b)(6))  
Mobile: (b)(6)

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The caller says she found an NOI in her checked baggage and her baby monitor was sitting at the top of the bag and is now broken and not turning on.

Date: Time of Travel: 8:515 - 5:50PM  
Gate Terminal: Gate A11  
Airport: San Antonio International  
Airline: Southwest  
Flight #: 687  
Baggage Tag # (Checked only - 10 digits): (b)(6)  
Bag Description: It is a big, gray roller bag with 4 wheels and two zippers on the top.  
Missing Damaged Item Description: The baby monitor is broken and will not turn on.  
Was an NOI Present? (Checked only): Yes  
Was there a timestamp or written notice on the NOI? (Checked only): No

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller said his issued Safety Glasses were missing from his checked luggage. He said he went back the next day to file a claim and then I heard anything back yet. He wants to know what he can do to file a claim. He flew out of SAT on American Airlines.

Date: Time: 10:01am 08/02/15  
Gate Terminal: Terminal 2  
Airport: SAT  
Airline: American Airlines  
Flight #: 1213  
Bag tag # (10digit): (b)(6)  
Bag Description: Gray lock box, 24inches X 16inches X 18 inches. It has wheels.  
Missing Damaged Item description: Issued Safety Glasses for work.  
NOI: Yes  
Email: (b)(6)

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller is a DAV. He was in DEN for a convention. He flew from SAT on Aug. 6, at 0600 hrs. The next date, when he went to get his service cap, he could not find it, he had to buy another and have all the embroidery redone. He found a NCI in his bag.  
CSM RFI---Mishandling RFI  
Reason for the call: caller's DAV cap is missing.  
On behalf of: himself.  
Departure date and time: Aug. 6, 0605 hrs.  
Location - gate and terminal: caller can't recall.  
Airport: SAT  
Airline: Southwest  
Flight number: 785  
Time of alleged incident: 0400 hrs.  
Bag claim number (10 digit): caller disposed of them.  
Bag description: black duffel bag - it had white masking tape around the straps.  
Missing or damaged item description: embroidered DAV cap.  
HAZMAT or prohibited?: NA  
Notations on the NCI: nothing written or stamped.  
Contact information: see above

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

TSA,  
I just arrived in DC flight 468 Southwest from San Antonio. I received a notification that you all decided to "inspect" my bag. While I understand the laws and need to do this, there is a better way to execute it. My belongings were damaged and not packed in the fashion in which they were found. It is not a difficult task to be polite and professional in the execution of "inspections". I ask that I be contact (via email) to address my concerns with the handling of my personal belongings. Thank you for your time  
Sent from my iPhone

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

REASON for the call: Caller and his wife go to the Caribbean about once a year. They fly from San Antonio to Atlanta to St Thomas. He was told he can cut a 4 inch knife in checked baggage. It is a special knife that he uses to cut line. He checked the knife in a bag and it is missing along with a led flashlight. This was a 150 dollar knife and he would like to get it back.  
Date and Time: August 4th at about 4:40 am  
Gate and Terminal: It was the Delta terminal  
Airport: San Antonio  
Airline: Delta  
Flight Number: 774  
Bag tag # (10 digit): Available  
Bag Description: It is a small navy blue hard fabric bag with yellow stripes on the zipper part.  
Missing Damaged item description: 150 dollar knife and flashlight. He had the knife folded  
NCI present (writing on it): Yes with nothing written or stamped on it  
email: (b)(6)

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Submitted on Monday, August 17, 2015 - 13:01 Submitted by anonymous user: 216.246.75.186 Submitted value are:  
Feedback Type: Complaint  
Complaint Categories: Missing or Damaged Items Please provide a description of your inquiry, comment, complaint. Upon arriving at my final destination at camp Joy near Florence KY. And opening my bag, I noticed that TSA had inspected it and left a card. It wasn't locked and I understood why. However two items seem to be missing. A zipped wallet with various coupons and medical info. And two debit cards no longer used but active. And receipts. Also a small Swiss army survival kit including a pocket knife, flashlight, and ruler in a leather holder given to me by my dead father almost 20 years ago. These items were in a check bag and posed no threat. They were stolen by whoever inspected the bag. Carriers should be checked and the idiot in San Antonio where I can only presume this occurred should be fired.  
--Travel info--  
State: Texas  
Airport: -TEXAS- -SAT- ->San Antonio International  
Date of Travel: 2015-08-16  
Time of Travel: 8:05 am  
Airline & Flight Number: American airlines 1576  
Check-in/Baggage Area: Ticketing  
TSA Employee:  
Would you like a response? Yes, I would like a response.  
--Passenger Information--  
Name: (b)(6)  
Phone: (b)(6)  
Email: (b)(6)

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/880/submission/1310>  
Call Reason - Caller is missing 3 ink cartridges from his checked bag.

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Date - Time of Incident: 08 15 2015 09:40 am  
Gate Terminal: Not Provided  
Airport: San Antonio, TX  
Airline: Southwest  
Flight #: 4202  
Bag tag #: (b)(6)  
Bag description: Large black Golf Travel bag  
NCI: Yes and no note.

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The caller flew yesterday from San Antonio to Houston and then international. She says she had three bags; one bag had plain white vinegar, in another bag she had liquid starch, and in another bag she had olive oil. She said these were all securely wrapped in her bags. She says whoever inspected her bag unwrapped all of her liquids which caused them to spill all throughout her bags.  
Date-Time of Travel: 8 18 15-6:15AM  
Gate Terminal: Terminal 2 and Gate 7  
Airport: San Antonio  
Airline: United Airlines  
Flight #: 659  
Baggage Tag #: (Checked only = 10 digits) (b)(6)  
Bag Description: The bags were a set of three that were black Samsonite with rollers. They have green and red bag tags. They also had white ribbons with green polka-dots.  
Missing Damaged Item Description: All of her liquids were opened and not securely closed which caused every liquid to spill in her bag. The oil has ruined one of her suitcases and clothes.  
Was an NCI Present? (Checked only): Yes  
Was there a timestamp or written notice on the NCI? (Checked only): No

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller says that he had his bicycle well wrapped but it now has scratches on it. There was a NCI  
Date - Time: 8 5 2015 5:00 am  
Gate Terminal: C14  
Airport: SAT to RDU  
Airline: Southwest airlines  
Flight #: 2525  
Bag tag # (10 digit): (b)(6)  
Bag Description: black hard bike case  
Missing Damaged item description: scratches on the bike at the bottom near the gear shift and across the top near the seat  
NCI: yes - nothing extra on it

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The caller left Saturday from SAT on Delta airlines when she noticed TSA had took items from her bag. The caller had huge needles, two big bottles of perfume, razors in her purse and TSA didn't even check it.  
Date - Time: 8 15 2015 2:45pm  
Gate Terminal: Not Provided  
Airport: San Antonio, TX  
Airline: Delta  
Flight #: DL6286  
Bag tag # (10 digit): Not Provided  
Bag Description: Jasp Duffel Bag with a sticker on the outside  
Missing Damaged item description: \$30 bodywork's hand sanitizer, \$50 body lotion, 6 old spiced gel deodorants  
NCI: Yes  
He said he has damage to the items in his bag and he got a no. He said the Worcester sauce and ketchup bottles were broken and they got all over his items inside the bag and also the inside of the suitcase. He requested that we email him the claim form to him. He declined going over the policy on how to file the claim.

SAT August Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Mishandling RFI  
REASON for the call: Damaged items  
Date - Time: 08-29-15 at 7:40 am  
Gate Terminal: A 2  
Airport: San Antonio  
Airline: Delta  
Flight #: 553  
Bag tag #: unknown  
Bag Description: red burgundy suitcase with his name tag on it  
Missing Damaged item description: damaged bedsheets, clothing and the inside of the suitcase  
NCI: Yes

He said on August 27 he flew from San Antonio and he got the (b)(6). He said he is missing all of his ties. He requested that we email the claim form to him. He declined going over how to file the claim.

Mishandling RFI  
REASON for the call: Missing Items  
Date - Time: 08-27-15 at 11:53 am  
Gate: Terminal: unknown  
Airport: San Antonio  
Airline: American  
Flight #: 2210  
Bag tag #: unknown  
Bag Description: black garment bag type suitcase with wheels with his name tag on it  
Missing Damaged Item description: missing all of his ties and a pocket square.  
NOI: Yes

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Dear TSA,  
I am writing to let you know of an unacceptable check experience which occurred on August 23rd from San Antonio TX en route to Harlingen PA on the Delta service.  
My bag was opened and so were the contents of my clear cosmetics case. My cosmetics were opened and not closed properly- I know this because not only was the alcohol based product spilled throughout my clear case, but it has leached onto my clothing and sat that way for the duration of my flight and its transfers.  
While I understand and appreciate the efforts of the TSA, I go to great lengths to comply and to make it easy for my liquids to be seen, found and inspected. I do not appreciate the carelessness that my items are handled with. Some items are now permanently damaged! Not to mention an expensive product is wasted.  
I would very much appreciate a response, as I would like to know what can be done to compensate me for carelessness I experienced in my check and to discuss how to avoid this frustration and disappointment in my future travels.  
Thank you.

(b)(6)  
RE: (b)(6)  
W/ (b)(6)  
Sent from my iPhone

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Kindly excuse any typos!

Hi,

My experiences at the San Antonio Airport.

Purchased a ticket at the end of 2014 with United Airlines to fly to Seoul, South Korea, via San Francisco from San Antonio, Texas. Unfortunately, when I left on May 22, the direct flight from San Antonio had been cancelled. Now I had to fly to Houston to connect to the flight San Francisco, leaving at SA airport at 4:48 am.

For all flights I was TSA Pre-approved with the convenience along with it. While it was easy for me and my carry-on to proceed through the luggage check, in the back of the San Antonio Airport my checked suitcase was vandalized. The only thing that was not thoroughly checked were my disposable and pre-packaged pants.

A National Geographic Magazine, a small booklet and a map of Yosemite Park, gift wrapped for a friend in Kyoto, was savagely ripped apart. See attached photos!

MY QUESTION: WHERE IS THE LOGIC? On one side of the airport you have easy entry, and on the other side your checked suitcase gets vandalized?????????

Hope the San Antonio Airport can be improved in all areas needed.

Sincerely Yours,

(b)(6)

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Submitted on Monday, August 21, 2015 - 19:01 Submitted by anonymous user (b)(6) Submitted via email.

Select Categories: Screening  
Where did this happen? - TEXAS - -SAT - -San Antonio International  
Date: 2015-08-03  
Approximate Time: 10:00 am  
Airline & Flight Number: Delta - Atlanta bound Checkpoint/Area of Airport: Atlanta Name of TSA employee (if known):  
Please provide a description of your inquiry/comment:  
Our electric stuffer was removed from our duffel bag.

I also have a screening complaint. I have observed Muslim women covered faces NOT have to remove their covering to prove their identity. This is an offense this is in the guise of religion. My security and our security of our nation is more important than offending the Muslim religion. Easy fix: get a woman, or a Muslim woman to privately take the woman and check in a private booth.

Easy done!  
==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/4636>

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage w/out Claim Request

The callers bag had a firearm in it and American airlines told him to tighten the locks on the case. He then stated that his bag was held and wasn't able to travel. He wants the CSM number to SAT.

SAT August Screening - Procedures/Process

Caller said they have sent emails and they have received no response. They have PreCheck through the pilot program with an airline. So she went through a trusted traveler program. Caller said since getting her KTN she has been selected on her last 24 flights for additional screening because she is white. She believes she is being targeted. She said other people have had metal detectors beep in front of her and they don't get pulled aside for additional screening. Caller says the officers then wait for her to come forward and send her to additional screening. Caller states this has happened at multiple airports, and has been given different reasons for why this occurs. Caller states that some reasons given have been that the person is with a group, is wearing a burka, or is a known crew member. Caller said that it happened again today. Caller said that a black female flight crew member alarmed the metal detector and she did not have to go through additional screening. Caller said she was then selected for additional screening herself. When she asked for a supervisor she was given the known crew member reasoning for the other passenger not receiving additional screening. When the caller asked for the supervisors name the supervisor threatened to call the cops. Other airports where this has happened are: DFW, MIA, STL, and IAH.

Date Time: 9/17/15 12:45pm  
Airport: SAT  
Airline: AA  
Flight #: 320  
Employee: Female came up to her and told her that she was the manager at the time. She told the caller that crew members are exempt from screening and whoever they want for additional screening. Caller said she asked the TSO's name and the officer told her she would call the police and put her on a no fly list.

SAT September Civil Rights - Racial Profiling or Discrimination

Caller flew back to San Antonio and spoke with a supervisor at the check point. She says the supervisor was nice to her. She said that he said he would speak to the TSO in question. She flew from another country to San Antonio. She went through the check point with her mother. She had both 3-1-1 bags in her mothers bag. She told them that it was her bag. It was actually her mothers bag. She said that her mothers bag was inspected and they had an altercation about removing a cover. He went into the bag and then he found out that there was too many LGAs in the bag. She says that he was rude about the inspection. He told her he was going to throw out some of the items. He did not help her close the bag and he seemed like he was not concerned about the situation. She is upset because she thinks he was abusing his power. He was a large man. He was Caucasian with dark hair and he wore glasses. He was over 6 feet and under 35 years old. He had a bit of a gut.

Date - Time: 3:27 PM on 9-6-2015  
Gate Terminal: B5  
Airport: San Antonio  
Airline: United  
Flight #: 5206

SAT September Customer Service - TSO

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

Remote Client IP: (b)(6)  
Date Time: 9/17/2015 9:00:25 PM

Name: (b)(6)  
Email: (b)(6)  
Flight Info (if applicable): Enter Flight#/Airline/Terminal/Airport/Gate/Etc.: 9/14/15 Travel from SAT - ATL - LAX  
File: DL1871 and DL2356

Comments: I purchased a brand new golf travel bag and accompanying very nice MasterLock that was TSA-approved. When I arrived at LAX, my lock was gone and some of the pockets inside the travel bag had been opened but not closed. This is the first time I had ever used the lock and it was lost by TSA. Very frustrating! I would like TSA to replace the lock.

SAT September Locks - Missing or Damaged Lock-No Claim Request

Thanks  
(b)(6)

SAT September Locks - Missing or Damaged Locks—No Claim Request

Caller had a TSA certified lock removed from his baggage. He wants reimbursed for his losses.

Date: Time: 9-21-15 10:30 AM  
Gate Terminal: A17  
Airport: San Antonio  
Airline: US Airways  
Flight #: 5291  
Bag tag # (10 digit): [REDACTED]  
Bag Description: Samsonite large black rolling suitcase, red tag saying Grand Prix Tours  
Missing Damaged Item description: Missing lock  
NOI: Present

Submitted on Tuesday, September 8, 2015 - 22:45 Submitted by anonymous user: 184.28.17.4 Submitted later use

Categories: Missing or Damaged Items  
Where did this happen?: TEXAS--SAT--San Antonio International  
Date: 2015-09-08  
Approximate Time: 11:00 am  
Airline & Flight Number: Delta 2132  
Checkpoint/Area of Airport: Checked baggage area Name of TSA employee (if known):  
Please provide a description of your inquiry/comment: I was traveling with a brand new in package, unopened box of baby monitors. Upon reaching my destination, I discovered that the box had been opened, incorrectly repackaged, and several of the contents were missing. I had no written notification that my bag was searched, and no notification that they had opened any part of the baby monitor box. The baby monitor was a baby shower gift, therefore I have no original receipt with which to file a damage claim.  
I would like to have restitution for my damaged items, seeing as it was brand new, never opened, and never used

==Passenger Information==  
Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/7892>

SAT September Mishandling of Passenger Property - Damaged/Missing Items—Checked Luggage w/ Claim Request

The caller has an NOI and is missing his fly fishing equipment. It was a box full of flies. He is upset about this.

Date: Time of Travel: 09 17 2015 5:40AM  
Gate Terminal: Gate: A9  
Airport: SAN  
Airline: SW  
Flight #: 2768  
Baggage Tag # (Checked only - 10 digits): [REDACTED]  
Bag Description: Green duffel bag, with an orange backpack inside.  
Missing Damaged Item Description: Clear box with a bunch of fishing flies  
Was an NOI Present? (Checked only): Yes  
Was there a timestamp or written notice on the NOI? (Checked only): No

SAT September Mishandling of Passenger Property - Damaged/Missing Items—Checked Luggage w/ Claim Request

REASON for the call: Caller states she flew from San Antonio to Baltimore then to Macarthur. Caller states they were traveling with archery equipment with TSA locks and their locks are now missing. Caller states they did not find a NOI inside the case and asking what can they do. Caller states she does not think she is missing any items from inside the case and does not think the case is damaged.

Airport: San Antonio  
Airline: Southwest  
Flight #: NA  
Date: Time: 09-27-2015  
Bag tag # (10 digit): NA  
Bag Description: Black case hard sided with 5 latches and wheels and handle caller had a pink paracord tied around the handle  
Missing Damaged Item description: Passengers lock  
NOI: No  
Anything on NOI: NA  
Gate Terminal: Gate A 13  
Email Address and phone: [REDACTED]

SAT September Mishandling of Passenger Property - Damaged/Missing Items—Checked Luggage w/ Claim Request

Caller flew from SAT to Phoenix. He had a NOI in his bag. He says they took the computer out of the protection bag and did not put it back inside after screening. He is disappointed they did not take the time to put the lap top back into the protection bag. It wasn't damaged but could have been.

CSM RFI—Mishandling RFI  
REASON for the call: Lap top not put back into a protection bag  
Date: Time: 09-28-15 at 7:25 pm  
Airport: SAT  
Airline: Southwest  
Flight #: 1016  
Bag tag # (10 digit): [REDACTED]  
Bag Description: Black bag, Venture Club is the brand, medium in size, soft sided bag  
Missing Damaged Item description: Lap Top wasn't put back into a protection bag after screening  
NOI: Yes

SAT September Mishandling of Passenger Property - Damaged/Missing Items—Checked Luggage w/out Claim Request

Caller: She traveled from San Antonio to Nashville. When she arrived at her destination she found a NOI inside her checked baggage. Some calcium pills were removed from a daily dose container. Also, the laptop that was wrapped on a towel was thrown inside without it. She just want to place a complaint. Also she lost the letter with her KTN. Wanted to know who she could contact to get her number back.

Date: Time: 08 30 2015 09:45 AM  
Gate Terminal: C9  
Airport: San Antonio  
Airline: Southwest  
Flight #: 1377  
Bag tag # (10 digit): [REDACTED]  
Bag Description: Dark pink  
Missing Damaged Item description: Calcium pills  
NOI: No info

SAT September Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked

Caller is upset because her Jar of Honey that she had wrapped up and packaged was checked, but not placed back into the bag as it was put or it being checked. Says the jar was fine and closed, but was no longer wrapped and packaged. Caller is wanting to let the CSM of the airport know about her experience. Also caller wanted to let us know that other than the Jar of Honey in checked baggage, she enjoyed her experience throughout TSA Screening.

Date: Time: 9 29 2015 7:40 AM  
Airport: SAT  
Airline: Delta  
Flight #: 0553  
Bag tag # (10 digit): [REDACTED]  
Bag Description: Samsonite Red Suitcase marked with her initials RT  
NOI: YES  
Anything on the NOI: any special markings: NO

SAT September Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked

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

Remote Client IP: [REDACTED]  
Date Time: 9/14/2015 3:20:26 PM

SAT September Patdown - Flyer

Name: [REDACTED]  
Email: [REDACTED]  
Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (if applicable): Enter Flight/Arrive Terminal/Airport (Gate/Etc)--SAT to SFO United 4:15pm  
Comments: On Friday, September 11, 2015, I traveled from SAT to SFO on a United flight. I opted not to be scanned around 3:15 pm. I was wearing a black tee shirt and grey sweat pants. The TSA agent who was to do my pat down was remarkably rude and unprofessional. Officer [REDACTED] who was the supervisor on duty, first tried to talk me out of it making expressions and saying "you know what I'm going to do?" When it pointed out my property, I quickly (because he lunged at them) told him not to place my shoes on my laptop. Instead, he placed my laptop on my shoes. When I asked him to stop, he said "you didn't say I couldn't do that." He then said he was all by himself and had to carry all of the items over by himself. I wanted to ask for a supervisor, but he was the supervisor. For someone wearing a tee shirt and sweat pants, he spent a longer amount of time handling my crotch. You have nasty people working for you setting an example to those who just joined. Please send Officer [REDACTED] to sensitivity training.

SAT September Patdown - Flyer

Caller just came through at SAT. He has a steel hip. He was not advised of anything about the hip. There was an alarm and he received a pat-down. That screener was abrupt. Caller thinks that he should have been advised that he would receive a pat-down due to the metal hip.

The machine didn't find anything nor did the pat-down.

Caller thinks that passengers should not have to go through the pat-down if they have metal hips. The agents should have asked if you have any metal implants.

Remote Client IP: [REDACTED]  
Date Time: 9/19/2015 4:19:37 PM

SAT September Persons w/ Disabilities (PWD) - Internal Medical Devices

Name: [REDACTED]  
Email: [REDACTED]  
Complaints: -Inappropriate Screening/Pat Down Screening-  
Flight Info (if applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 9/17/2015, flight from San Antonio to Okla, Southwest airlines. Arrived at airport around 8:00AM.

Passenger name: [REDACTED]  
Comments: My husband has a pace maker. Told that to the TSA person. TSA should not wand near the pace maker because it knocks off the rhythm of the pace maker and cause the heart to beat improperly. TSA attendant did it anyway. My husband is out of town and his heart is beating incorrectly because of the pace maker being knocked off. TSA has put his life in jeopardy. Submitted on Saturday, October 31, 2015 - 06:04 Submitted by anonymous user [REDACTED] Submitted values are:

Categories: Screening  
Where did this happen? -TEXAS- --SAT-- --San Antonio International  
Date: 2015-10-31  
Approximate Time: 06:30  
Airline & Flight Number:  
Checkpoint/Area of Airport: Gate b sat airport Name of TSA employee (if known):  
Please provide a description of your inquiry/comment: Why am I as a tax paying citizen being asked why I want a female assist. At NO PCI NT should I be asked why I should only be told okay. And why is there a push to not have any assist and "make" people go through Millimeter wave technology X-ray? As a tax paying citizen I would appreciate a correction of this "attitude" at the airports.  
==Passenger Information==

Name: [REDACTED]  
Email: [REDACTED]  
Phone:

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/22824>

SAT October Advanced Imaging Technology (AIT) - Flyer

Submitted on Sunday, October 25, 2015 - 17:52 Submitted by anonymous user [REDACTED] Submitted values are:

What is your complaint about? Gender  
Where did this happen? -TEXAS- --SAT-- --San Antonio International  
Date: 2015-10-25  
Approximate Time: 04:30  
Please provide a description of the issue: When going through the scanner each time I go through it scans me as a male, meanwhile I was born female and just because I may not be the most feminine female I am padded down in the hip/crotch area. This is profiling people. You need to start asking people what you want (sure. This is ignorant of today's culture and social norms.  
List any witnesses: [REDACTED]  
Name of TSA employee (if known):  
Are you filing this form for yourself? Yes

==Contact Information==  
Name: [REDACTED]  
Address: [REDACTED]  
City: Port Washington  
State: New York  
Zip Code: 11050  
Phone: [REDACTED]  
Email: [REDACTED]

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.

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2258/submission/20485>

SAT October Civil Rights - General Complaint and Discrimination

Submitted on Tuesday, October 20, 2015 - 20:25 Submitted by anonymous user [REDACTED] Submitted values are:

Categories: Professionalism/Customer Service  
Where did this happen? -TEXAS- --SAT-- --San Antonio International  
Date: 2015-10-20  
Approximate Time: 18:00  
Airline & Flight Number: Southwest 1003  
Checkpoint/Area of Airport: Terminal A  
Name of TSA employee (if known): Initials on my boarding pass were ME Please provide a description of your inquiry/comment: The blonde lady with glasses, tall and slender, appeared to be early 50's was very rude. Clearly she nor her counterparts at this gate were happy to be doing their job or concerned about customer service. There were only 2 people checking ID with boarding passes, not trying to move the line and she would not allow my husband to stand with me. Then the pretty lady scanning bags wouldn't get off her butt to look through anything that she thought was suspicious, instead kept calling for bag checks. And we waited nearly 10 minutes with a bag scanned 3 times because they wouldn't just look through it or ask us to pull items out for a stupid refrigerator magnet, but it took 5 minutes before someone came to look through the bag even though there were 3 agents just standing around doing nothing in a conveyor belt line that was not even running! Just terrible service and agents that don't give a damn!  
==Passenger Information==

Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/15392>

SAT October Customer Service - TSO

Submitted on Sunday, October 4, 2015 - 10:31 Submitted by anonymous user [REDACTED] Submitted values are:

Categories: Prohibited Items  
Where did this happen? -TEXAS- --SAT-- --San Antonio International  
Date: 2015-10-04  
Approximate Time: 09:00  
Airline & Flight Number: AA 2210  
Checkpoint/Area of Airport: Terminal B  
Name of TSA employee (if known): not known Please provide a description of your inquiry/comment: Not that it matters because these complaints fall on deaf ears and nothing will change, but these unorganized rude fucks need not be in contact with any people. Going through this checkpoint was, as always, a horrible experience. They searched my bag, pulled my shaving cream, body wash, and shampoo citing "no aerosols allowed and your soaps are in liquid form and in a container greater than 3 oz." Then this rude bitch says "its on our website". Well what good does a website do me now that I am here? Why can't you post that somewhere in this building so I would have known to put these items in my checked bag? There is a way to interact with people without being rude. These entity employees were unprofessional and exhibited piss poor customer service.  
==Passenger Information==

Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/14770>

SAT October Customer Service - TSO

SAT October Customer Service - TSO

Caller called day before yesterday and she had set up ODPO assistance and there was no one there to help her through the checkpoint.

Submitted on Tuesday, October 13, 2015 - 15:46 Submitted by anonymous user: (b) (6) Submitted via an:

Categories: Professionalism/Customer Service  
Where did this happen?: TEAS: --SAT: - -San Antonio International  
Date: 2015-10-13  
Approximate Time: 14:30  
Airline & Flight Number: United & 5206  
Checkpoint/Area of Airport: Security checkpoint Name of TSA employee (if known): Officer (b) (6) Please provide a description of your inquiry/ comment. Waited at red line and thought I heard Officer (b) (6) call me up to check my info, apparently I misunderstood and was scolded for "going before I was called." Got the impression she was trying to cause problems. Not the first time TSA has been rude without a purpose at I his airport. Officer (b) (6) should not have this position. Maybe she needs to retire. My husband told her to have a wonderful day and she scow led at him. I understand safety overrides courtesy at TSA but her attitude was unnecessary. I've never encounter anything but kindness from oth er TSA employees in other airports. Thank you.

==Passenger Information==  
Name: (b) (6)  
Email: (b) (6)  
Phone: (b) (6)

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/17484>

SAT October Customer Service - TSO

Caller got a notice of inspection in her bag and her lock was missing. It was inside of her bag.  
Date Time: 6:05 AM 10-4-2015  
Gate Terminal: A7  
Airport: SAT to Dallas  
Airline: Southwest  
Flight #: 559  
Bag tag #: (b) (6)  
Bag Description: Black medium sized Briggs and Riley. It has a green tag with a 'C' written on it.  
Missing Damaged item description: Her lock was out of the bag.  
NOI: Yes with nothing on it.

SAT October Locks - Missing or Damaged Lock--No Claim Request

Mishandling RFI  
Reason for the call: Caller states that after her bag came through the conveyor belt, it came out in 2 pieces. Caller states that the TSO took a picture of the bag and advised her to go online to www.tsa.gov to further address the issue.  
Airport: San Antonio  
Airline: Southwest  
Date and Time: 09 10 2015 1:47 PM  
Gate and Terminal: TSO told her lane 2  
Flight #: 486  
Bag Description: A small rolling carry on suitcase with 2 wheels, color: dark blue.  
Damaged Item: Caller states that one of the feet that helps the bag stand up was ripped off and the bridge that holds the bottom of the bag together was ripped as well.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

To whom it may concern:  
I packed a newly refilled prescription of 60 35 mg adderall pills in my purse on October 5, 2015 and was pulled aside at the San Antonio TSA checkpoint in terminal A on a direct flight with southwest from SAT to Las Vegas NV on flight 3086 that same day. I checked my luggage in at 10:25 am and got pulled aside for further bag check between 10:30-10:45 am during a shift change (I have attached my baggage claim ticket for your convenience which outlines what time I checked in my luggage and flight information).  
At the TSA checkpoint, I was in the line with the woman that had gray short hair in the second line from the left next to the pillar. The agent could not identify some object in my bag and requested a bag check on line 2. The next TSA agent (who was also a woman) went through my purse and bag and could not identify the object in question. She then took my belongings and did not allow me to accompany my items to return them through the X-ray machine. Upon my arrival to my hotel in Las Vegas I noticed my medicine was missing. I called my husband and verified the medicine was not at home or in the vehicle that we drove to the airport.  
I request that someone review the surveillance video to determine where my prescription medicine went.

Please advise.

Thanks:  
(b) (6)  
(b) (6) mobile

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

Caller said she went through the screening and she had a stroller that did not fit through the X-ray machine and was damaged. She was given this number to call.

Date Time: 10 08 15 at 1:15 pm  
Gate Terminal: A6  
Airport: SAT  
Airline: volans  
Flight #: 559  
Missing Damaged Item description: Black with gray stroller.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

Hi  
I could not be 100% with where it was searched. I checked my bag in at San Antonio and I boarded the American airline plane flew to Dallas then onto Miami which was my destination and my bag was the last off the conveyor belt about 20 mins after all bags were taken off the conveyor belt. The point I'd like you to understand is that all items back neatly don't just throw them back in carelessly and LOCK MY COMBINATION LOCK. It was left unsecured. My combination lock was not secured and anyone could have stolen an item or worse put drugs or weapons in my suitcase without my knowledge and I would have been held accountable for YOUR unprofessionalism and carelessness to follow procedures and policies.

(b) (6)

> On 21 Oct 2015, at 14:06, TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov> wrote:  
>  
> Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.  
> The Contact Center's frequently asked questions page has answers to the most common inquiries we receive from the public.  
> If you are willing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "When I fly, can I bring my...?" tool located on the [www.tsa.gov](http://www.tsa.gov) homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.  
> The Travelers page <https://www.tsa.gov/travel> has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.  
> You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of this above information. You can access TSA.gov from any smartphone by typing [www.tsa.gov](http://www.tsa.gov) in the web browser. You can download the MyTSA iPhone app for free on iTunes.  
>

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The caller's bags did not arrive on time and she is missing expensive jewelry out of her jewelry bag. The locks are also gone and her bag is badly damaged.

Date Time of Travel: 10 08 2015 original flight time 12:40PM new flight time 12:05PM  
Gate Terminal: Gate: A3  
Airport: SAT  
Airline: Delta  
Flight #: original flight: 633 (reputed new flight 2132)  
Baggage Tag # (Checked only - 10 digits): (b) (6) another number she found on her bag (b) (6)  
Bag Description: Large, grey suitcase, 29in, had a lime green belt around the middle with a lock on it.  
Missing Damaged Item Description: Yellow gold band (ring) that had ten diamonds in two rows, white gold ring with small diamonds that had three sections surrounded by tiny little diamonds.  
Was an NOI Present? (Checked only): Yes.  
Was there a timestamp or written notice on the NOI? (Checked only): None.  
REASON for the call:  
The caller stated that she had a NOI and she is missing a Coach purse and the Coach belt for the purse that makes it longer.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Date Time: 10 11 2015 @ 6 AM  
Gate Terminal: NA  
Airport: SAT with a stop in Dallas and then to Chicago Midway  
Airline: Southwest  
Flight #: WN324 to Dallas, WN997 from Dallas to Midway  
Bag tag # (10 digit): (b) (6)  
Bag Description: It was a red carry on size Tommy Hilgier rolling suitcase.  
Missing Damaged Item description: She is missing a name brand, white with different shades of pink, Coach purse that also has her first one and perfume inside of it and the belt that makes the purse larger.  
NOI: Yes.  
Anything on NOI: No.  
The caller flew from San Antonio to DFW, and her laptop was missing.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Date Time: 10 19 2015 @ 8AM  
Gate Terminal: B2  
Airport: SAT  
Airline: American Airlines  
Flight #: 1576  
Bag tag # (10 digit): (b) (6)  
Bag Description: It is a maroon bag. The brand is Verdi.  
Missing Damaged Item description: It is a grey Dell laptop.  
NOI: Yes, nothing on it.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller received a NOI and had noticed that the iPad is missing, and is requesting to file a claim.

Date: Time: 10.17 @ 3:00 PM  
Airport: SAT  
Airline: Southwest  
Flight #: 1379  
Terminal gate#: Unknown  
Bag tag #: 10digit: (b)(6)

Bag Description: Small 2 wheeled black bag, American Tourister brand.  
Missing Damaged item description: iPad, white MacBook keyboard serial number: (b)(6)

NOI present (written on it): Yes  
The caller flew from SAT and when she unpacked, there was an NOI. However, the lock was broken and her hair spray was emptied all over her clothes. She also asked if locks are allowed.

Date: 10-20-15  
Time: 4:25pm  
Airport: SAT  
Gate: A10  
Airline: Southwest  
Flight: 3147  
NOI: Yes

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Bag Tag: (b)(6)  
Bag Description: Large black bag with roller wheels and a pink bag  
Damaged item: Lock was broken and a can of hair spray had been emptied all over the clothes, though the lid was on the can.  
Hello:

My name is (b)(6) and I've traveled from San Antonio to Heathrow this morning

I want to state that I totally understand the need to check my baggage and I fully respect you while doing this but what you've done today to my luggage wasn't obeying the law but plain vandalism. Not only you've destroyed a really expensive luggage but you've also left the shower gel cap opened and I've found a mess in my baggage. All my clothes are ruined. Who will pay for this now? Of course you are not liable for this either.

Many thanks for letting the notice saying that you are not liable for damage to my hundreds of pounds trolley. You really should be ashamed at yourselves. I would have opened it without a problem to avoid the damage that you've caused. I don't really understand where it's stated that I'm not allowed to lock my luggage.

Really terrible service. Shame

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

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

REASON for the call: Caller flew on Sunday from San Antonio to Houston to Florida and he had a gun case and TSA left an NOI and they ripped the foam insert in the gun case and it cost 100 dollars.

Date: Time: October 24 2015 06:30 am  
Gate Terminal: Unknown  
Airport: San Antonio  
Airline: Southwest  
Flight #: 3058  
Bag tag #: 10 digit: (b)(6)

Bag Description: black Pelican gun case, 4 feet tall and 16 inches wide, handle on the side with wheels.  
Missing Damaged item description: The foam insert in the gun case is ripped.  
NOI: Yes, blank  
Special Notes: N/A

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Caller had a NOI in her bag and she is missing a gift item, a baby Onesie which is a shirt/pants combination. It had Minnesota printed on it so it was custom and special. She stated that she hopes perhaps it fell out during screening.

CSM RFI--Mishandling RFI

REASON for the call:  
Date: Time: 10-20-15 Departing at 1:25 PM  
Gate Terminal: A  
Airport: SAT  
Airline: Delta  
Flight #: 1790  
Bag tag #: 10digit: (b)(6)

Bag Description: A medium size gray with white stripes rolling bag  
Missing Damaged item description: Infant Onesie which was custom printed with Minnesota on it.  
NOI: Yes. Nothing written or stamped on it.

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

Dear TSA:

A handcrafted pewter belt buckle is missing from my luggage after a TSA inspection when the bag was en route today, Thursday, October 29, 2015, on Southwest Airlines flight 479 from San Antonio to San Diego, transferring to Southwest Airlines flight 203 from San Diego to San Jose.

Please find and return the buckle to me.

Sincerely,

(b)(6)  
(b)(6)  
San Jose, CA 95131  
(b)(6)  
(b)(6)

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

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

Remote Client IP: (b)(6)  
Date Time: 10/26/2015 10:29:44 PM

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

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

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage

Flight Info (if applicable): Enter Flight#/Airline/Terminal/Airport/Gate/etc.: Flight #2205/Southwest Airlines/A/SAT/A14

Comments: TSA screening went through my bag which is ok, but my laptop now has a crack on it that was not there before. Also, I usually pack my dress shirts in a way to minimize wrinkles, they did not even attempt to fold or put the clothes back in the way I put them in instead just stuffing them inside. Now I'll have to spend a ridiculous amount of time ironing each shirt again.

Caller flew in on Southwest and received a NOI. His luggage had built in TSA approved locks and when he reached his luggage one was locked. He stated that the lock said TSA 007

Date time: Oct. 31 at 9:40 am  
Gate Terminal: Not Provided  
Airport: SAT  
Airline: Southwest  
Flight #: 4207  
Baggage Tag #: (b)(6)

Description of Luggage: Delsey in brand, built in TSA approved locks, silver grey in color  
Description of damaged missing item:  
Was a NOI present: Yes  
Was there a timestamp or written notice on the NOI? No  
To whom it may concern,

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

First off, I would like to say that I thought long and hard about sending this email or not. In the end I decided I needed to.

SWA 1181, SAT - HOU, 5 Oct 15

My checked bag was one of the ones physically inspected for this flight. When I opened it in Houston, I found that all my belongings had simply been thrown back in - neatness was definitely not a primary concern.

As a known Crewmember, I realize the importance of these physical inspections. What I dislike is the lack of professionalism on behalf of this inspector. I do not know if this is simply a local SAT problem or a system-wide one. All individuals involved in this process need to be identified and trained/retained on how to repack a passenger's belongings.

Thank you

(b)(6)

SAT October Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request

NOTICE.

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

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

CONTACT INFORMATION

Full Name: [REDACTED]
Email Address: [REDACTED]
Phone Number: [REDACTED]
Address: [REDACTED]
Zipcode: 78207

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

SAT November Civil Rights - General Complaint and Discrimination

Submitted on Thursday, November 26, 2015 - 05:52 Submitted by anonymous user [REDACTED] Submitted values are:

Categories: TSA Pre30

Where did this happen? TEXAS - SAT - San Antonio International

Date: Thu, 2015-11-26

Approximate Time: 05:30

Airline & Flight Number:

Checkpoint/Area of Airport: B gates

Name of TSA employee (if known):

Please provide a description of your inquiry/comment:

I travel with two children and the TSA agent stated that I could not take two children ages 10 and 7 through the TSA pre check adult.

The FAQ on the website states otherwise as it refers to family members under the age of 12 in plurality with no stated limit per pre check adult.

==Passenger Information==

Name: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]

The results of this submission may be viewed at:
https://www.tsa.gov/node/2257/submission/30534

SAT November Customer Service - TSO

Submitted on Thursday, November 5, 2015 - 14:42 Submitted by anonymous user [REDACTED] Submitted values are:

Categories: Professionals/Customer Service

Where did this happen? TEXAS - SAT - San Antonio International

Date: 2015-10-31

Approximate Time: 08:30

Airline & Flight Number: DL787

Checkpoint/Area of Airport: TSA Pre Check checkpoint for ID and ticket Name of TSA employee (if known): [REDACTED] Please provide a description of your inquiry/comment:

While [REDACTED] was checking the ID of the male passenger directly in front of me, he mentioned he was unhappy when the passenger casually asked how he was. He then proceeded to say the last time he was in Vietnam because he could "shoot his one mile" then it was super awkward and it was clear the male passenger didn't know how to respond. Then when I got up, he requested that I smile for him, then proceeded to tell me he was "in love" once I did so. When I got through the actual security checkpoint the male passenger in front of me said "did you hear what that guy said to me?" I said "yeah, did you hear what he said to me?" and proceeded to tell him about my incident. He agreed it was totally inappropriate and completely unacceptable behavior TSA should make us feel safe, not scared and personally violated. I reported the incident to [REDACTED] and said I wanted to file a complaint but that I didn't want the Victor person to ever get any of my contact information.

==Passenger Information==

Name: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]

The results of this submission may be viewed at:
http://www.tsa.gov/node/2257/submission/24549

SAT November Customer Service - TSO

The caller said that someone stole her phone at the security checkpoint at SAT. She would like to file a claim form for the item.

Date: Time of Travel: 10/27/2015 1:36 PM

Gate Terminal: Gate B

Airport: SAT

Airline: United Airlines

Flight #: 709

Baggage Tag # (Checked only - 10 digits): N/A

Bag Description: The cellphone was inside a tray going through the x-ray machine.

Missing Damaged Item Description: iPhone 5

Was an NOI Present? (Checked only): N/A

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

REASON for the call: Caller states she was at the checkpoint yesterday and her daughter was at the AT screening and the officer accidentally knocked her daughters glasses off and they broke. Caller states the officer was talking to another person and did not see her daughter and accidentally knocked her glasses off with his arm or elbow. Caller states she was informed to call the TCC to file a claim for the glasses.

Airport: San Antonio

Airline: Delta

Flight #: NA

Date: Time: 11-1-2015 3:15 pm

Bag tag #: 1103pi: NA

Bag Description: NA

Missing Damaged Item description: Daughters glasses

NOI: NA

Anything on NOI: NA

Gate Terminal: NA

Email Address and phone: [REDACTED]

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

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

Remote Client IP: [REDACTED]

Date Time: 11/6/2015 2:18:03 PM

Name: [REDACTED]
Email: [REDACTED]

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage:

Flight info (if applicable): Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 6:00 A.M. Departure from San Antonio, Texas to St. Thomas departed September 10th 2015:

Comments: I have to opt out of screening as I have two pain pumps implanted in my body due to a critical illness. When I was taken into the private screening room I was terrified as they kept more and more people in as they whispered among themselves about me. I tried to explain that what they were feeling through my pants was the pumps but they wouldn't listen. As my husband patiently waited for nearly an hour of screening, one of the TSA agents commented to him she's not gonna like what we had to take from her. Shortly after we arrived in St. Thomas we realized that at least 16 boxes of Pantani patches had been stolen from my luggage (\$2,400 worth of medication that I desperately need to live and had to replace as well as a pair of 1 KT Ross Diamond earrings with a retail value of \$2,000. We were shocked and hesitant to report this as we are good citizens and trust our government but as time has worn on and we have had to spend huge amounts to replace items that we are still waiting to have shipped here, I thought it important to make the TSA aware and although unlikely, possibly recover my missing medications and jewelry. Please contact me at [REDACTED] or my husband [REDACTED].

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

Respectfully, [REDACTED]
Caller went through security screening for carry-on with a handmade stool from New Zealand, and when he placed it inside of the x-ray machine, it came out in pieces. The TSO advised him to call us to file a claim.

Date: Time: 11/08 @11:45 AM

Airport: SAT

Airline: United Airlines

Flight #: 625

Terminal gate#: Gate B-3

Bag tag #: 1103pi: n/a

Bag Description: n/a

Missing Damaged Item description: Stool that is about a foot tall, and the back of the chair. The back support had been broken

NOI present (writing on it):

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

Remote Client IP: [REDACTED]  
Date Time: 11/9/2015 4:18:02 PM

Name: [REDACTED]  
Email: [REDACTED]

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage  
Flight Info (if applicable): Enter Flight/Airline/Terminal/Airport/Gate(Etc): UA-1747 United Airlines Terminal B San Antonio International Airport Gate B7

Comments: My flight was SAT-EWR on Nov 8, 2015. I went thru the security check and when my bag passed thru the xray the TSA agent said she had to run it thru again. I said no problem, I had no issues like this departing Newark to San Antonio. I then went thru and I look possession of it. I then noticed the small zippered compartment on the outside of the bag had been opened and not properly closed. This compartment held my phone charger and a container of Skoal (tobacco). I didn't check further at the time and just zipped the compartment closed. It wasn't until I got home and unlocked that I found the charger to be missing. It was for a Motorola Barrage 880 phone, wall plug in not a smart phone but a flip phone. It was the only charger I had for the phone and I now have to use my vehicle charger to charge my phone as it is the only phone I have. I was not informed by any TSA agent at SAT that it was taken for any reason and I had no other reason to question anyone at that time as to why my bag was checked twice. I went thru security at approximately 7:45-8:00 am. So now I have to be inconvenienced and pay for another charger (not expensive but that's not the point) and run outside every day in winter weather to charge my phone in my truck and miss important phone calls. I sincerely hope the TSA will rectify this situation as small as a complaint you deem this to be. I really do not expect any reimbursement the way things are these days but it would be nice.

Sincerely

(b)(6)  
West Milford, NJ 07480  
[REDACTED]

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

The caller flew from SAT to SAN and when he unpacked his bags, there was an NOI inside. However, his TSA recognized lock was broken, his wife's purse was damaged, and parts of his gun case were bent like someone tried to pry it open. He was very upset, wanted to file a claim, and wanted to file a complaint. He asked if the locks are normally broke off and stated that he is concerned about the security of his items.

Date: 11-1-15  
Time: 1:48PM  
Airport: SAT  
Terminal: B  
Airline: United  
Flight: 5531

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

NCI: Yes  
Bag Tag: [REDACTED]  
Bag Description: Large black Embrak  
Damaged Items: Broken TSA, damaged purse, and damaged  
Caller flew in last night and is missing all the gifts he was bringing to his family. He had a NOI in his checked baggage. He is missing sauces from What a Burger (jar of ketchup from What a Burger, Pepper corn sauce from What a Burger and then container of hot sauce are all missing). He will file a claim.

Date Time: Nov 24 6:00PM  
Gate Terminal: A 13  
Airport: SAT  
Airline: Southwest  
Flight #: 36  
Bag tag # (10digit): [REDACTED]

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Bag Description: Color of bag is dark green; medium size; Samsonite  
Missing Damaged Item Description: Jar of ketchup from What a Burger, Pepper corn sauce from What a Burger and then container of hot sauce are all missing  
NOI: YES

Caller came back from San Antonio on flight UA625 and she had a set of keys in her bag. She had an NOI in her bag and now the keys are missing. She would like to have the keys back because she needs them.

Date Time: 11-7 1:50PM  
Airport: San Antonio  
Airline: United Airlines  
Flight: UA625

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Bag Tag: [REDACTED]  
Bag Description: Medium Orange Tracker Rolling Suitcase  
Missing Damaged: Set Of Keys with 4-5 keys and a car key  
NOI: Yes

The caller has a NOI in bag. The caller has a grey sweater missing from her checked baggage.

Date Time of Travel: 11 10 2015 at 9:35 AM  
Gate Terminal: A14 Terminal: Not provided  
Airport: San Antonio Airport  
Airline: Southwest Airlines  
Flight #: 495

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Baggage Tag #: [REDACTED]  
Bag Description: Large purple bag  
Missing Damaged Item Description: Sweater missing combination like a jacket had a zipper up the front embroder flowers. It was grey.  
Was an NOI Present? Yes  
Was there a timestamp or written notice on the NOI? No  
Caller had a flight from San Antonio to California with a connection in Phoenix. He is missing a speaker from his checked

Date Time: 11-17-15@ 8:20am  
Gate Terminal:  
Airport: SAT  
Airline: American  
Flight #: 5604  
Bag tag # (10dig): [REDACTED]

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Bag Description: Gray Samsonite medium size roller bag  
Missing Damaged Item description: Bose Speaker back in color  
NOI: NOI trade with nothing written or stamped on it.  
The caller had a NOI in her bag. There are several things missing. The caller wants to know how she can get her stuff back.

Date Time of Travel: 11 19 2015 at 4:00 PM  
Gate Terminal: Gate: B3  
Airport: SAT  
Airline: United Airlines  
Flight #: E398

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Baggage Tag #: [REDACTED]  
Bag Description: The bag was bright yellow, and it was big hard shell case. The bag had wheels on it.  
Missing Damaged Item Description: Small brown notebook that said the Association for Fire Ecology. There were several pieces of paper and post cards were inside like receipts and other items.  
Was an NOI Present? Yes  
Was there a timestamp or written notice on the NOI? No

REASON for the call: Caller flew on American on Sunday and realized her laptop has been broken. It was locked inside of the checked baggage between her clothes. When she got it out it looked like it had been dropped and there was no NOI. The power button was broke and it was chipped on the outside and cracked on the side.

Date Time: November 22 2015, 0400 am  
Gate Terminal: Gate B4  
Airport: San Antonio Texas  
Airline: American  
Flight #: 2272

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Bag tag #: 10 digit: [REDACTED]  
Bag Description: navy blue duffel bag on wheels, Amazon.com Colleyville brand on the top, medium, plastic soft sided, strings on the top.  
Missing Damaged Item description: Damaged Dell 17 inch laptop, Studio. It is chipped and cracked on the side.  
NOI: No  
Special Notes: N/A

Caller was told to call TSA by Southwest. He was traveling with firearm and ammunition in his checked bag. He is missing one box of the 4 boxes of the 243 rifle ammunition from his checked bag.

CSM RFI---Mishandling RFI  
REASON for the call: Missing ammunition  
Date Time: 11-25-15 at 6:15 am  
Airport: SAT  
Airline: Southwest  
Flight #: 711

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Bag tag #: (10 digit): [REDACTED]  
Bag Description: Black, large in size, yellow gripper on the handle, soft sided bag  
Missing Damaged Item description: Missing a box of ammunition  
NOI: Yes

The caller returned from San Antonio, and upon arrival home, she had an NOI. She had all of her liquids in bags. All of her liquids was in her clean clothes, because it had not been placed back. Her jewelry was all ruffled up, and pieces of her make-up was missing. There was a piece of trash bag that was stuck in her bag as well.

Date Time: 11 27 2015 02:45 pm  
Gate Terminal: A15  
Airport: SAT  
Airline: American Eagle  
Flight #: 5930

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Bag tag # (10digit): [REDACTED]  
Bag Description: It is a maroon material, American tourist bag, and is trimmed in black. It also has an emblem at the top front, with a black handle. It has a red, white, and blue name tag.  
Missing Damaged Item description: All of the contents inside the baggage had her liquids and make-up was all in the baggage.  
NOI: Yes, nothing on it.

Submitted on Monday, November 2, 2015 - 17:26 Submitted by anonymous user: (b)(6) Submitted values are:

Categories: Missing or Damaged Items  
Where did this happen? : TEXAS - : :SAT: - :San Antonio International  
Date: 2015-11-01  
Approximate Time: 05:00  
Airline & Flight Number: American Airlines Flight 5612 Checkpoint/Area of Airport: American Airlines Ticket Counter at Gate B Section Name of TSA employee (if known):  
Please provide a description of your inquiry/comment.: TSA opened and inspected a single box that I checked for AA Flight 5612 connecting to AA Flight 581. When I arrived at home and opened the box, I found that four of four boxes within the single box had what appears to be stains from spilled coffee. One box was slightly stained and the other three were significantly stained. The stains are on the cardboard slip covers of each item. The items are collectible Department 56 Dickens Village pieces, the cardboard slip covers are irreplaceable and have now lost their value due to the damage caused by the stains. Do you have a way to check security cameras to determine if the damage was caused by a TSA employee? If it is determined that a TSA employee damaged my property, what reimbursement can I expect?  
Thank you for your attention to my request  
==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/23598>

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Submitted on Tuesday, November 17, 2015 - 18:08 Submitted by anonymous user: (b)(6) Submitted values are:

Categories: Broken Locks  
Where did this happen? : TEXAS - : :SAT: - :San Antonio International  
Date: Tue, 2015-11-17  
Approximate Time: 07:00  
Airline & Flight Number: Southwest Airline Flight 1057 San Antonio/Houston Checkpoint/Area of Airport: Southwest Ticket/Check in counter Name of TSA employee (if known): Don't know. Why wasn't I told at check in about locked baggage?  
Please provide a description of your inquiry/comment.:  
I had a lily lock on my small luggage, but had I known of the need for unlocked or a special lock for TSA I would have done differently. Not only was the lock removed, but so was the clasp to open the zipper of my suitcase. There were damaged/missing items which I had packed carefully. WHY was my suitcase inspected?? I'm a disabled widow on a fixed income and now you have rendered my suitcase unusable with no liability on your part.  
Wouldn't it have been nicer to just snap the lily lock?? I would have appreciated an explanation as to what prompted you to inspect my luggage, so as to avoid a similar destruction of my personal property. I would have removed that lily lock (smaller than a nickle) I asked to do so. I enjoyed my week in TX only to come home and discover damage to the suitcase. Texas lady beans for my grandchildren. It made me cry and destroyed what would have been a happy memory. There has to be a better way to insure the safety of travelers; How about calling for the passenger since we are there an hour before boarding and allowing the person to open their luggage. I couldn't be more disappointed and just feel that things could have been handled differently with respect and care by your personnel.  
==Passenger Information==

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

The results of this submission may be viewed at:  
<http://www.tsa.gov/node/2257/submission/21940>

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Mishandling RFI  
Reason for the call: Caller was traveling from San Antonio to Nashville and he is missing a medication.  
Airport: SAT  
Airline: Southwest  
Date and Time: 11/25/2015 6:25 AM, Caller checked his bag approximately 4:40 AM  
Gate and Terminal: Not Present  
Flight #: 576  
Bag Description: A lighter blue hard shelled Calpac rolling suitcase with 4 wheels and a gray handle. Caller states the bag was outlined in gray.  
Bag Tag #: (b)(6)  
Damaged/Missing Item: A Duexis brand medication 800mg in a round white medicinal bottle with the brand written on it.  
NOI: No  
The caller wanted to file a complaint because her items were not returned the way that they were originally packed in her checked baggage. A NOI was included.  
She also asked why her bag was selected for screening?  
Date - Time of Travel: 11/8/2015 2:55 PM  
Gate Terminal: Terminal B  
Airport: SAT  
Airline: United Airlines  
Flight #: 1490  
Baggage Tag # (Checked only - 10 digits): (b)(6)  
Bag Description: Gray green, canvas style, hard back suitcase.  
Missing Damaged Item Description: Her items were not returned the way they were originally packed.  
Was an NOI Present? (Checked only): Yes  
Was there a timestamp or written notice on the NOI? (Checked only): No  
Submitted on Sunday, December 20, 2015 - 09:13 Submitted by anonymous user: (b)(6) Submitted values are:

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

SAT November Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

What is your complaint about? Race/Ethnicity  
Where did this happen? : TEXAS - : :SAT: - :San Antonio International  
Date: Sun, 2015-12-20  
Approximate Time: 07:30  
Please provide a description of the issue.: For the last approx. 3 times I have traveled, upon using the body scanner an anomaly has shown on my collar bone which can be quickly patted down to ensure that nothing is there. Today, however this anomaly did not appear. A different anomaly appeared today apparently they needed to look at my forearms which were in plain sight due to the fact, I was wearing a short sleeve shirt at the time. Three TSA officials were located at the exit of the body scanner. One female official told me I was good to go. However, the male standing next to her told me. She can't tell you if you're good or not. At this time this male approached the third official located at the body scanner screen and at this time I was harassed by them making a false claim that my fore arms contained an anomaly when clearly my arms were in plain sight with nothing visible to obscure them. I believe that I am somehow being targeted. I would understand if my collar bone would be the only thing to show up, but for them to create a false claim of my forearms just to harass me, I only felt it was right to speak up.  
List any witnesses:  
Name of TSA employee (if known):  
Are you filing this form for yourself? Yes  
==Contact Information==  
Name: Steven (b)(6)  
Address:  
City:  
State:  
Zip Code:  
Phone:  
Email: (b)(6)

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

Preferred Language to Respond:  
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.

SAT December Civil Rights - Racial Profiling or Discrimination

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

Remitter Client ID: (b)(6)  
Date Time: 12/23/2015 4:43:33 PM

Name: (b)(6)  
Email: (b)(6)  
Complaints: Discourteous/Rude Employee  
Flight Info (if applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): N/A  
Comments: TSA Officer (b)(6) that number may be incorrect, but it's the best I can recall. The young woman who checked my cello was quite rude and flippant about my instrument. She did not do as thorough a check of it as the other officers had the days before, at the same airport. The manager on duty (b)(6) was also quite rude and resistant about how he would handle the young woman's behavior nor was he clear about how the situation would be properly resolved. It is embarrassing to think that this would happen in San Antonio, known for its hospitality and courteous people. My hope is that other musicians do not have a similar experience. I was hired by the airport to work and perform for passengers. I worked hard to do my job well and to be treated poorly by a TSA Officer is just a shame.

SAT December Customer Service - TSO

Submitted on Sunday, December 6, 2015 - 13:53 Submitted by anonymous user: (b)(7) Submitted values are:

Categories: Professionalism/Customer Service  
Where did this happen?: TEXAS ->SAT ->San Antonio International  
Date: Tue, 2015-12-01  
Approximate Time: 06:00

Airline & Flight Number: SOUTHWEST #711  
Checkpoint/Area of Airport: Initial checkpoint for disabled Name of TSA employee (if known):  
Please provide a description of your inquiry/comment:  
I was flying with my 99 yr old father, 92 yr old mother, brother, sister, husband from San Antonio to California for funeral services of my eldest sister. My father, mother and sister were in a wheelchair. Myself, my brother, my husband were each an escort. We all flew to San Antonio to escort my aged parents to California for the loss of my sister.  
My father will be 100 in July of 2016, a WWII vet serving at Normandy and every great battle on the European front in The Tough Ombers unit. My mother is a class act, living on her 5th pacemaker, bent from age suffering from spinal pain.  
We had everything in order, everyone on time, everyone dressed well, behaved well.  
There was absolutely no excuse for the behavior from this TSA agent (suspect/s) according to her insignia. She was belligerent, demeaning, belittling, terroristic, with her abusive verbal language and body language sweeping, aggressive, hostile, almost throwing our IDs back at us.  
My father fought for HER freedom but it is inexcusable to EVER treat ANYONE the way she treated us that morning. She is a FEDERAL employee which one would think would be the highest example to live by but obviously not. This woman does not deserve her position nor should she ever be in the public eye.  
She is a horrid representation for TSA.  
I also work for the government, Cal Fire. I deal with stressful life and death situations daily. CalFire represented me at my sister's funeral in full dress uniform without ever knowing her. NOW THAT is an example of what a government employee should be!  
I am requesting a formal complaint in this woman's file. I would like to know what action is being taken. I would like to know this won't be swept under the carpet as this woman obviously uses intimidation tactics.  
Those traveling in our group, myself, (b)(7)(C), husband, (b)(7)(C), mother, (b)(7)(C), father, (b)(7)(B), brother, (b)(7)(C), sister, (b)(7)(C). We ALL witnessed and suffered from the TSA agents hostile behavior.  
==Passenger Information==  
Name: (b)(7)(C)  
Email: (b)(7)(C)

SAT December Customer Service -TSC

The caller lost his laptop at SAT security and has been working with the TSO's to try and find it. The TSO's told him to contact us to open a claim.

Date: Time of Travel: 12/04/2015 6:45AM  
Gate Terminal: Terminal A  
Airport: SAT  
Airline: AS  
Flight #: 5409

SAT December Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

Bag Description: Removed from the bag and by itself  
Missing Damaged Item Description: 15in MacBook pro, silver in color  
Caller was missing several items in his carry on baggage.

Date: Time: 12/3/2015 7:20 pm  
Gate Terminal: A  
Airport: SAT  
Airline: Southwest  
Flight #: 5109  
Bag Description: Computer bag with a visa logo on it.  
Missing Damaged Item description: Cell phone, set of Bose headphones, and his 311 bag.

SAT December Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

The caller wanted to file a claim for missing items in their checked luggage. A NOI was included.

Date: Time of Travel: 12/21/2015 7:32 PM  
Gate Terminal: B3  
Airport: SAT  
Airline: United  
Flight #: Does not have

SAT December Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Baggage Tag # (Checked only - 10 digits): Does not have.  
Bag Description: Green canvas bag.  
Missing Damaged Item Description: Medications were missing.  
Was an NOI Present? (Checked only): Yes  
Was there a time stamp or written notice on the NOI? (Checked only): No  
The caller's father, (b)(7)(C), wanted to file a claim for missing items in their checked luggage. A NOI was included.

Date: Time of Travel: 12/4/2015 5:00 AM  
Gate Terminal: 13 or 14  
Airport: SAT  
Airline: Southwest Airline  
Flight #: 4048

SAT December Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Baggage Tag # (Checked only - 10 digits): (b)(7)(C)  
Bag Description: Black carry on size bag with a handle and wheels.  
Missing Damaged Item Description: A Dallas Cowboys hat was missing.  
Was an NOI Present? (Checked only): Yes  
Was there a time stamp or written notice on the NOI? (Checked only): No  
Caller informed me that he had some missing items that were not in his bag when he picked it up.

Date: Time: 12/05/2015 2:30pm  
Gate Terminal: Gate B4 Terminal B  
Airport: SAT  
Airline: American Airlines  
Flight #: 3315

SAT December Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Bag tag # (10 digit) was ripped off.  
Bag Description: Green and Navy, Cabela's bag, top of it zipped. Name tag on it.  
Missing Damaged Item description: Damaged look was cut. Missing shoulder strap, compression strap, tripod.  
NOI: Yes.  
I left San Antonio, Airport on 12-12-15 on Southwest Airlines flight 1601 at 2:40pm headed to Tampa, Florida, to visit my elder mother-in-law in assisted living.  
After we arrive and unpacked our suitcases, I was shocked how 1 piece of my contents (in my luggage was very scattered). I noticed the slip and realized, they took my essential oils!!!! I pack very thoroughly and had all glass containers protected. The STOLE my Do Tera Essential oil!!!! They took my peppermint and wild orange, which were both brand new and expensive (over \$50.00 worth!).  
This is a CRIME and I expect a reimbursement!!! Is this TSA's expense? Or is it Southwest Airlines's expense!!!  
I understand the "paranoid training and or investigative fields. However, this is not RIGHTS!  
They had to completely ransack my packing to steal these. And the more unfortunate part, is I was going to use those on my mother in law who is at the very end of her life. I can't tell you how violated I feel those TSA's thieves taking my things.  
Please contact me at (b)(7)(B) or respond to this email to let me know the procedure of reimbursement!  
Thank you,  
(b)(7)(B)  
SA, TX 78250

SAT December Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Sent from my iPad  
Submitted on Monday, December 21, 2015 - 18:07 Submitted by anonymous user: (b)(7)(C) Submitted values are:

Categories: Missing or Damaged Items  
Where did this happen?: TEXAS ->SAT ->San Antonio International  
Date: Sat, 2015-12-12  
Approximate Time: 09:30

Airline & Flight Number: Southwest Airlines Flight 2057 Checkpoint/Area of Airport: Checked baggage handlers Name of TSA employee (if known):  
Baggage inspectors Please provide a description of your inquiry/comment: One checked bag when opened at our final destination of Kansas City had a note that it was inspected by TSA officials. Frozen food in an insulated bag was the only contents in the suitcase weighing 45 lb 45 pounds. The key ring that secured our bag was not replaced. The suitcase contained an insulated bag carrying frozen tomatoes, frozen venison and frozen pork chops. Upon our Kansas City destination, and placing the contents of the bag in the freezer, we found only 11 of the 14 or 15 frozen tamales (3 or 4 dozen missing) the one pork chop package missing, and several of the venison packages missing (we are unsure of the number of venison ground meat that we packed). My daughter in Kansas City and I were sorely disappointed that this food was missing.  
==Passenger Information==  
Name: (b)(7)(C)  
Email: (b)(7)(C)  
Phone: (b)(7)(C)

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/37245>

SAT December Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

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

Remote Client IP: (b)(7)(C)  
Date Time: 12/23/2015 11:29:04 PM

Name: (b)(7)(C)  
Email: (b)(7)(C)  
Complaints: Damaged or Missing Items in Checked or Carry-on Baggage  
Flight Info (if applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 32 from San Antonio to El Paso on 12/23/15on Southwest Airlines.  
Comments: Gold plated buck knife and unwrapped gift in checked luggage.

SAT December Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

SAT	December	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	<p>REASON for the call: The caller stated that he received a NOI and he is missing items out of his luggage.</p> <p>Date Time: 12/21/2015 around 3:15 PM Gate Terminal: B12 Airport: SAT to Baltimore Airline: Southwest Flight #: 5889 Bag tag # (10digit): [REDACTED] Bag Description: It was a silver plastic Samsonite rolling suitcase with a lined pattern on the front Missing Damaged Item description: He is missing his brand new ankle socks NOI present (writing on it): Yes, but nothing written or stamped [REDACTED] had bought new luggage. However, her luggage was damaged. She stated that she didn't receive an NOI.</p> <p>Date and time of travel: December 26th at 8:10 AM Gate or Terminal: Gate B2 Airport: San Antonio Airline: American Flight #: 5901 Baggage Tag # (checked only): N/A Bag description: Samsonite, metallic gold; 4 wheels, handle extends; has her name tag on it that was brown with black on the back with her information on it Missing Damaged Item Description: Damaged luggage, it was torn on the outside. Was an Notice of Inspection (NOI) Present? No Was there a timestamp or written notice on Notice of Inspection (NOI)? No</p> <p>The caller just flew from SAT to Canada. He had a sword in his checked luggage and it was not packed back properly, causing it to be broken.</p> <p>Airport: SAT Date and time: 12/21 at 6 p.m. Airline: Delta Flight: 2317 Baggage claim: [REDACTED] Description of bag: Dark blue, square suitcase NOI: Yes with nothing specific on it Caller had a bag searched by TSA, and she noticed that some items that were gifts had been unwrapped, and the book was damaged inside. She would like to file a complaint.</p> <p>Date Time: 12/20 @ 4:30 AM Airport: SAT Airline: Delta Flight #: 1163 Terminal gate#: A-3 Bag tag # (10digit): Unknown Bag Description: big soft shell luggage; 4 wheels with pink belt around the outside Missing Damaged Item description: wrapping paper had been removed and rewrapped, with one of the books having been damaged on the cover NOI present (writing on it): Yes Caller informed me she received an NOI within her baggage. The caller informed me that her baggage was drenched in water.</p> <p>Date Time: 12/27/2015 5:40am Gate Terminal: NA Airport: San Antonio Airline: American Airlines Flight #: NA Bag tag # (10digit): NA Bag Description: NA Missing Damaged Item description: Baggage was drenched in water. NOI: Yes.</p> <p>Caller, flew 12-10-2015 6:30 AM out of SAT on Southwest 2298, her laptop was re-positioned to where it could have been broken. [REDACTED] did not receive a NOI, and just want to let us know.</p> <p>Date Time: 12-10-2015 8:30AM Gate Terminal: A Airport: SAT Airline: Southwest Flight #: 2298 Bag tag # (10digit): [REDACTED] or [REDACTED] Bag Description: Green, medium sized, Atlantic brand, luggage handle cover that is dark blue, with a college logo with a college logo on Missing/Damaged item description: Laptop was positioned and could have broke NOI: No</p> <p>Caller informed me that she has some items missing some items and wants to know what the process is for mishandling checked baggage. Caller informed me that she flew from SAT with American Airlines.</p> <p>Date Time: 12/25/2015 Gate Terminal: NA Airport: SAT Airline: American Airlines Flight #: NA Bag tag # (10digit): NA Bag Description: NA Missing/Damaged item description: NA NOI: Yes Submitted on Wednesday, December 30, 2015 - 11:18 Submitted by anonymous user: 69.22.154.204 Submitted details are</p> <p>Categories: Missing or Damaged Items Where did this happen? : TEXAS - : SAT - : San Antonio International Date: Mon, 2015-12-29 Approximate Time: 05:00 Airline &amp; Flight Number: Delta 5778 Checkpoint/Area of Airport: Terminal A Name of TSA employee (if known): Please provide a description of your inquiry/comment: I've never had any problems with the TSA before, and I fly frequently. But this time flying out of San Antonio seems to be different, I am missing a bracelet that was just given to me from my mother as a Christmas present. Not only that it was stolen, but that it was a gift that she worked very hard to afford. Also, there was no inspection tag left in my luggage, or in my gift friends luggage. Usually there's a stamped slip placed in the bag with the location of the inspection. Both our bags were roughly gone through. She had contents from a bag within her luggage left all over, leaving coins and cash everywhere. I hate to call anyone a thief but this is unacceptable, especially during the holidays. ==Passenger Information==</p> <p>Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]</p> <p>The results of this submission may be viewed at: <a href="https://www.tsa.gov/node/2257/submission/39546">https://www.tsa.gov/node/2257/submission/39546</a></p>
SAT	December	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request	
SAT	December	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/out Claim Request	<p>Caller states he flew yesterday from San Antonio to Atlanta. He has a firearm. TSA employee checked the firearm, when he gets to Atlanta his bag was opened. When he got to his hotel he noticed that his case and firearm are missing. Caller states he has contacted Delta.</p> <p>The caller and his wife traveled from San Antonio to SC. They had six jars of salsa in their baggage but they found them all out of the bags they were carefully wrapped in. Nothing was broken they are just upset they were not wrapped in. There is also a hole on the back of the suitcase.</p> <p>Date Time of Travel: 11/29/2015 12:04PM Gate Terminal: Gate: A3 Airport: SAT Airline: Delta Flight #: 2132 Baggage Tag # (Checked only) - 10 digits: [REDACTED] Bag Description: Green, multi zipper, large, on wheels, the side handle has a pink tag on it and a orange, yellow ribbon on the top handle. Ricardo brand. Missing Damaged Item Description: There were six jars of salsa that were not packaged properly after the inspection Was an NOI Present? (Checked only): No Was there a timestamp or written notice on the NOI? (Checked only): N/A THIS GENERATED EMAIL HAS BEEN SENT FROM <a href="http://www.tsa.gov/contact/index.shtml">http://www.tsa.gov/contact/index.shtml</a></p> <p>Remake Client ID: [REDACTED] Date Time: 12/16/2015 2:40:24 PM</p>
SAT	December	Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	
SAT	December	Redown - Flyer	<p>Name: [REDACTED] Email: [REDACTED] Complaints: Inappropriate Screening/Pat Down Screening Flight Info (if applicable): Enter Flight/Airline/Terminal/Airport/Gate/Etc.: UNITED 4977 TERMINAL B SAN ANTONIO, TX APPROXIMATELY 3:00 PM CST Comments: After being scanned the TSA agent prodded &amp; probed my abdominal hernia which caused my intestines to become enlarged. You will be hearing from my Lawyer with a personal injury lawsuit plus I may file assault charges.</p>

SAT December Pickdown - Non-Flt

The caller is extremely upset because grandmother and aunt were flying today from San Antonio to California, and both are handicapped, but her aunt is mentally retarded. The caller is upset because her aunt received a pat down and secondary screening of her luggage. She is very upset because her carry-on bag only contained coloring books and crayons. She does not understand why TSA would do this to her aunt because she is handicapped and she does not speak. The caller stated that they treated her aunt as if she was not from the country, but she is. The caller stated that both her aunt and her grandmother missed their flight to California because of the secondary screening. She stated that they now have to take a different flight to California instead of it being a one way flight there is a connecting flight in Las Vegas and the caller feels as if this is unfair because her aunt should not have received secondary screening.

Date and Time: 12/22/2015 12:20PM

Gate and Terminal: Not Available

Airport: SAT

Airline: Southwest Airline

Flight #: 292

Submitted on Wednesday, December 23, 2015 - 09:27 Submitted by anonymous user (b)(6) Submitted values are:

Categories: Professionals/Customer Service

Where did this happen? - TEXAS - - - SAT - - - San Antonio International

Date: Wed, 2015-12-23

Approximate Time: 06:30

Airline & Flight Number: delta 5778

Checkpoint/Area of Airport: terminal A

Name of TSA employee (if known):

Please provide a description of your inquiry/comment: We arrived at the airport on time with over the recommende time for domestic flights. The security checkpoint line went all the way across the check in area. There was over an hour wait. Then while going through the checkpoint we had point wait an extra 10 min for a female tsa agent to assist us. By the time we got done our flight was gone. They were obviously understaffed and had no concept of time. It is the holidays and the security checkpoint should be over staffed to account for the amount of travelers. After speaking with a representative, we found out that this is not uncommon and happens on a daily basis. So now instead of being on the flight I we paid for, we are having to wait an extra 4 hours to get on the next flight. We also had a shuttle scheduled for after our flight which now is delayed due to the lack of staff. Thus kind of service is unacceptable. Tsa has set rules that passengers must adhere to. Where are the expectations for the employees and for tsa.

==Passenger Information==

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2257/submission/37726>

SAT December Screening - Longfly Lines

She said she was at the TSA checkpoint at San Antonio on Monday at 6:15 or 6:30 am and got through even though she had booked the flight in error for last Sunday, Nov. 29 for 7:15 pm. She said when she got to the gate that American Airlines would not let her travel because she did not have the correct ticket. She does not have the Officer's name at the checkpoint that cleared her and she asked why didn't the Officer catch this.

I checked with (b)(6) in Security and he told me to put the record in his queue and he called TSOC.

Mishandling RFI

REASON for the call: Complaint

Date/Time: 11-30-15 at 7:15 am but she was denied boarding due to the wrong date on the ticket and she was at the checkpoint @ 15 or 6:30 am

Gate/Terminal: B

Airport: San Antonio

Airline: American

Flight #: 5517

SAT December Screening - Procedures/Process

Airport Month Subject Category

Contact Details

The caller stated that she adopted two special needs adults and she flew from San Antonio with both of them. She had liquid medication in her carry on baggage for one of these passengers for his diabetes. The TSO left this medication open and in turn it spilled out in her carry on baggage. She said that was on a direct flight back home so thankfully this was not a life or death situation but caller is still very upset.

Date Time: 01/17/2016 around 1:30 PM
Gate Terminal: Gate B5
Airport: SAT
Airline: United Airlines
Flight #: UA1588

Description: The TSO was a tall and heavyset gentleman, that was maybe Hispanic.

The caller also stated that the TSO that patted him down was very empathetic and handled himself very professionally and she was very pleased with him. He was around 5'7 and had grey hair. Submitted on Saturday, January 23, 2016 - 15:34 Submitted by anonymous user: 66.171.227.25 Submitted values are:

Categories: Professionalism/Customer Service
Where did this happen? : TEXAS : : SAT : : San Antonio International
Date: Sat, 2016-01-23
Approximate Time: 14:00
Airline & Flight Number:

Checkpoint/Area of Airport: Terminal B security check point Name of TSA employee (if known):
Please provide a description of your inquiry/comment.: First of all the man who checked my id and ticket was very nice and helpful. However, when pro- ceeding through the x-ray scan area, a lady TSA agent reaching the items to put in the bins was extremely rude to myself and the lady in front of me. After the third time she told us the list, she looked at me accusingly. I smiled and said "that's quite a list of items you have to reset... can you say it ba- ckwards?" as a lighthearted joke. She responded with "you better show some respect. I'll call my manager, show some respect." Umrrrrr ok really? One of the most unpleasant people I have had to deal with in the TSA. Treating the passengers like nuisances, patting down elderly ladies and confis- cating mine pens because they are too sharp. Is the type of airline behavior that gives the TSA such a bad name. I suggest the TSA at San Antonio stop bullying the passengers and start treating people with respect.

Name: (b)(7)(C)
Email: (b)(7)(C)
Phone: (b)(7)(C)

The results of this submission may be viewed at:
https://www.tsa.gov/node/2257/submission/46724

SAT January Customer Service - TSO

SAT January Customer Service - TSO

Submitted on Monday, January 25, 2016 - 12:41 Submitted by anonymous user: (b)(7)(C) Submitted values are:

Categories: Professionalism/Customer Service
Where did this happen? : TEXAS : : SAT : : San Antonio International
Date: Fri, 2016-01-22
Approximate Time: 03:00
Airline & Flight Number: AA 1524
Checkpoint/Area of Airport: Terminal B7

Name of TSA employee (if known): Unknown but was on the TSA pre-check desk. Please provide a description of your inquiry/comment.: The line for TSA screening for passengers not having pre-check certification was particularly long at around 3pm on 1/22/16 as there was one person working the normal travelers desk and one person working on the pre-check line. When I arrived at the front of the first line to be checked, the pre-check desk had no one so the person signaled me over, reluctantly, and yelled "next!" so I proceeded. I handed him my documents and he took longer than normal (I travel a lot...) and he looked at me in an angry way. He then wiggled my license and boarding pass over in front of the normal line like I was a dog, and he was wagging a tail I needed to "bech". I guess to suggest to me that I should proceed to the very long normal travelers line rather than think- ing I could proceed through the line for TSA pre-check passengers. It was rude and I noticed soon after that he was relieved by another agent but reg- ardless of how long you are and how you are at the end of a shift, I don't desire to be treated that way. He was a Latino man of about 50 years of age, wearing glasses. I can't appreciate it. If these gentlemen don't want their jobs, I'm sure there are several qualified veterans who would be happy t- o work for TSA and perhaps he should move on.

Name: (b)(7)(C)
Email: (b)(7)(C)
Phone: (b)(7)(C)

The results of this submission may be viewed at:
https://www.tsa.gov/node/2257/submission/47156

SAT January Customer Service - TSO

Submitted on Friday, January 29, 2016 - 09:51 Submitted by anonymous user: (b)(7)(C) Submitted values are:

Categories: Professionalism/Customer Service
Where did this happen? : TEXAS : : SAT : : San Antonio International
Date: Thu, 2016-01-28
Approximate Time: 09:30
Airline & Flight Number: Southwest flight 1506 Checkpoint/Area of Airport: Gate A11 Name of TSA employee (if known): I think it was Garcia Please provide a description of your inquiry/comment.:

At the time and place above, Your TSA people were conducting training of their dogs at this gate. These dogs were out of control. One dog jumped up on a lady who was sitting on her chair waiting for her flight. The dog pinned her with both paws on her shoulder, pushing her back. A few minutes later a different dog stuck his mouth/nose up some guys crotch. No attempt was made by the guy in charge to stop this behavior. When one of those dogs came at me I closed my legs and raised my knees up in a defensive posture (I was sitting), and pushed the dog away with my legs. I consider this self defense against an assault by your people. It was at that time the supervisor came over and told me "don't kick the dog". I told him I was defending myself from a dog out of control. He then raised his voice and told me "do you know that your are subject to search at anytime in this airport?". I replied that, "You are not conducting search. You are conducting training and you should be doing this in a controlled situation and not use the gen- eral public to train your dogs as they are out of control".

Your guy tried to intimidate me, then argued with me, but lets forget that for the moment. Do you realize that those dogs are jumping on people? And that is assault. All that has to happen is one of those dogs break someone's skin with their claws. The lady holding the leash on that dog that jumped on the wom- an in the chair was not in control of that dog. Now I want you to think about what would happen if one of your dogs jumped on a 10 year old girl and the mother jumps on the dog to protect her chil- d? Now if that child gets a scar on her arm or her face. There isn't a jury in the WORLD that would not award that family a 20 million dollar settlement. DO you UNDERSTAND what I'm saying? That supervisor of that dog training session is the reason lawyers MAKE LOTS OF MONEY. Both HE and his supervisor need to know the RISK they are engaging in. Really sometimes you have to stop and THINK: "what is the worst thing that could happen if I do (insert activity here)?" That supervisor either did not see that dog jump on that lady or when that dog showed his nose up that guys crotch or chose to ignore it. But he DID see me push the dog away and complained to me about that?

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

Remote Client IP: (b)(7)(C)
Date Time: 1/28/2016 7:29:31 AM

Name: (b)(7)(C)
Email: (b)(7)(C)

Complaints: Discourteous/Rude Employee
Flight Info (if applicable): Ence Flight# Airline Terminal/Airport (Gate/Etc): UA1633
Comments: I have never written a complaint about an employee in my life but I was so disgusted by one of your employees I could not help myself. I only know her last name (Ms. Hicks). This was at the San Antonio Airport on January 28, 2016. She was absolutely disgustingly disrespectful to my husband who is a DV and obviously wasn't moving quickly enough for her. Hicks demurely barked an order at him to remove his laptop from his car and put it in a separate bin. We had multiple bins we were trying to take care of and not only is he heard of hearing, but he had a bad back and bad knees. We were in the process of getting the laptop out of the case into a separate bin and she repeatedly and rudely yelled at him as if he was a little boy. This is absolutely unacceptable and I simply can't convey how rude she was. I'm very much a skeptic and have a feeling she will face NO reperc- usions, but I'm holding out a little bit of faith that someone will realize how unacceptable this is.

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

Remote Client IP: (b)(7)(C)
Date Time: 1/2/2016 5:24:45 PM

Name: (b)(7)(C)
Email: (b)(7)(C)

Complaints: TSA Accepted Locks - Missing or Damaged
Flight Info (if applicable): Ence Flight# Airline Terminal/Airport (Gate/Etc): Southwest Airlines, Flt #1014, From San Antonio, TX connecting in Las Veg- as, NV Flt # 4635 with final destination Salt Lake City, UT. Flt occurred on Saturday, Nov 26, 2015
Comments: I locked & checked bag with a TSA approved lock. When I arrived at the Salt Lake City Airport and retrieved my bag the lock was no whe- re to be found. I had a TSA Notice of Baggage Inspection form in my bag (which contained no contraband), but there was no lock securing my bag. It appears my lock was not put back in place after inspection or it was cut off. I want to file an official complaint for this action and I want an answer as t- o what occurred. I have not had such an experience in the past. Thank you for your prompt response. Callers friend had a packet taken out of his bag at the checkpoint that was not replaced.

Date Time: 1.4.16 Sam
Gate Terminal: Not Provided
Airport: San Antonio
Airline: Delta
Flight #: Not Provided

Missing Damaged Item description: Green expensive jacket.

SAT January Lacks - Missing or Damaged Locks--No Claim Request

SAT January Misrouting of Passenger Priority - Damaged/Missing Items--Carryon Luggage w/ Claim Request

Caller flew through San Antonio to BWI on December 27th. His prescription glasses were bent. He had them in carry on.

Date: Time: 12/27/15  
Gate Terminal: Not Provided  
Airport: SAT  
Airline: Southwest  
Flight #: Not Provided  
Missing Damaged Item description: Prescription Glasses bent and disfigured.  
Hello,

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

On January 18, 2016 I was scheduled on United Airline Flight # 1772 from San Antonio to Houston TX, at approximately 7:40 am I went through TSA Pre Check at the San Antonio airport. Having no carry on, I sent my personal belonging in one container and my baseball cap in another container through the X-Ray machine. Due to an artificial knee, I needed to go through the X-Ray scan, so I was not able to get to my personal belongings immediately. When I made it to my belonging, I noticed that my cap was missing. I told the operator about it, she checked the machine to see if it got stuck inside the machine, but it was not in there. I then contact the supervisor on duty, he double check the machine and noticed that it was not in there either. He called security to check the surveillance tape and notice that someone took my cap and left with it. They then continue to check the airport with a San Antonio police office to see if they could find the individual. I do not know if they found the individual or recovered my cap (I hope so.) Although the cap is not worth much, it does have sentimental value as it was a gift. It is a blue/black baseball cap with an embroidered "Snoosh" logo on it. Please advise me if it is recoverable.

Thank you very much for what TSA does for our protection. As a further note your TSA supervisors and personnel were very polite and helpful in the attempt to recover my cap.

Thank you for your assistance

(b)(7)(C)

HYPERLINK:mailto:(b)(7)(C)

(b)(7)(C)

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/out Claim Request

Caller traveled on a Friday from SAT on Southwest Airlines and her bag was searched. She stated that she had a NOI and there is a diver flashlight missing from her bag.

Mishandling RFI (claim)

Date: Time of Travel: January 22nd, 8:15 am  
Gate Terminal: Not Provided  
Airport: SAT  
Airline: Southwest  
Flight #: 964  
Baggage Tag #: (Checked only) - 10 digits: Not Provided  
Bag Description: A medium sized bag, that is psychedelic multicolored.  
Missing Damaged Item Description: A diver flashlight still in the box with the charger.  
Was an NOI Present? (Checked only): Yes

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Was there a timestamp or written notice on the NOI? (Checked only): No  
Caller informed me that her checked baggage was physically inspected and an NOI was presented inside of the baggage. The bag that held her shampoo and conditioner were outside the bag, and the top of the shampoo was missing. Caller informed me that she wiped the shampoo and conditioner up before putting it into the baggage.

Date/Time: 01/03/2016 7:10am  
Gate/Terminal: Gate A3

Airport: SAT  
Airline: Delta  
Flight #: DL3723

Bag tag #: (10 digit) (b)(7)(C)  
Bag Description: 24 inch, blackish bag, outside zipper pocket, 4 wheels, spinner bag, Ricardo brand.  
Missing Damaged item description: Damaged items because of spillage.

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

NOI: Yes, no timestamp.  
Reason for the call: Callers sister arrived in Canada from Houston on December 30th. She left SAT on the 26th of December. She connected in Houston but the flight was delayed to December 30th. Her luggage arrived before her. She had items missing from her luggage. She had an NOI. She lost 2 wallets and 2 handbags.

Date and Time (departure time): 12-29-15 @ 3:16 p.m.

Date and Time (arrival time): 12-30-15 @ about 5 p.m.

Gate Terminal: Terminal B

Airport: SAT to Houston to Toronto

Airline: United

Flight Number: 5777

Baggage tag number (10 digits) (b)(7)(C)

Description of Baggage: NA

Missing Damaged Item description: Coach handbag, juicy couture handbag, 2 juicy couture wallets

NOI: Yes

Anything on the NOI: No

Special Notes: NA

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller informed me that he flew from SAT to NY and found that his items that were in his baggage was broken. Caller advised me that there were NOI a present with both of his checked baggage. The caller informed me that items that were broke were a rattie snake wine bottle folder, and a cast iron fish.

Date/Time: 1/4/2016 7:01am

Gate Terminal: NA

Airport: SAT

Airline: United Airlines

Flight #: NA

Bag tag #: (10 digit) (b)(7)(C)

Bag Description: Black Cloth bag 30 in. by 10 in. and Hard sided case, Grey.

Missing Damaged item description: Broken rattie snake wine bottle folder, and Broken cast iron fish.

NOI: Yes, no timestamp.

Caller flew out of SAT and when she arrived she found she was missing 3 one quart bags of pennies, quarters and mixed coins.

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Date: Time: Jan. 15 10:30 AM

Gate Terminal: A 11

Airport: SAT

Airline: Southwest

Flight #: 1506

Bag tag #: (10 digit) (b)(7)(C)

Bag Description: Color is medium Blue

Missing Damaged Item description: Missing 3 one quart baggies, one had pennies, one quarters and the other had mixed coins.

NOI: YES

Caller returned from a trip, she traveled on Southwest from San Antonio to Jacksonville. She noticed that 3 homemade toilet tabs were missing from her luggage. Caller said there wasn't an NOI inside her luggage.

Date and Time: 12/15/15 at 6:10am

Airport: San Antonio

Airline: Southwest

Flight: 4046

Bag Tag: doesn't have that

Bag Description: Red

NOI: No there wasn't one

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Call Reason: Caller flew and checked a bag that got a NOI. She states that the bag is missing the right shoe from a pair.

Baggage Checked Date and Time: 1/24/16 7:00 am

Flight Date and Time: 1/24/16 8:30 am

Gate Terminal: 24

Airport: SAT to Phoenix

Airline: American airline

Flight #: AA5604

Bag tag #: (10 digit, does not have) (b)(7)(C)

Bag Description: It is a black bag with pink trim with a pair of sunglasses with a bag tag on the outside attached to the bag

Missing Damaged Item description: She is missing a black flat right patent leather shoe.

NOI: Yes- nothing extra on it.

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

The caller's mother departed from SAT, and she had medication in her baggage. The caller's mother is missing medication from her baggage. The caller is missing 94 pills.

Date: Time of Travel: 1/4/2016 at 12:35 PM

Gate Terminal: Not Provided

Airport: San Antonio

Airline: Southwest

Flight #: 1359

Baggage Tag #: (b)(7)(C)

Bag Description: The bag is beige with pink tulips on it.

Missing Damaged Item Description: The caller is missing 94 pills from her baggage

Was an NOI Present? No.

SAT January Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Was there a timestamp or written notice on the NOI? NA

SAT	January	Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request	<p>REASON for the call: Caller flew from San Antonio and has a brand new Michael Symon cook book in his bag that does not belong to him. He wants to know if someone is looking for it so he can return it to them.</p> <p>NOI present (writing on it) Yes with nothing stamped or written on it.</p> <p>Date and Time: January 12th at about 1 pm</p> <p>Airport: San Antonio</p> <p>Gate and Terminal: A</p> <p>Airline: American</p> <p>Flight Number: 5210</p> <p>Bag tag #: (b)(6)</p> <p>Bag Description: large black roller bag with a red handle on it and a piece of burgundy and gold ribbon</p> <p>email: (b)(6)</p> <p>Call Reason: Caller wants to issue a complaint about TSA (b)(6)</p> <p>Caller did not take her fabric belt which is part of the dress off before screening. It triggered the alarm for the AT. The TSO asked her to turn to look at the pictures of the Areas of the body on the screen. The TSO stated she needed to touch her in those areas. She was upset that she was not given the option to be in a private room.</p> <p>She was not given the option to take her belt off and go through screening again. She raised her arms and conducted the screening in front of everyone.</p> <p>She has conducted more than a patdown. She touched areas such as her Vagina in public for everyone to see at the checkpoint. There was an invasion of privacy. She was rude.</p> <p>She was permitted to go through the checkpoint after the screening. She alerted her supervisor who gave her this number: How much right do they have to touch her and what is her right to stop them? Caller is still at the airport.</p> <p>Date Time of Incident: 01/18/2016 02:30 pm</p> <p>Gate Terminal: Terminal A</p> <p>Airport: San Antonio</p> <p>Airline: American</p> <p>Flight #: 5593</p> <p>Bag tag #: (b)(6)</p> <p>Bag description: NOI</p> <p>NOI: (b)(6)</p> <p>Submitted on Friday, January 29, 2016 - 14:56 Submitted by anonymous user: (b)(6) Submitted values are:</p> <p>Categories: Screening</p> <p>Where did this happen? TEXAS -&gt; SAT -&gt; San Antonio International</p> <p>Date: Fri, 2016-01-29</p> <p>Approximate time: 13:30</p> <p>Airline &amp; Flight Number:</p> <p>Checkpoint/Area of Airport:</p> <p>Name of TSA employee (if known): Supervisor (b)(6) Please provide a description of your inquiry/comment: My 13yr old daughter received a full call down! Absolutely unnecessary and completely unacceptable.</p> <p>==Passenger Information==</p> <p>Name: (b)(6)</p> <p>Email: (b)(6)</p> <p>Phone: (b)(6)</p> <p>The results of this submission may be viewed at: <a href="https://www.tsa.gov/node/2257/submission/4848">https://www.tsa.gov/node/2257/submission/4848</a></p>
SAT	January	Redown - Flyer	<p>Submitted on Friday, January 29, 2016 - 14:56 Submitted by anonymous user: (b)(6) Submitted values are:</p> <p>Categories: Screening</p> <p>Where did this happen? TEXAS -&gt; SAT -&gt; San Antonio International</p> <p>Date: Fri, 2016-01-29</p> <p>Approximate time: 13:30</p> <p>Airline &amp; Flight Number:</p> <p>Checkpoint/Area of Airport:</p> <p>Name of TSA employee (if known): Supervisor (b)(6) Please provide a description of your inquiry/comment: My 13yr old daughter received a full call down! Absolutely unnecessary and completely unacceptable.</p> <p>==Passenger Information==</p> <p>Name: (b)(6)</p> <p>Email: (b)(6)</p> <p>Phone: (b)(6)</p> <p>The results of this submission may be viewed at: <a href="https://www.tsa.gov/node/2257/submission/4848">https://www.tsa.gov/node/2257/submission/4848</a></p>
SAT	January	Redown - Non-Flyer	<p>Submitted on Saturday, January 16, 2016 - 17:05 Submitted by anonymous user: (b)(6) Submitted values are:</p> <p>Categories: Prohibited Items</p> <p>Please provide a description of the security issue: I was flying to El Salvador from San Antonio on December 11, 2015. At the time I didn't realize the in my backpack carry on there was a small pocket knife that I had out there some time ago. I had a laptop, phone chargers and cables, and two cameras in the bag as well. Went through security, passed through inspection and was not stopped or told anything about the knife after it my backpack was scanned. Only when I was on the plane and flying to my destination did I realize that there was a knife in my backpack when I opened the front pocket to look for my headphones. Was kind of disturbing to see that I went unnoticed by TSA. I got stopped, fingered, patted, and the guessing what was a particle lost on my hands because of some headphones I forgot to take out but not because of the knife. I don't know if all my personal electronics and cables in my backpack concealed the knife when it was scanned but just wanted to let y'all know of the security issue.</p> <p>==Passenger Information==</p> <p>Name: (b)(6)</p> <p>Email: (b)(6)</p> <p>Phone: (b)(6)</p> <p>The results of this submission may be viewed at: <a href="https://www.tsa.gov/node/2256/submission/4480">https://www.tsa.gov/node/2256/submission/4480</a></p>
SAT	January	Persons w/ Disabilities (PWD) - General	<p>Caller's wife and father-in-law are currently in SAT. He called in to request assistance for his father-in-law but now that they are at the airport, a TSO is telling them he has to be a Wounded Warrior to have assistance. He also stated that they would not allow the passengers to have a PSS.</p> <p>Submitted on Saturday, January 16, 2016 - 17:05 Submitted by anonymous user: (b)(6) Submitted values are:</p> <p>Categories: Prohibited Items</p> <p>Please provide a description of the security issue: I was flying to El Salvador from San Antonio on December 11, 2015. At the time I didn't realize the in my backpack carry on there was a small pocket knife that I had out there some time ago. I had a laptop, phone chargers and cables, and two cameras in the bag as well. Went through security, passed through inspection and was not stopped or told anything about the knife after it my backpack was scanned. Only when I was on the plane and flying to my destination did I realize that there was a knife in my backpack when I opened the front pocket to look for my headphones. Was kind of disturbing to see that I went unnoticed by TSA. I got stopped, fingered, patted, and the guessing what was a particle lost on my hands because of some headphones I forgot to take out but not because of the knife. I don't know if all my personal electronics and cables in my backpack concealed the knife when it was scanned but just wanted to let y'all know of the security issue.</p> <p>==Passenger Information==</p> <p>Name: (b)(6)</p> <p>Email: (b)(6)</p> <p>Phone: (b)(6)</p> <p>The results of this submission may be viewed at: <a href="https://www.tsa.gov/node/2256/submission/4480">https://www.tsa.gov/node/2256/submission/4480</a></p>
SAT	January	Screening - inconsistency	<p>Submitted on Sunday, January 24, 2016 - 08:38 Submitted by anonymous user: (b)(6) Submitted values are:</p> <p>Categories: TSA Pre20</p> <p>Where did this happen? TEXAS -&gt; SAT -&gt; San Antonio International</p> <p>Date: (b)(6)</p> <p>Approximate Time: 07:00</p> <p>Airline &amp; Flight Number:</p> <p>Checkpoint/Area of Airport: TSA PreScreen Name of TSA employee (if known):</p> <p>Please provide a description of your inquiry/comment:</p> <p>Facility Equipment--It is getting old that you stand in line at the pre-check and then get the pouch and the boarding pass reading carried read the the it home. This is very annoying and the be told to return the counter the data is completely visible on the phone. Then return to stand in an even longer line after standing in line at counter. This is a frequent occur whenever the airline has a delay. Apparently money should be spent equipment maintain once versus just having people standing around.</p> <p>==Passenger Information==</p> <p>Name: (b)(6)</p> <p>Email: (b)(6)</p> <p>Phone: (b)(6)</p> <p>The results of this submission may be viewed at: <a href="https://www.tsa.gov/node/2257/submission/46832">https://www.tsa.gov/node/2257/submission/46832</a></p>
SAT	January	Screening - Procedures/Process	<p>Original Message:</p> <p>From: webmaster@tsa.gov [mailto:webmaster@tsa.dhs.gov]</p> <p>Sent: Wednesday, January 06, 2016 9:36 AM</p> <p>To: TSA-ContactCenter</p> <p>Subject: Complaints</p> <p>Submitted on Wednesday, January 6, 2016 - 09:55 Submitted by anonymous user: (b)(6) Submitted values are:</p> <p>Categories: Missing or Damaged Items</p> <p>Where did this happen? TEXAS -&gt; SAT -&gt; San Antonio International</p> <p>Date: Tue, 2016-01-05</p> <p>Approximate time: 11:30</p> <p>Airline &amp; Flight Number: AA 3380</p> <p>Checkpoint/Area of Airport: Terminal B Security Name of TSA employee (if known):</p> <p>Please provide a description of your inquiry/comment:</p> <p>I had two bags going through security, a rolling bag and a personal bag. Both had to be inspected additionally. I had no problem with the additional inspection on my bags, however, while I was observing one TSA agent looking at the contents of my rolling bag, another TSA agent was going through my personal bag, about 15 feet away and in an area that I could not observe. I was very unhappy with this situation, especially when I realized after landing in Chicago that my gloves (that were in my personal bag) had not been placed back in my bag. I have no issue with the additional screening of my bags, but I should be observing when an agent is looking through my bags. And now I have lost a pair of gloves that I really loved.</p> <p>==Passenger Information==</p> <p>Name: (b)(6)</p> <p>Email: (b)(6)</p> <p>Phone: (b)(6)</p> <p>The results of this submission may be viewed at: <a href="https://www.tsa.gov/node/2257/submission/46832">https://www.tsa.gov/node/2257/submission/46832</a></p>
SAT	January	Screening - Procedures/Process	<p>Caller states he is a U.S. citizen and used to be an exchange student that traveled often. Caller states he is familiar with GBP policies with leaving the U.S. and entering the U.S. Caller states about a year ago his girlfriend traveled here with her daughter. Caller states at San Antonio airport about a year ago when returning back to Brazil an African American TSA officer at the checkpoint was verbally abusing her and her daughter. Caller states this officer was degrading her because she did not speak English and feels that she should not have been treated differently. Caller states last August in Miami he had a jar of honey broken by TSA inside his baggage and had trouble getting the bag from American airlines. Caller asked how can he speak with a supervisor at the checkpoint to avoid confusion at the checkpoint and maybe escort her on her next flight. Caller states on his last flight he had 6 tubes of toothpaste that caused him to be pulled aside and asking how to avoid this on his next flight. Caller asked how to contact the CSM at San Antonio. Caller asked if there is a contact number for TSA at San Antonio.</p>
SAT	February	Customer Service   TSO	

Original Message

From: TSA-ContactCenter@tsa.dhs.gov [mailto:TSA-ContactCenter@tsa.dhs.gov]  
Sent: Monday, February 15, 2016 6:55 PM  
To: TSA-ContactCenter  
Subject: Complaints

Submitted on Monday, February 15, 2016 - 18:55 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

Where did this happen?: TEXAS ->SAT ->San Antonio International

Date: Sun, 2015-02-15

Approximate Time: 05:30

Airline & Flight Number: Southwest 35

Checkpoint/Area of Airport: Ticketing and Tag Name of TSA employee (if known): Black gentleman. Please provide a description of your inquiry/comment. He played dumb "I don't know" when I speak perfect English. TSA hires helpers for security badge number and clear me who said she'd help while I waited and she helped others. He was just rude and rude under a stressful situation it was a fourth person who actually provided help or I wasted 30 minutes and missed picking up my unaccompanied minor son.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT February Customer Service - TSO

The caller stated that he traveled from San Antonio with a connecting flight in Dulles and on to Philadelphia last night. The caller stated that when he received his gun case, he had a NOI and both of his TSA Approved locks had been taken off.

Date Time: 02/28/16 at 4:38 PM

Airport: SAT

Airline: United Airlines

Flight #: 8088

Bag tag #: (10 digit) [REDACTED]

Bag Description: Polartec Fire-stored gun case, green in color.

Missing Damaged Item description: 2 locks missing from the gun case.

NOI: Yes. No time stamp.

SAT February Locks - Missing or Damaged Locks - No Claim Request

The caller did not want to file a claim for this missing locks.

Submitted on Thursday, February 11, 2016 - 11:05 Submitted by user: Anonymous Submitted values are:

Categories: Screening

Please provide a description of your comment.

My baggage TSA lock was not relocked on my baggage after your officers in SAT (San Antonio, TX) inspected my baggage on Tuesday 2/09 approx.ately 0820 on UA F13301.

I had a "Notice of Baggage Inspection" in my baggage, but no lock on outside nor inside. My lock was a Brass TSA (01) key type that had light green ink marking. If your officers are required to note baggage claim number (United [REDACTED]).

Just want to know if you got my lock and why wasn't my bag relocked.

==Travel Information==

Airport: TEXAS ->SAT ->San Antonio International

Date: Tue, 2016-02-09

Approximate Time: 08:30

Airline & Flight Number: UA F13301

Checkpoint/Area of Airport: TERMINAL B

Name of TSA employee (if known):

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

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT February Locks - Missing or Damaged Locks - No Claim Request

Caller's wife's luggage was missing the lock, and he wanted to know why because this was a Samsonite TSA approved lock.

Submitted on Saturday, February 5, 2016 - 12:25 Submitted by anonymous user: [REDACTED] Submitted values are:

Categories: Missing or Damaged Items

Where did this happen?: TEXAS ->SAT ->San Antonio International

Date: Sat, 2016-02-06

Approximate Time: 11:00

Airline & Flight Number: American 5996

Checkpoint/Area of Airport: terminal B

Name of TSA employee (if known):

Please provide a description of your inquiry/comment.: When the employee was scanning my backpack, my tablet fell down from the box, the screen is broken and touch does not work properly.

==Passenger Information==

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT February Mishandling of Passenger Property - Damaged/Missing Items - Carry-on Luggage w/ Claim Request

The results of this submission may be viewed at:  
<https://www.tsa.gov/node/2257/submission/50614>

Caller stated that her father was traveling from SAT on Southwest Airlines and his medication bag is missing from his carry-on luggage.

Mishandling RFI (claim)

Date Time of Travel: Feb. 17th, at 10:30 am

Gate Terminal:

Airport: SAT

Airline: Southwest

Flight #: 1506

The caller said she got in late last night and noticed today that her bag had been gone through. There were items missing and broken, and she would like to know how to be reimbursed for the items.

Date Time: 02/27/2016 @ 6:05PM

Gate Terminal: B4

Airport: San Antonio

Airline: American

Flight #: 1424

Bag tag #: (10 digit): N/A

Bag Description: Black, medium-sized, blue label on it to ID her

Missing Damaged Item description: A long stream of freshwater pearls were broken, a gold brooch cuff was missing, along with a flat iron. Ana

Nanis perfume, Jergens tanning lotion, and a round brush

NOI: N/A

SAT February Mishandling of Passenger Property - Damaged/Missing Items - Checked Luggage w/ Claim Request

Submitted on Monday, February 15, 2016 - 12:32 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

Where did this happen?: TEXAS ->SAT ->San Antonio International

Date: Fri, 2016-02-12

Approximate Time: 18:30

Airline & Flight Number: Southwest 318/275 Checkpoint/Area of Airport: Security Checkpoint Name of TSA employee (if known): ?

Please provide a description of your inquiry/comment.: After clearing Immigration and Customs returning from Mexico City, we rechecked our luggage and then had to go back through security. We had purchased a bottle of toilet Duty Free and it was placed in the TSA-approved sealed bag with the red strip and barcode. The first female TSA agent started to get on our case that we could not carry on the plane but a male agent interceded to correct her lack of knowledge. Then they started acting like clowns making fun of the whole matter. Very unprofessional and insulting!

To compound matters, two of our four bags had TSA inspection cards in them and one bag was missing a t-shirt that was packed on the very top.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT February Mishandling of Passenger Property - Damaged/Missing Items - Checked Luggage w/ Claim Request

CSM RFI—Misleading RFI

REASON for the call:

Caller flew on Delta and WestJet on 2-16-15 and arrived home yesterday and discovered her bag was checked without her present. She flew from San Antonio to ATL to Toronto, Canada and on to St. John, Newfoundland. She had a NOI and her \$200.00 hair straightener has the plates smashed on it. It had not been repacked properly.

Date Time: 2-16-16 Departing at 11:03 AM  
Gate Terminal: Does not know  
Airport: SAT  
Airlines: Delta  
Flight #: 1641  
Bag tag # (10digit): Does not have it.  
Bag Description: A large purple bag with a printed design on it.  
Damaged item description: The plates were smashed on a \$200.00 hair straightener.  
NOI: Yes Nothing written or stamped on it.

SAT February Misleading of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller checked her bag at SAT on a South West Airlines flight. She said she received her luggage and there was a NOI in her luggage and the zipper was ripped off. She wants to know what happened and what she can do?

Date Time: 02/04/16 11:00am  
Gate Terminal: Terminal A, Gate A13  
Airport: SAT  
Airlines: South West Airlines  
Flight #: 494  
Bag tag # (10digit): [REDACTED]  
Bag Description: Black, weather, bigger than carry-on soft sided zipper bag  
Missing Damaged item description: Zipper was broken off the bag  
NOI: Yes  
Email:

SAT February Misleading of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

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

Remote Client IP: [REDACTED]  
Date Time: 2/28/2016 4:21:35 PM

Name: [REDACTED]  
Email Address: [REDACTED]

Comment: I returned on 2/26 from San Antonio and I realize that for protection you need to check bags. My bag was one of them in the process where my zipper broke the lock. They also broke the zipper so the only way to open my bag was to use scissors to open now my luggage needs to be thrown a way. I do have a picture if you need it.

SAT February Misleading of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Submitted on Monday, February 29, 2016 - 09:38 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items  
Where did this happen?: TEXAS --SAT--San Antonio International  
Date: Sat, 2016-02-07  
Approximate Time: 05:00  
Airlines & Flight Number: southwest 1836  
Checkpoint/Area of Airport: checked baggage Name of TSA employee (if known):  
Please provide a description of your inquiry/comment: An item, Bar Keeper's Friend which is a powder cleanser, was removed from my luggage. I have checked and per your website it is allowed to be transported by checked or carry on. Also, the products data sheet says there is no fire hazard or any transportation risks. We live in Mexico and we can not obtain the product down here, we have had this in our luggage before with no problem.  
--Passenger Information--

First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Phone:

SAT February Misleading of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

The passenger [REDACTED] flew United from SAT and when she unpacked, her \$450 black North Face jacket was missing from her Checked luggage. She has filed a claim with United and SAT Airport police, but the caller felt that if a TSO stole the jacket, they would not place an NOI inside to incriminate their self. He asked if he could get a claim form from the website. An alternate contact email address to use as [REDACTED] He asked if he would get contacted.

Date: 2-25-15  
Time: 8:30am  
Airport: SAT  
Gate: Not Provided  
Airlines: United  
Flight: 3947  
NOI: No  
Bag Tag: [REDACTED]

SAT February Misleading of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Bag Description: Large red bag  
The caller is missing a Galaxy S3 cell phone and he has an NOI. He said he would like his phone back, but he does not want to call the lost and found nor does he want a claim form mailed to him. He does not have an email address.

Airport: SAT  
Airlines: Southwest  
Flight: 668  
Date: 2-11-16  
NOI: Yes with nothing specific on it  
Baggage claim: Does not have  
Description of bag: Green jeep bag

SAT February Misleading of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Reason for the call - He wanted to make a complaint about his patdown experience. He said that a TSO by the name of [REDACTED] touched his legs and his testicles. He stated that he is a sick man. He asked to speak with a supervisor while he was at the airport.

Airport - SAT  
Airlines - United Airlines

SAT February Retarded Flyer

This call was disconnected. I called him back at 3:32 pm and got a voice mail. I left a message asking him to return his call. Submitted on Monday, February 1, 2016 - 20:16 Submitted by anonymous user: [REDACTED] Submitted values are:

Categories: Professionalism/Customer Service  
Where did this happen?: TEXAS --SAT--San Antonio International  
Date: Mon, 2016-02-01  
Approximate Time: 10:30  
Airlines & Flight Number: Southwest  
Checkpoint/Area of Airport: San Antonio security check point Name of TSA employee (if known):  
Please provide a description of your inquiry/comment:  
I was traveling this morning to Mexico City From San Antonio with my 13 years old son. When we being going through the check point my son goes first and pass without any trouble, then I tried to pass and the alarm sounds when I need to go through. The TSA lady came by and ask me if I can remove my jewelry and I show her what I were wearing. She told me that it is my gold bracelet the one that sounds so she ask me to go with her to a neck line. When I was with her she said she ask me not to touch anything, why? If I didn't do anything wrong she ask me if I had any medical implant and I said yes. I had some metal in my back. She did not care and makes me a question, that she need to make me a revision, that if I want to I go to a special room. Do you imagine my son? Why should go to a room if I didn't do anything wrong but had a back surgery so many years ago. Why she start to intimidate myself and start to treat me as a criminal if I don't do anything, why she just ask me to go to the xray machine and vent the implant? Why she has to touch me all around even under my pants and clouthds if I didn't do anything wrong. She put her fingers into my hair to vent y I don't had any in there. Why if I don't give any motive to do it. She just could ask me to show her me back scar and for sure I could show her my big scar that goes from the top to the end of the spine. Why she talk to me as I was a criminal if I only are a man travel with my son. She trying to intimidate and humiliate me. She did.  
Then I asked her where can I put a declaim and her answer was whith her.  
Whith this answer what can we do whith that. I felt humiliate and offend and my son has a terrible time. Why if we only want to has some free days o us there.  
Why they dont respect us? We are persons, we are regular people who like to travel.  
I asked her what can I do to avoid this kind of treat every time I travel to USA, her answer was "You have to get use until you had the metal implant in your body" What kind of answer is that she really offend myselfe, or you can travel to other part of the world but you always will sound" It is not true that, I can sound because of that but I never be treat that way before.  
Is not the first time I travel, is not the only airports I ever been. But it is the first time they humiliate myfelve and scare my son. Is sad all this, always the USA governments fighting for the human rights but in this area really is very sad the way you treat the regular people.  
Sorry about this, I dont want to make a con'tain, I only want to let you know the way you make us feel.

SAT February Persons w/ Disabilities (PWD) - Metal Implants (SMI)

--Passenger Information--

			Disability Description: She has asthma.
			Incident Details: She said she had a jar of solid chocolate that had herbal meds in it and that the female Officer threw it away at the San Antonio checkpoint today and that the Officer said that it was a paste. She said she flew with it 2 days ago from the Portland, OR Airport for carry on and that the male TSA Officer screened it and let her take it through the checkpoint. She asked to be compensated for it. She requested that we email the claim form to her. She said she has asthma and the meds were for her medical condition and that it was disability related. She does not have the name of the Officer that threw the meds away. She requested an email on this.
			Mishandling RFI
			REASON for the call/Complaint Date Time: 02-20-16 at 1:30 pm Gate Terminal: unknown Airport: San Antonio Airline: Delta Flight #: unknown
			Missing Damaged Item description: she had a jar of solid chocolate that had meds in it and the female Officer threw it away at the checkpoint
SAT	February	Persons w/ Disabilities (PWD) - Respiratory and Imaker Equipment	THIS GENERATED EMAIL HAS BEEN SENT FROM <a href="http://www.tsa.gov/contact/index.shtml">http://www.tsa.gov/contact/index.shtml</a> Remote Client IP: [REDACTED] Date Time: 2/14/2016 9:13:54 AM
			Name: [REDACTED] Email: [REDACTED] Complaint: Items Not Permitted Through the Security Checkpoint Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc.): San Antonio Airport Terminal A 515-5330m 14 FEB 2016 Comments: I was made to "surrender" my pecan pie because it was "spreadable" I showed the TSA agent where pecan pie was allowed on the NY TSA app. His reply was I am sure it says it's ok but his decision was final. Need to change your info on pie, SAT says no pie is allowed through security because it is spreadable.
SAT	February	Screening - inconsistency	Sent from my iPhone
			I would like to draw your attention to Joy, who works second shift at SAT. On the 22nd of February, I requested a pat down. I asked her to be gentle, as I have had a very rough pat down one time in Denver, that was very upsetting. I wish I had known how to seek assistance at that point in time, but I didn't. I am glad I do now, because these actions need to stop.
			[REDACTED] was very rough and hurt my groin with her rough pat down. In fact I made a comment after the first leg and she did not change her technique on the second side, which is what prompted this complaint. When she did the bra area, she stopped along the way several times and felt my breasts. I travel regularly and always choose the pat down. I have a right to not be hurt or made uncomfortable in the process. I was very upset about this. I would have written you about this sooner, but I had misplaced the card with your contact information until now. Action needs to be taken about [REDACTED]. She needs to stop hurting people and being overly sexual.
			Sincerely, [REDACTED]
SAT	March	Customer Service - TSO	Submitted on Tuesday, March 15, 2016 - 09:02 Submitted by user: Anonymous Submitted values are: Categories: TSA Pre?® Where did this happen?: TEXAS®   SAT: San Antonio International Date: Tue, 2016-03-15 Approximate Time: 07:30 Airline & Flight Number: WN 1036 Checkpoint/Area of Airport: TSA pre check and regular security checkpoint Name of TSA employee (if known): Please provide a description of your inquiry/comment.: Please let the SAT TSA employees know that the GOES program also covers TSA pre check. My wife was told by two TSA officers that it doesn't and could not use the pre check line. We did not enter her KTN until after she checked in so not only our fault but the employees are passing out incorrect information about the program. ==Passenger Information== First Name: [REDACTED] Last Name: [REDACTED] Email: [REDACTED] Phone: [REDACTED]
			Interpreter ID: [REDACTED]
			Caller would like to file a formal complaint that he experienced. His mother traveled from SAT to Mexico. The TSO told her she could not travel because her visa was expired. The officer requested that she shows a US ID, which she did not have because she is a Mexican citizen. She did have a foreign government issued passport. The TSO kept claiming her visa was expired. [REDACTED] would like to file a complaint for the rudeness and improper asking for the Visa. He would like a response from the customer service manager.
			Date Time: 03.29.2016 @ 9:30 AM Airport: SAT Airline: Interjct Flight #: 2951 Terminal: gate# A/B
SAT	March	Customer Service - TSO	Caller states that one of her locks were missing from her bag and she wants to file a complaint. She also wants to talk to a manager at her airport.
			Date Time: 3-28-16 12:30pm Airport: San Antonio Airline: Southwest Flight #: 35 Bag tag # (10digit): [REDACTED] Bag Description: Small white cooler, Igloo brand 28 quarts Missing Damaged Item description: TSA approved locks NDI: No
SAT	March	Locks - Missing or Damaged Lock--No Claim Request	REASON for the call: Caller flew from San Antonio on Thursday. Her bag was searched at the checkpoint. The TSO took her eye makeup remover and toothpaste. She is missing a gold makeup bag with brand new make up inside. The TSO was Hispanic about 5 feet tall. There was a short older Hispanic lady with a black jacket behind her who was also being screened. Date and Time: March 17th at 12:30 pm Airport: San Antonio Gate and Terminal: NA Airline: Southwest Flight Number: 2991 Bag Description: The bag was a black, lime green and white Vera Bradley bag. Missing Damaged Item description: She is missing a gold make up bag that has a metal Tane brand tag on it. email: [REDACTED]
			She also mentioned her previous experience which we investigated regarding missing money and earrings and a broken necklace and was informed that we did not see anything in the screening that would have indicated it was TSA but she was not sure who else it could be.
			REASON for the call: Caller states she flew from San Antonio and her bag was inspected. Caller states she found a NCI inside the bag and now missing a shoe from her bag. Caller asked what can she do about this.
			Airport: San Antonio Airline: American Flight #: 357 Date Time: 03-30-2016 3:00 pm Bag tag # (10digit): [REDACTED] Bag Description: Olive colored Olympia suitcase carry on size with wheels Missing Damaged Item description: Shoe NDI: Yes Anything on NDI: No Gate Terminal: Gate B 2 Email Address and phone: [REDACTED] [REDACTED]
SAT	March	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	Call Reason: Caller is missing a makeup bag. It was a black, quilted drawstring bag.
			Date Time of Incident: 03/24/2016 02:30 pm Gate Terminal: Airport: San Antonio to PHX Airline: Southwest Flight #: Not Provided Bag tag #: Not Provided Bag description: Large Black suitcase. Embroidered CR in purple on the outside NDI: No
SAT	March	Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request	

SAT	March	Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request	<p>Call Reason - Caller s Paper tray that connects to stenograph machine is broken</p> <p>Date: Time of Incident: 03/01/2016 06:45 pm</p> <p>Gate Terminal:</p> <p>Airport: San Antonio, TX to Ontario</p> <p>Airline: Southwest</p> <p>Flight #: 359</p> <p>Bag tag #: (b)(7)(C)</p> <p>Bag description: Black medium stenograph case made for the machine.</p> <p>NOI: Yes</p> <p>Caller states that when he arrived at his destination that his bag had been gone through and something s were broke. He wants a claim form sent to him via email and to be reimbursed for this.</p>
SAT	March	Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request	<p>Date: Time: 3-8-16 5:30pm</p> <p>Gate Terminal: B4</p> <p>Airport: San Antonio</p> <p>Airline: American Airlines</p> <p>Flight #: 2272</p> <p>Bag tag #: (10digit) (b)(7)(C)</p> <p>Bag Description: Bag tag and orange bag.</p> <p>Missing Damaged item description: Play station 4 controller dock, HDMI cord.</p> <p>NOI: Yes</p> <p>Caller states he flew from SAT to LAS and his luggage was opened. He had to wash his clothes due to his vitamins were opened and dumped into his luggage. The bag was resealed and empty. He states he expects an explanation from the CSM as to why this took place.</p>
SAT	March	Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request	<p>Date: Time of Travel: 03/15/16 11:50</p> <p>Gate Terminal:</p> <p>Airport: SAT</p> <p>Airline: SW</p> <p>Flight #: 3157</p> <p>Baggage Tag #: (b)(7)(C)</p> <p>Bag Description: Red large canvas bag, American Tourister brand</p> <p>Missing Damaged Item Description: Vitamins spilled into the luggage</p> <p>Was an NOI Present? Yes</p> <p>Was there a timestamp or written notice on the NOI?</p> <p>CSM RFI--Mishandling RFI</p> <p>REASON for the call:</p> <p>Caller recently flew from San Antonio and he had a NOI and TSA stole items from his bag. The stolen items are 4 prototype hologram kits. He completed a form online about what happened and received a message that said he did not have a NOI and TSA is not responsible and suggested what he should pack.</p> <p>He ordered me not to say missing, because the items were stolen. He repeated that several times.</p> <p>He began to make demands and tell me that he wants the footage of the screening area looked at and wants the thief to be prosecuted. He told me he will come back to be present in court.</p> <p>He also has made his bag and allow his clothing because TSA opened a bag of mud he had inside and did not reveal it.</p> <p>Caller said he is Diamond status with Delta and never had such an issue.</p> <p>Date: Time: 3-16-15 Departing at 2:30 PM</p> <p>Gate Terminal: He said they just call it the Delta Terminal</p> <p>Airport: SAT</p> <p>Airline: Delta</p> <p>Flight #: 3773</p> <p>Bag tag #: (10digit) (b)(7)(C)</p> <p>Bag Description: A black Turn Full size bag</p> <p>Missing item description: 4 Prototype Hologram kits are missing. Each one was in a clear transparent bag. Also a bag of mud was not repacked and spilled onto his clothing.</p> <p>NOI: Yes. Nothing written or stamped on it.</p> <p>He confirmed the bag flew unlocked.</p> <p>The caller flew from SAT and found an NOI in his bag. However, when he plugged up his Apple iMac computer, it will not turn on and is giving him an error message. He asked how to find out if the computer was damaged during inspection. He asked how long it might be before he heard anything. The computer was very well protected in the bag but everything was placed back after the inspection. The caller wants to know if the computer was damaged during inspection.</p> <p>Date: 3-18-16</p> <p>Time: 11:50AM</p> <p>Airport: SAT</p> <p>Gate: A11</p> <p>Airline: Southwest</p> <p>Flight: 3157</p> <p>NOI: Yes</p> <p>Bag Tag: (b)(7)(C)</p> <p>Bag Description: Large red Atlantic bag</p> <p>Caller wanted to inquire about her bag inspection. A breakable item was rearranged and a mug was shattered into pieces. And wants to know how to get it replaced.</p> <p>Date: Time: March 19 2016, 7:05am</p> <p>Gate Terminal: B</p> <p>Airport: SAT</p> <p>Airline: Southwest</p> <p>Flight #: 213</p> <p>Bag tag #: (10digit) (b)(7)(C)</p> <p>Bag Description: The bag is a black suitcase, medium size. Travel Pro is the brand. The material is cloth and plastics holding together. It has 4 wheels. There is a light blue bandana that was tied on the handle.</p> <p>Missing Damaged item description: The mug was a Starbucks mug with a pen that was intended to be written on. The mug was not plastic or metal. It was made out of pottery.</p> <p>NOI: Yes</p> <p>Caller flew today and her iPhone charger is missing. She stated her bag was checked. She is not interested in filing a claim, only reporting the missing item.</p> <p>Date: Time: 3-21-16 0600</p> <p>Airport: SAT</p> <p>Airline: Delta</p> <p>Flight #: 2591</p> <p>Bag tag #: (b)(7)(C)</p> <p>Bag Description: Hard case purple with black stripe Samsonite</p> <p>Item description: White iPhone charger.</p> <p>NOI present (writing on it): Nothing additional</p> <p>The caller traveled internationally from San Antonio and is upset because her husbands lock was missing from his bag and when she opened her checked bag, there were granola bar crumbs all over her clothes and several pieces of jewelry that she stated were hidden in a pair of underwear were missing from her bag. She traveled with Southwest airline and she wishes to be contacted back by phone.</p> <p>Date: Time: 03/12/2016 0:30am</p> <p>Gate Terminal: Gate A13 Terminal 1</p> <p>Airport: SAT</p> <p>Airline: Southwest</p> <p>Flight #: 8915</p> <p>Bag tag #: (10digit) (b)(7)(C)</p> <p>Bag Description: Neon Green, Delsey brand</p> <p>Missing Damaged item description: Crumbs all over her clothes. Missing jewelry--diamond long tear drop necklaces on a chain and matching hoop earrings, several white house black market sets, including black and crystal opalume jewelry. All together there were 3 sets of white house black market jewelry and 1 set of Brighton jewelry. Each set included a necklace, bracelet, and pair of earrings.</p> <p>NOI: No</p> <p>Submitted on Thursday, March 17, 2016 - 00:17 Submitted by user: Anonymous Submitted values are:</p> <p>Categories: Missing or Damaged Items</p> <p>Where did this happen? TEXAS -&gt; SAT -&gt; San Antonio International</p> <p>Date: Wed, 2016-03-16</p> <p>Approximate Time:</p> <p>Airline &amp; Flight Number: Delta 6771</p> <p>Checkpoint/Area of Airport: Checked luggage Name of TSA employee (if known): Unknown Please provide a description of your injury/comment: 4 h ologram kits were stolen from my check luggage. I am officially requesting an investigation, recovery of said stolen items and the arrest and prosecution of the offender.</p> <p>==Passenger Information==</p> <p>First Name: (b)(7)(C)</p> <p>Last Name: (b)(7)(C)</p> <p>Email: (b)(7)(C)</p> <p>Phone: (b)(7)(C)</p>
SAT	March	Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request	

Remote Client IP: [REDACTED]  
Date Time: 3/10/2016 6:32:15 PM

Name: [REDACTED]  
Email: [REDACTED]  
Comments: Inappropriate Screening/Pat Down Screening-  
Flight Info (if applicable): Enter Flight/Airline/Terminal/Airport/Gate/Etc.: San Antonio, Texas Airport/Delta gate I believe it was February 24, 2016  
Comments: I was treated very rudely by the supervisor [REDACTED] and sexually molested and shoved by [REDACTED] [REDACTED] refused to provide me with her information and others involved in this matter. She said I was NOT able to file a complaint or get the paperwork that she offered no maner in which to file a complaint against her and the other "test a fake cop". During a pat down that turned out to be a sexual assault and physical shoving by [REDACTED] [REDACTED] which was observed by [REDACTED] and the floor manager [REDACTED] [REDACTED] did nothing to correct this and actually an d physically assaulting me. rather she spoke harshly to me, made a face and basically reprimanded me about the pat down. When [REDACTED] [REDACTED] saw th at the girl [REDACTED] shoved me and I almost fell backwards, he immediately asked for her to remove herself and told [REDACTED] to pat me down in pants with another female agent who appeared to be very nice. [REDACTED] too touched my vagina and was rough in her pat down. I am sick and tired of being sexually molested by your "test a fake cop", when I fly. Should a REAL law enforcement official/police officer, federal law officer conduct themselves in such a manner a law suit could be filed and they would go to jail for such behavior. Why these five and time individuals with "GOD" complex can conduct the themselves in such a manner is unacceptable. I never have reported this before in writing because I do not want you to punish me by putting me on the no fly list. I never say anything but this time it was outrageous what that girl was doing to me. Surely the video exists as it does now everywhere, so that if someone lies and says I was NOT shoved and/or my vagina touched, they will be making a false statement to the federal government! I want someth ing done about this matter not only for my sake but for all the women who have to endure and keep quiet for fear of reprisal from TSA. Before I go out her with this matter. I want to give you an opportunity to get this resolved now rather than litigate. Thank you for your time.  
TD>

SAT March Patdown - Flyer

Submitted on Monday, March 21, 2016 - 18:32 Submitted by user: Anonymous Submitted values are:

Category: TSA Pre?®  
Please provide a description of your inquiry:  
Is there any prohibition to using standard sized rectangular baggage bins in the TSA pre-check lines?

At SAT (San Antonio) there are never any standard sized grey rectangular bins in TSA pre-check. Only the very small round ones are there. But I travel with fragile items often in my bag so I always request a regular grey bin (or offer to grab one myself) but every time in San Antonio (SAT) the TSA agents either refuse to give me a bin or they continuously ask me questions about the reason I want the bin and can be hostile in the the questioning. I travel A LOT (and am a member of Global Entry and work for the DoD) but SAT is the ONLY airport where I encounter the lack of grey bins and the sometimes hostile attitude when I'm making my very simple request with a nice smile on my face. (Believe me, I know what to expect in the line of questioning from the agents so I am EXTRA nice when I ask!)

Can the standard grey rectangular bins be added to the San Antonio/SAT TSA pre-check lines? This will maintain consistency with all other US airports I've been in - from Kauai, Hawaii to Charleston, SC and give passengers the ability to better protect their non-hard sided carry ons.

Thank you very much for your time and consideration.  
==Passenger Information==

First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

SAT March Screening - Procedures/Process

REASON for the call: Caller states she is at San Antonio airport and today they look her play dock. Caller states she has never saw that this was not permitted. Caller states she was informed by TSA officers that different airports have different rules and states she wants to file a complaint about this. Caller states they informed her to throw away all but 3 ounces of the play dock.

Airport: San Antonio  
Airline: Delta  
Flight #: 5771  
Date Time: 03-30-2016 3:25 pm  
Bag tag #: (f0dgt): NA  
Bag Description: NA  
Missing Damaged Item description: NA  
NCR: NA  
Anything on NDI: NA  
Gate Terminal: Terminal A Gate 2  
Email Address and phone: [REDACTED] [REDACTED]

SAT March Screening - Procedures/Process

Submitted on Wednesday, March 30, 2016 - 21:04 Submitted by user: Anonymous Submitted values are:

Categories: Screening  
==Complaint Detail==  
Where did this happen? - TEXAS - :SAT: - :San Antonio  
International:  
Date: Wed, 2016-03-30  
Approximate Time: 16:00  
Name of TSA employee (if known): Unknown, refused to identify himself  
Airline & Flight Number: United  
Checkpoint/Area of Airport: TSA Pre  
Please provide a description of your inquiry/comment:  
I was selected for random screening after going through the metal detector. The TSA agent told me to go back through, and wait on the other side. Then another agent asked me to go through the scanner machine, at which point I selected opt out. The first agent was annoyed, and said I should have told him that immediately. I didn't tell him because in every other airport random/secondary screening is a quick pat down. He then subjected me to the most drawn out pat down I've ever experienced or witnessed, and insisted my wallet go through the xray machine (taking it from me and hold it out of sight). He even inspected my (thin) watch.

Why is it that policies seem to be subject to the whims of certain TSA agents? It gives whole new meaning to "random" screening. In no other airport have I been subjected to such rude behavior by a TSA employee. And I'm TSA Pre!

==Passenger Information==  
First Name: [REDACTED]  
Last Name: [REDACTED]

Submitted on Monday, April 4, 2016 - 06:51 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? - TEXAS - :SAT: - :San Antonio  
International:  
Date: Sun, 2016-04-24  
Approximate Time: 09:00

Please provide a description of the issue:  
I was stopped after being screened and the young lady said she needed to check my waist area and below. She asked if I wanted to go to a private setting and I told her to do what she needed to do and let me move on. She used the back of her hand and went around my waist and then she felt my upper inner thighs with her hands when she reached my pelvic area she showed her fingers right inside my vagina. She said she felt something in my pelvic area and said it moved so she was going to have to get her supervisor. I waited and waited for her supervisor to get off the phone and talk to a female officer. we went into the screening area and she felt again, her supervisor did the same and questioned the first young lady. I am a little over weight and have a few layers of fat with extra fat on my pelvic. I tried to explain to them that when I was younger I broke my pelvic bone and it sticks out therefore the skin and extra fat over it is what they were feeling. I waited in the screening room for them to get other TSA person. They came in the "private room" with three others already there. I asked if they wanted me to drop my pants and they said they could not ask me to do that. I will say the next problem that I have I will drop my pants right at the security line. I felt violated and felt that they were holding me because I am white and everyone else was

SAT April Civil Rights - Racial Profiling or Discrimination

Categories: Professionalism/Customer Service  
Complaint Detail:  
Where did this happen? - TEXAS - SAT - San Antonio International  
Date: Fri, 2016-04-01  
Approximate Time: 08:00  
Name of TSA employee (if known): Supervisor [REDACTED]  
Airline & Flight Number: American Airlines: 1213  
Checkpoint/Area of Airport: B terminal security  
Please provide a description of your inquiry/comment: The TSA agent the handled my bags was extremely rude and aggressive. He did not treat my things or my with any respect at all. I asked for his name and he got his supervisor. Her name was [REDACTED] She was even more rude than the agent. When I tried to read the agent's name tag to get his name she stood in front of me and cut her hand up and said "you do I need to know his name". The level of rudeness at this TSA check point was unbelievable!  
Passenger Information:  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

SAT April Customer Service- TSO

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

Remote Client IP: [REDACTED]  
Date Time: 4/3/2016 4:18:17 PM

Name: [REDACTED]  
Email: [REDACTED]  
Complaints: TSA Accepted Locks - Missing or Damaged:  
Flight Info (if applicable): Enter Flight/Airline/Terminal/Airport/Gate/Etc:-8947 Air France SAT - ATL  
Comments: I have been flying abroad twice a month for two years, and EVERY single flight out of the SAT terminal end with broken and missing TSA approved locks, damaged cases and damaged contents. EVERY time I put TSA approved locks on my cases (mainly toollocker type cases) not because they carry valuables, but to keep them closed. EVERY single time locks are broken, lost and latches and hinges are simply twisted to keep them closed. It is ridiculous. I have bought not less than 10 sets of TSA approved locks and four different cases, and every time happens again departing from SAT Intl airport. Never experienced the same situation in countries we call third world or "dangerous". I am frustrated, upset and I have taken pictures to prove what I am saying. This has to STOP, what kind of agents pretend to keep us safe if they can't perform their duties with professionalism, respect and respect for their fellow citizens belonging? Please do something about it!  
Caller purchased a TSA lock and TSA cut it anyway. She asked why did they cut it! She did find a NOI in her bag and the cut key was attached to the NOI. She would like to file a complaint, but did not want a claim form.

SAT April Locks - Missing or Damaged Lock-No Claim Request

ADD: She asked why did they open the bag in the first place

Date Time of Incident: 04.16.16 Checked in Bag (airbud 5:45 am to 6:00 a.m... Flight Time: 6:58 a.m.  
Gate Terminal: N/A  
Airport: SAT  
Airline: American  
Flight #: 0000  
Bag tag #: N/A Available  
Bag description: Medium size bag, rolling duffel bag that was blue and black  
NOI: YES  
Email: [REDACTED]

SAT April Locks - Missing or Damaged Lock-No Claim Request

To whom it may concern:

On April 11th 2016 at approximately 8:15 am I was going thru the TSA checkpoint at the San Antonio airport (SAT). I placed my laptop on a separate bin as requested. As soon as I crossed the body scanner I was asked to wait by one of your officers as he needed to pad down the gentlemen in front of me as well as myself. I waited for approximately 3 more minutes.

When I got to the conveyor to pick up my belongings my laptop was missing. I am not sure if the laptop got stolen or if another passenger took mine by mistake. I noticed that there was another laptop on the same conveyor that had not been claimed but it was a different model and color. I reported this to TSA supervisor [REDACTED] and he said to submit a report online. The details of the laptop are below:

Manufacturer: IBM  
Model: [REDACTED]  
Color: [REDACTED]  
Note: Had mouse USB key attached

Please let me know if you need additional information. I am traveling on business and it is urgent that I find my laptop. My cell phone number is: [REDACTED]  
HYPERLINK: [REDACTED]

[REDACTED]

Safety Specialist:

HYPERLINK: [REDACTED]

[REDACTED]

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

Sent from my Verizon 4G LTE Smartphone  
Call Reason: Caller flew from SAT to IND and got a NOI in her checked bag. She had a knife in a gift box inside the bag that is now missing.

Baggage Checked Date and Time: 4 1 3:35 pm  
Flight Date and Time: 4 1 5:30 pm (but was 8 to 10 minutes late)  
Gate Terminal: B6(?)  
Airport: SAT to ORD  
Airline: United airlines  
Flight #: UA484B  
Bag tag # (10 digit): [REDACTED]  
Bag Description: It is a black and white, four-wheeled large American Tourister bag.  
Missing Damaged Item description: She is missing a large knife inside of a gift box with a picture of the knife on it.  
NOI: Yes - nothing extra on it.

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Reason for Call: Checked Bag Inspected...NOI...HD 7 Monitor Broken.

- 1. Date and Time of Flight: April 5, 2016 at 11:02 am
- 2. Gate Terminal: Unknown
- 3. Airport: SAT
- 4. Airline: Delta
- 5. Flight #: 1641
- 6. Baggage Tag #: [REDACTED]
- 7. Bag Description: Large Black Hard Pelican Case
- 8. Missing Damaged Item: HD 7 Monitor Broken
- 9. Was NOI Present: Yes
- 10. Was Time Stamp Note: No
- 11. Phone: [REDACTED]
- 12. Email: [REDACTED]

The caller states he flew out of San Antonio and when he landed in St. Louis he stated his bags were damaged.

Date Time: 4 5 2016 @ 6:40 am  
Airport: SAT  
Airline: American  
Flight #: 1433

Bag tag # (10 digit): [REDACTED]  
Bag Description: Black bag with a soft shell in the middle but surrounded by thick plastic.  
Missing Damaged Item description: Appears as if the stitching had been taken off the bottom and also the plastic surrounding is damaged. The metal handle is punctured into the bag.  
NOI present (writing on it): NO NOI  
Caller flew out SAT her luggage was delayed when it arrived there was a NOI inside and a brand dress is now missing. The TSO officer was very nice to her during the screening.

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Date Time: April 12 10:57 AM  
Gate Terminal: Gate B 4  
Airport: SAT  
Airline: American  
Flight #: AA2386  
Bag tag # (10 digit): [REDACTED]  
Bag Description: [REDACTED] bag was Black with a bright Green strap with her last name on it.  
Missing Damaged Item description: She is missing a brand new dress that was black and the top was black and white and gold with the tags.

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

NOI: YES

Our bags were apparently inspected on the way to our destination from SAT to OCM last week on United. When we got to Grand Cayman, one of my husband's sandals was missing. We waited until we got home to make sure it just wasn't packed, but it apparently was lost at the airport. Is there any sort of lost and found for items after inspections?

[REDACTED]

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller took a flight to Montego Bay on 4-4-16. She said her Gerber military knife is missing.

Date and Time: 4-4-16 at 06:55 am  
Gate and Terminal: Does not have.  
San Antonio Airport  
American Airlines  
Flight #1433  
Description of missing item: Gerber Knife about 6 inches unfolded, but it folded up and fit into a pouch.  
Description of Bag: Nautica Blue with yellow strip around it. Large Bag (the biggest one in her set)

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

NOI was present. No handwritten notes.  
Submitted on Monday, April 25, 2016 - 14:52 Submitted by user: Anonymous Submitted values are

Category: Missing or Damaged Items  
==Complaint Detail==  
Where did this happen? : CALIFORNIA - : QXR - : QXRnd  
Date: Fri, 2016-04-22  
Approximate Time:  
Name of TSA employee (if known):  
Airline & Flight Number: United airlines  
Checkpoint/Area of Airport: Not sure  
Please provide a description of your inquiry/comment. Hi I recently flew from San Antonio to Michigan with Chicago the connecting flight in San Antonio there was a small private plane that landed, that delayed me 4 hrs and so when I made the next flight I almost missed that one and they called ahead and opened the door for me, when I got on the plane to Michigan my luggage somehow got sent to California, it was also inspected somewhere along the line and they left me a note we got the luggage back the next day and I was missing a clear collaphane bag of sixe/51 grs close with a crystal like headband and an envelope that was from my sister in law to my wife that had a note for my wife, "love y'all miss the kids, here's some money you told me to save". There was 340\$ in the envelope and the bag and the envelope was gone entirely. Please call and let me know what you can do, my suitcase was a large green one, my name is [REDACTED] [REDACTED] I also had a drill and passport and I got that but I'm still missing the kids clothes and the money, I even got some Easter back from in the suitcase  
==Passenger Information==  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller said her husband and her flew out of San Antonio and his bags were inspected. She said the locks were broken and his medications were not in the bag. There was a NOI in the bag.

Bag Description: Red soft side with wheels (Large) 15 by 24 rough estimate  
NOI: Yes, no handwritten notes on it.  
Date: Time: 4-5-16 and 11:35 am departure  
Gate Terminal: Gate A12 terminal A  
Airport: San Antonio International  
Airline: Southwest  
Flight #: Not available at the moment  
Bag tag #: (10digit): Not available at the moment.  
Missing Damaged item description: Medication in a daily dose container, container is gone too.

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller states her bag was lost by the airline and it has finally been delivered. She is missing an item that she has never worn. She flew out of San Antonio.

Date: 4/2/2016  
Time: 10:57  
Airline: American  
Flight #: 3296  
Bag tag Number: [REDACTED]

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

NOI: Yes, Nothing on it.  
Dress, \$159.00 + tax, knit, long sleeve, knit skirt attached, black, with chawls  
On my recent trip from San Antonio, TX one of my checked bags was inspected by TSA. The probable item of interest was a black cooler type bag. The bag contained food items in glass bottles. It was overwrapped in a plastic shopping bag to prevent any leaks from reaching my clothes. The rectangular type black bag had a zipper around the top, which I had secured.  
Upon reaching my destination and opening my luggage, I found the zippered black bag to be unzipped. This could have led to problems in any of the glass bottles within the case broke or somehow escaped the enclosure.  
Apparently, a 2nd set of eyes and an alert observer is needed to insure that items are returned to the state in which they were found (or a recording to remind the agents on the necessary steps to return secured items to their original state.

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

[REDACTED]

To whom it may concern,

I am EXTREMELY upset with the protocol of your agents that went through my bag going from San Antonio International Airport to Chicago O'Hare. I understand that bags need to be checked to protect fellow passengers, but that does not mean that my items need to be broken in the process. I opened my makeup case to find everything covered in a black residue. I noticed my expensive (\$65.00) makeup palette to be broken and the biggest eyeshadow covering the rest of my brushes and items. I would have thought that your agents would have some common sense to put items back neatly and carefully to not invoke damage, but I guess I was under the wrong impression. I would hope that some sort of reimbursement would be done in this situation. I am attaching pictures of my damages.

You all have broken my suitcase during this trip as well by breaking zippers and I've taken it without complaining because I don't travel often. Makeup is something I put on EVERY DAY and I cannot now since my items are damaged and broken.

[REDACTED]

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Phone number [REDACTED]

To Whom it may concern,

I don't expect to hear anything back from your organization concerning this complaint, or your inspectors actions, but since it's happened a couple of times I felt compelled to send this message.

I have just arrived of my overseas work site and am very disturbed by the THIRD event having taken place and my loss of articles. On all THREE cases my bag was searched by your people and left in the same condition. I am absolutely fine with the searching process and understand its intent well. What I do NOT understand is how haphazard and uncaring your people are with other persons personal possessions.

On all three events by bags padlock was cut off or just simply not reinstalled. I travel ONLY with TSA approved locks and have so for many years. So now I'm out THREE TSA approved locks but this time the cost was upped due to your people or by your people. In the bag opened a new Gerber multi tool was removed. Or more aptly put stolen.

The event took place in either San Antonio TX or Houston TX on 12 Mar when I started this travel. The flights were UA 1536 SAT-IAH at 7:09 or UA 854 IAH-IAH at 3:45.

As was so on this trip all of the articles were tossed and haphazardly thrown back into the bag. A little more care can be given by these people when inspecting bags and replacing the contents. Especially when it comes to re-securing the bag opened. You people say they're concerned with security then perhaps they should show it in their actions. My bag gets unlocked, searched and then sent on its way WITHOUT being secured. Does this action not defeat the purpose of security by sending bags internationally unsecured? NOT to mention place the loss of my items in jeopardy...

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

VR

[REDACTED]

Caller flew in from San Antonio and has found that her toiletry bag is gone and there was a NOI in her checked baggage.

Date: Time: Yesterday at 4:16 around 4:00 am  
Bag Tag#: Claim# [REDACTED]  
Bag Description: Missing Item: Black fold in half 12 inches by 8 inches about 2 inches thick, clear zippered pouches on each side when you open it. Soft material. Make up brushes, hair clip, 2 mascaras and other make up.  
Flight#: WN3001  
Flight #: WN3377  
Southwest Airlines

SAT April Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage w/ Claim Request

Caller traveled from San Antonio TX to IAH on United flight # 1776 departed at 10:00 am to Calgary Canada on Wednesday and her bag was searched and she found a pair of sunglasses inside.

Date: Time: 03/30/16 at 5:30 am  
Date Terminal: B7  
Airport: San Antonio  
Airline: United  
Flight #: 1897  
Bag tag #: 110dgrj: NA  
Bag Description: Briggs 20 in black and brown  
Missing/Damaged Item description: She is not missing them she just had a pair of my ban inside her luggage.  
NOI: YES

SAT April Misbanding of Passenger Property - Discarded Items-Carry-on or Checked

Submitted on Sunday, April 17, 2016 - 17:26 Submitted by user: Anonymous Submitted values are:

Categories: Screening  
Complaint Detail:  
Where did this happen? -TEXAS- -SAT- -San Antonio International  
Date: Tue, 2016-04-12  
Approximate Time: 05:30  
Name of TSA employee (if known): Multiple  
Airline & Flight Number, United  
Checkpoint/Area of Airport: Tsa security  
Please provide a description of your inquiry/comment:  
Everytime I go through I bagged for some reason. Always in the groin areas I don't have any metal. Because I know it's coming and very quaffer till always. However this time they refused to let anyone else a security until they did this patdown and she insisted upon giving a speech first. I kept saying just go ahead and do it. I by every week I know you're going to have to pat me down and I'm fine with it. Just go ahead and do it. Instead she and another gentleman there and gave a speech about how they were going to conduct the pat down and then insisted that I spread wide spread wider. Although there were over 8 agents in the area only one line was open so every passenger was waiting for this to finish. She then again refused to allow me to step to the side while she finished the hands she then again refused to allow me to step to the side while she finished the hands side wipe. When that was finally done any chance grab my stuff and move as though I was the hold up. When I asked for a comment card I was told I would have to speak with a supervisor. I said that's fine get a supervisor I have plenty of time. I was actually a few hours early for my flight.

SAT April Patdown - Flyer

The girl went into the break room and came out with a young man. Caller took a flight on 04/21/2016 from San Antonio to Atlanta to see his sick father and feels that he was injured by a TSO and had an unnecessary patdown. Caller stated they were going through the AT and said it did not show anything but they still pulled aside the carry on and made him empty his pockets and do a patdown. He said the TSO was very forceful around his groin area and has caused medical concern. The caller asked how he could file a complaint and be reimbursed for any medical bills.

The caller also stated that the supervisor [REDACTED] was not helpful to him. Caller doesn't want to fly back home because of their experience with TSA. The caller requested a clip of the video where he walked through the checkpoint.

The caller was wearing knee length navy blue shorts and a long sleeve tan button down and a white cap.

Airport: San Antonio  
Airline: Delta  
Flight Number: 2403  
Date and time of incident: 4/21/16, 8:00 am flight  
Specific location of incident: Checkpoint  
Description of incident and people involved: Full body scan showed no problem; the patdown is where the issue occurred.  
Submitted on Sunday, April 24, 2016 - 15:45 Submitted by user: Anonymous Submitted values are:

SAT April Patdown - Flyer

Categories: Missing or Damaged Items  
Complaint Detail:  
Where did this happen? -TEXAS- -SAT- -San Antonio International  
Date: Sun, 2016-04-10  
Approximate Time: 08:30  
Name of TSA employee (if known): I wish I knew, in the future I will ask.  
Airline & Flight Number: SOUTHWEST 856  
Checkpoint/Area of Airport: Security  
Please provide a description of your inquiry/comment:  
My CPAP machine was grabbed from me as I was taking the machine out of its case. I was not requested to be present when it was examined as I often am. The next night that I went to use it, the following damage had occurred: the water reservoir was in three places, one hinge broken off and left in the machine, and the lid was sprung such that it was unusable and irreparable; the heated tubing had a chunk broken off of the rubber seal where it engages the machine. The agent put it all back into case without saying a word to me! This obviously rough, ignorant treatment of an expensive medical device is unconscionable! At age 71, I want a night's sleep without having the oxygenation that my body/brain needs. Fortunately for me, both pieces were replaceable by Medicare. However, neither piece would have needed replacing for a very long time, hence this maltreatment resulted in unnecessary expense to Medicare, and inconvenience for my health equipment provider to deliver the parts to me. The equipment expert that I see for CPAP issues said he has never seen such damages through TSA, and has never even heard of the rubber piece being damaged. Also fortunately, the machine seems to be functioning fine.  
Caller was just unpacking her luggage from a flight she took from SAT. She found a NOI, and has never seen one before. She wanted to know what this was, because she felt her privacy was somewhat invaded.  
Submitted on Monday, April 18, 2016 - 17:05 Submitted by user: Anonymous Submitted values are:

SAT April Persons w/ Disabilities (PWD) - Respiratory and Inmate Equipment

SAT April Screening - Procedures/Process

Categories: Screening  
Complaint Detail:  
Where did this happen? -TEXAS- -SAT- -San Antonio International  
Date: Thu, 2016-04-14  
Approximate Time: 08:00  
Name of TSA employee (if known): [REDACTED]  
Airline & Flight Number: Delta flight #1841  
Checkpoint/Area of Airport: Delta counter and TSA checkpoint at San Antonio Airport  
Please provide a description of your inquiry/comment:  
I experienced a weird situation last Thursday, 04/14 at Delta terminal. I get to the airport at San to check in, which my flight was at 11am and someone else by the name [REDACTED] checked in under my reservation and flew out at 7:45 am flight. Not sure how someone at the delta counter or TSA were not able to catch the who different name on the boarding pass and ID that was provided at the time.  
No one at Delta or TSA picked up the wrong name and reservation!! This is very disappointing.

Passenger Information:  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

SAT April Screening - Security Breach

She would like information in regard to her husband who she believes is stuck at the airport in Panama City, Panama as he had a 22 caliber bullet in his carry on. He flew through SAT with the bullet in his backpack. She asked what the procedure and process is, how long he will be held, and where he is.

Date: Time: 4/21/16 8:20am-8am  
Gate Terminal: NA  
Airport: SAT (to Panama via IAH or HOU)  
Airline: United  
Flight #: NA

SAT April Screening - Security Breach

Submitted on Tuesday, May 24, 2016 - 06:42 Submitted by user: Anonymous Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? : TEXAS - : SAT - : San Antonio

International:

Date: Mon, 2016-05-23

Approximate Time: 05:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: United - LAX 7:00

Please provide a description of your inquiry/comment.: The TSA agent grabbed my purse from a plastic container and put it on the rack. My laptop was in a separate bin, and my laptop bag was in a bin too. I did not want pens or papers to spill thus the bin. He did not ask. He was unnecessarily rude. I have flown in the past and never has a TSA agent taken an item from my bin and toss it. I had my purse, a small laptop bag, shoes, plastic bag for liquids, jacket, and laptop.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT May Customer Service - TSO

Submitted on Wednesday, May 4, 2016 - 13:39 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? : TEXAS - : SAT - : San Antonio

International:

Date: Mon, 2016-05-02

Approximate Time: 05:30

Name of TSA employee (if known): forgot but told supervisor on duty

Airline & Flight Number: SW 571

Checkpoint/Area of Airport: security check

Please provide a description of your inquiry/comment.: I had boarding passes sent to my phone and allowed them to curbside check in. I was given a folder with paperwork. I was also checking in my 90 yr old Mother and getting a wheelchair for her. When at security check point, I was told by the young female TSA employee that I did not have a paper ticket for my flight, only my Mother's. I asked if I needed to go outside and get another one and she said yes. The gentleman outside said he did not print one for me since it was on my phone but he had needed to print one for my Mother since she was getting a wheelchair. I went back to the gate at security check point and nicely told her that it would have been nice and helpful if she had asked me if, by chance, I had it on a mobile phone since that would possibly be why I held a paper ticket for my mother in a wheelchair but not for me. Her response: "I don't have to." WTF? I was shocked at such a rude answer from a TSA employee! so asked I left one carry-on bag on the belt and had to return (with my Mother in a wheelchair) to retrieve it. I did however ask who the supervisor on duty was, and told her, but while apologizing, she didn't even ask her name but I did tell her. Unfortunately by now I have

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

Remote Client IP: [REDACTED]

Date Time: 5/3/2016 2:03:37 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Discourteous/Rude Employee

Flight info (if applicable): Enter Flight#(Airline/Terminal/Airport/Gate/Etc) : (San antonio airport - flight to Las Vegas - terminal B)

Comments: [REDACTED] - was extremely rude to many passengers including myself. He was very short tempered and spoke in a harsh tone. To c all as he would look at us in a condescending way with his eyes in a sharp glare and eyebrows down. He snarped at the man in front of me when he stood across the red line. The man did not know he had done that because he was engaged in a conversation with a co-worker. When I approached and handed him my drivers license he told me - are you serious (and this tone was extremely rude and unnecessary) I had no idea why. But after I told him it was me he said are you for real this is expired in 2011. I had accidently handed him my expired drivers license and my new one was still in my wallet. I do understand that it was my fault in handing him my expired license however he had no right to speak to me in the way he did. This was the first time I have ever had a bad experience at the airport and it was a horrible way to start our trip. He needs to understand that he is working with the public and not only is he to act in a professional manner but common courtesy and decency is also required.

Submitted on Saturday, May 14, 2016 - 08:52 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? : TEXAS - : SAT - : San Antonio

International:

Date: Sat, 2016-05-14

Approximate Time: 05:30

Name of TSA employee (if known): The supervisor

Airline & Flight Number: Southwest 967

Checkpoint/Area of Airport: Entrance to gates

Please provide a description of your inquiry/comment.: The TSA supervisor and staff were extremely disrespectful to members of our unit. We had to hand carry classified media through security. The supervisor insisted on taking and transporting our classified media cases, which is illegal by the way, and when we tried to tell him he could not do that, he became belligerent. He then accused members of our unit of having attitudes and threatened to kick us out of the airport. I have never had a worse experience with the TSA as I have had this morning. The supervisor and staff were extremely unprofessional and, again, BREAKING THE LAW by carrying DOD classified media without authorization.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT May Customer Service - TSO

Submitted on Wednesday, May 18, 2016 - 11:44 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? : TEXAS - : SAT - : San Antonio

International:

Date: Wed, 2016-05-18

Approximate Time: 07:30

Name of TSA employee (if known):

Airline & Flight Number: Delta - Flight 0801

Checkpoint/Area of Airport: Gate A2

Please provide a description of your inquiry/comment.: It took 3 TSA employees to randomly screen passengers and swipe their hands. The same wand and fabric was used for no less than 8 people. This is extremely unsanitary! Other passengers and I were discussing the obvious breach of hygiene and then the TSA employees thought it was appropriate to mock us. It is rather amazing that it takes that many employees to complete such a menial task. TSA should reconsider their employee shortage and simply use their resources more wisely.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT May Customer Service - TSO

Submitted on Sunday, May 22, 2016 - 07:36 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? -TEXAS- ->SAT- ->San Antonio International

Date: Sun, 2016-05-22

Approximate Time: 05:00

Name of TSA employee (if known): [REDACTED]

Airline & Flight Number: UA496

Checkpoint/Area of Airport: Pre check security line

Please provide a description of your inquiry/comment: My husband and I just went through the TSA PreCheck in the B terminal in San Antonio. We only had a small bag, so I told my husband he should just go through the metal detectors. No point in both of us standing there. He stepped up to the detector, and the female TSA agent (African American with blonde shoulder length hair), asked my husband where his bag was. He said my wife has it. She wouldn't let him through at first, then asked if I would push the bag onto the belt, and he said yes. I could see her going firm a hard time, and hard her ask are you sure? Where your wife, I leaned out of line and asked, so she finally let him through. She kept looking at him after he went through giving him the evil eye, and even said I can't believe that. Seemed like she was mad at him for going through without me. Like he was a jerk for not staying with the bag. I was humiliated its not her place to judge customers. No reason for my husband to stand in line when he really didnt have a bag. Im a frequent traveler, and he isnt, and he gets a bit anxious. Hes not a great flyer (wonders about getting to the airport, getting through security, getting to the gate on time) so I thought hed be THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml

Remote Client IP: [REDACTED]

Date Time: 5/24/2016 7:22:13 AM

SAT May Customer Service TSO

Name: [REDACTED]

Email: [REDACTED]

Complaints: Discourteous/Rude Employee

Flight Info (if applicable: Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Antonio IAP on 3/15/2016 flying SWA, Early morning pre TSA security line

Comments: Agent [REDACTED] was working the metal detector line and was verbally abusive when I was walking through the detector. She made me walk through it 3 times and yelled at me 2 times asking very loud and insulting "do you know how to walk normally" you're screwing up my machine". It was very embarrassing. When I ask for supervisor a heavy set man working the scanner line said he was the supervisor and she had every right to tell me what to do. I figured this was going nowhere with this guy. I am 63 yrs old, a retired AF colonel and fly a lot. [REDACTED] is the rudest agent I've met. I thought about filing this complaint for some time. [REDACTED] should at least receive additional customer service training. If this happens again, I will not leave until I speak to someone really in charge.

Submitted on Friday, May 27, 2016 - 01:22 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? -TEXAS- ->SAT- ->San Antonio International

Date: Wed, 2016-05-18

Approximate Time: 07:00

Name of TSA employee (if known): [REDACTED]

Airline & Flight Number: American 1111

Checkpoint/Area of Airport: Tsa checkpoint

Please provide a description of your inquiry/comment: I was harassed once again for my paintball equipment because of non knowledgeable staff. There should be precautions yes, understood, but to be harassed by plastic girls and delaying me and almost making me miss my flight as well is ridiculous. Id rather explain more in a phone conversation if you contact me

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT May Customer Service TSO

Submitted on Monday, May 30, 2016 - 14:13 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? -TEXAS- ->SAT- ->San Antonio International

Date: Mon, 2016-05-30

Approximate Time: 12:30

Name of TSA employee (if known): Officer [REDACTED]

Airline & Flight Number: SW Flt #3926

Checkpoint/Area of Airport: Security going towards terminal A

Please provide a description of your inquiry/comment: I am in a wheelchair and have a knee brace. She (off. [REDACTED]) directed me to the side. I was using a cane to complete the security check. I asked her if I cud go thru the xray machine and she ignored me. I thought maybe she didnt hear me so I asked again. She wasn't checking anyone else so its not like she was occupied. I asked again and again she ignored me. Mind you, she wasn't any further than four feet away from me and the line was very short. Your screen reported the screening time for that area was less than 10 minutes. My husband also asked and she ignored him. I then asked again and again she ignored me. So I asked a third time and she finally said its because of the knee brace. I said thank you for answering my question and she replied in a rude voice and disgusted look on her face I dont have time to be answering questions. If its people like Officer [REDACTED] that give not just TSA, but ALL federal employees a bad name. As a federal employee myself, I know this type of behavior is not tolerated by the agency I work for and am disgusted and disappointed that she represents federal employees to the traveling public. And yes I had a pre boarding pass and my boarding pass was marked with a red check mark.

Submitted on Tuesday, May 31, 2016 - 07:02 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? -TEXAS- ->SAT- ->San Antonio International

Date: Tue, 2016-05-31

Approximate Time: 05:30

Name of TSA employee (if known):

Airline & Flight Number:

Checkpoint/Area of Airport: Terminal B

Please provide a description of your inquiry/comment: So Im waiting on line, and the lady in front of me ask me if the bags were mine? I answer no, she said o their are not mine either, so I left the TSA agents and they start screaming at anyone missing their bags. .... I was should not this be handle different. ... They could not find the owner so they keep the bags in the middle of the check in where people are coming in. ... About 2-3 minute later she said I found the owner. ... Then she proceeds to open the bags to put them thru the scanner, she does not know whats in the bags. This type of incidents should be taken more seriously. ... Maybe they need a bit more training now instead of after when something happens because of their lack of training.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT May Customer Service TSO

SAT May Customer Service TSO

Categories: Screening

==Complaint Detail==

Where did this happen? - TEXAS - - SAT - - San Antonio International

Date: Thu, 2016-05-05

Approximate Time: 08:00

Name of TSA employee (if known):

Airline & Flight Number: United 331

Checkpoint/Area of Airport: Terminal B

Please provide a description of your inquiry/comment:

I gave the TSA agent my Texas Permit to Carry Firearm Identification. This ID is issued by Texas Department of Public Service, drivers license division. I was told this was not an acceptable form of ID. Your website clearly states that any identification, with a photo, issued by a state drivers license entity is acceptable. Additionally, my permit to carry also had my Texas drivers license number on it.

This is a frustration we all have with flying, and TSA in particular. The rules change from airport to airport, city to city. Please train your agents properly and consistently across the board so we can all be on the same page, and travelers can be prepared to comply.

Thank you:

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT May Identification (ID) Requirements - Domestic

Caller recently had a flight from SAT, and he noticed his lock was missing. He found a NOI inside of his baggage. He is concerned because his medication lock was opened, and he does not understand why someone would need to touch his medication. He wants to know why his bag had an alarm. He would like to speak with a supervisor.

[REDACTED] took the call. The caller had an NOI in his bag and his lock was broken. Part of his bag was in disarray as well. He also had locks on the outside of his suitcase and one is missing. Inside this pouch was his medication. He said that if someone contacts him via phone, that he would like them to leave a message. He also wanted to mention that someone had opened up a travel document in his bag, so he knows they looked at it.

Airport: SAT

Date and time: 5-24-16 at 8:35 am.

Airline: American

Flight: 6844F

Baggage claim: [REDACTED]

Description of bag: A brownish color suitcase with a black stripe down the middle. It has two outside sections.

NOI: Yes with nothing specific on it

SAT May Locks - Missing or Damaged Lock--No Claim Request

The caller was at San Antonio, and she went through security about 5PM, and that was the only time it was out of her sight. She has just opened her carry-on, and she had a small round velvet box with diamond earrings. She had other jewelry missing as well, like pearl earrings, and two Pandora earrings. She believes that it was taken out at security, it went through the screening just fine with no additional screening needed.

Date Time: 05.15.2016 05:00 pm

Gate Terminal: The caller does not know this information.

Airport: SAT

Airline: Southwest Airlines

Flight #: 1374

Lane: It was the closest to the PreCheck lane on the right hand side.

Officer: The caller does not know this information.

Description of baggage: It is a gray bag with purple dots on it. Her purse that was with the bag is small, white, and had different colored hearts on it.

Description of the caller: She had a bright blue Capri pants with a multi colored top.

The caller flew from SAT and opened her luggage to find an NOI inside, but one of her items was missing. It was a New Balance left foot size 9 shoe colored with gray, red, and mint green. She wanted the Lost and Found number.

Date: 5-4-16

Time: 12:00pm

Airport: SAT

Gate: C2

Airline: Southwest

Flight: 480

NOI: Yes

Bag Tag: [REDACTED]

Bag Description: Medium black and orange luggage bag

Caller informed me that her checked baggage was searched, and items was damaged.

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Date Time: 5.7.2016 12.31pm

Gate Terminal: Terminal B Gate B4

Airport: SAT

Airline: American Airlines

Flight #: 320

Bag tag #: (10digit) [REDACTED]

Bag Description: Tan Color duffle bag

Missing Damaged Item description: Damaged Statue

NOI: Yes, no timestamp.

Caller states she flew American Airline on May 6. She has a NOI and is missing a sandal from checked luggage.

Date Time of Travel: 05.08.16 6:30am

Gate Terminal:

Airport: SAT

Airline: American Airlines

Flight #: 1516

Baggage Tag #: [REDACTED]

Bag Description: Black and gray suitcase hard sided with wheels

Missing Damaged Item Description: Missing a sandal from checked luggage

Was an NOI Present? Yes

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

Caller states she has a NOI. The bag was left in disarray and some of her belongings were destroyed. She had liquid contents that exploded which caused damage to her clothing.

Date Time of Travel: 05.16.16 2:00pm

Gate Terminal:

Airport: SAT

Airline: Delta

Flight #: DL 730

Baggage Tag #: [REDACTED]

Bag Description: Blue suitcase hard shell, on wheels. She had Delta luggage tag on handle

Missing Damaged Item Description: Posters destroyed due to repackaging. She had liquid contents that exploded which caused damage to her clothing.

Was an NOI Present? Yes

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

[REDACTED] 5-25-2016 4:30 pm of SAT on AA. She received a NOI and now Gold mesh bag with jewelry. 14 KT bracelet is missing, a gold watch Lucian Picard Brand is missing. Silver snake necklace with a Channel pendant on it is missing. Silver pendant with a white pearl and blue stone detail is missing, a Blue bead bracelet is missing, silver hoop earrings are missing, and a costume long beaded stone necklace is missing as well. \$2,200 value.

Date Time: 5-25-2016 4:30 PM

Gate Terminal:

Airport: SAT

Airline: AA

Flight #:

Bag tag #: (10digit):

Bag Description: Tommy Bahamas Blue, green trim

Missing Damaged Item description: Gold mesh bag with jewelry. 14 KT bracelet is missing, a gold watch Lucian Picard Brand is missing. Gold hoop earrings are missing. Silver snake necklace with a Channel pendant on it is missing. Silver pendant with a white pearl and blue stone detail is missing, a Blue bead bracelet is missing, silver hoop earrings are missing, and a costume long beaded stone necklace is missing as well. \$2,200 value.

NOI: Yes

SAT May Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

CSM RFI—Misleading RFI

REASON for the call: Caller found a NOI in her checked luggage and is needing to know why the AA battery was removed from her alarm clock? She is upset and is wanting all of the screeners retained. She is wanting to file a claim for reimbursement for the AA battery that was taken from her alarm clock.

Date Time: May 19th @ 8:40 am  
Gate Terminal: A 1  
Airport: San Antonio  
Airline: Southwest Airlines  
Flight #: ?  
Bag tag # (10digit): ?  
Bag Description: blue bag with a strap around it  
Missing Damaged item description: missing one AA battery  
NOI: Yes Nothing was written or stamped on the NOI

CSM RFI—Misleading RFI

REASON for the call: Caller is missing the lock from her checked luggage and did not find a NOI in the bag on this flight.

Date Time: May 25th @ 11:45 am  
Gate Terminal: A3  
Airport: Butank  
Airline: Southwest  
Flight #: 2590  
Bag tag # (10digit): ?  
Bag Description: blue bag with a strap around it  
Missing Damaged item description: Missing lock  
NOI: No

SAT May Misleading of Passenger Property - Damaged/Missing Items—Checked Luggage w/ Claim Request

Submitted on Wednesday, May 18, 2016 - 14:33 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? -TEXAS- -SAT- -San Antonio

International

Date: Wed, 2016-05-11

Approximate Time: 12:30

Name of TSA employee (if known):

Airline & Flight Number: Southwest

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment.: Shampoo bottle was opened, not closed, put back in my suitcase if spilled all over my clothes...this is not the first time its happened @ this airport.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT May Misleading of Passenger Property - Damaged/Missing Items—Checked Luggage w/ Claim Request

[REDACTED] informed me that her and her husband is currently in Germany. However, her bag was searched and now one of her items were broken.

Date and time of travel: May 7th at 12:31 PM

Gate or Terminal: Terminal B

Airport: San Antonio

Airline: American

Flight #: 320

Baggage Tag # (checked only):

Bag description:

Missing Damaged Item Description: Damaged military statue.

Was an Notice of Inspection (NOI) Present? Yes

Was there a timestamp or written notice on Notice of Inspection (NOI)?

Submitted on Friday, May 20, 2016 - 07:23 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Detail==

Where did this happen? -TEXAS- -SAT- -San Antonio

International

Date: Thu, 2016-05-19

Approximate Time: 07:30

Name of TSA employee (if known):

Airline & Flight Number: Flt 2068

Checkpoint/Area of Airport: Baggage

Please provide a description of your inquiry/comment.: The can of paint that was quadruple wrapped and carefully placed in my bag was removed opened. It was then replaced in my bag with a lid not put back in my bag only wrapped in a t-shirt and placed directly on top of my bag. As you can imagine the paint can opened and spilled on the suit and through out the bag which contained gifts for my wife and sons. If your team members are going to remove things from bags to inspect they need to replace them in the same way they found them this is UNSAT and should be addressed not just for my ruined items but because it seems to pattern of people just not caring from the security checkpoint agents not answering questions to zippers being destroyed by you baggage inspections. With the TSA in the spotlight in the news it seems something major needs to happen from the policy and leadership levels.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT May Misleading of Passenger Property - Damaged/Missing Items—Checked Luggage w/out Claim Request

I just discovered some missing articles of clothing as I proceeded to watch some outfits in dressing today. I flew into PHX from San Antonio on Tuesday on Southwest Air arriving at 2:00 p.m. The missing articles are as follows: 2 white cotton women's shirt/blouse, 1 red cotton pullover with embroidery design on neck/hood, 1 medium blue T-shirt with colored design on front, 1 black, loose knit short sleeve cardigan sweater. These are some of my favorite items and very very used they are missing. Please advise what to do next.

[REDACTED]

cell: [REDACTED]

SAT May Misleading of Passenger Property - Damaged/Missing Items—Checked Luggage w/out Claim Request

Caller flew to SAT and back last Thursday. She had a full paltown both ways because she didn't have up to date ID. When she got home, she found that one bottle of medicine was opened and the pills were spilled throughout the bag. This was her checked bag.

Date Time: 05/12/16 11:52 a.m

Gate Terminal: A13

Airport: SAT

Airline: Southwest

Flight #: She doesn't remember

Bag tag # (10digit): She doesn't have this

Bag Description: This was a brown and white canvas suitcase with no other identifying tags or marks.

Missing Damaged item description: Her prescription medication was spilled throughout her bag.

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

REASON for the call: Caller had 7 or 8 packages of documents that are taken out and thrown all in his bag and wrinkled and folded.

He had eight envelopes and the documents were removed and scattered. It looked to him like someone did this intentionally.

NOI present (willing on it): Yes with no stamps or writing

Date and Time: may 6th at about 7 am

Airport: San Antonio to Houston

Gate and Terminal: NA

Airline: United

Flight Number: 6118

Bag tag #: [REDACTED]

Bag Description: It is black canvas, Swiss Brand, roller bag with two wheels, 20 by 30 inches and has a orange name tag on it. It's lock is florescent green.

Missing Damaged item description:

email: [REDACTED]

SAT May Misleading of Passenger Property - Disarrayed Items—Carry-on or Checked

Reason for the call - Caller did not take her 3-1-1 bag out of her carry-on. The TSO asked her if she had anything in her carry-on that would cut him. She told him no. She had cocoa butter in her carry-on bag. It was not more than 3.5 ounces. She was told that she could take it to the car. She was told to throw it away. She was given a padlock. She is disabled and has metal implants. The supervisor told the TSO that it was not her. The TSO proceeded to go through her bag. She had items like Vaseline in the bag and nothing was said about them. The TSO went through the bag while she was getting a padlock. Dallas gave her a problem because she had three carry-on items. She had medication, medical equipment, and her carry-on bag. She does understand why nothing was said about the Vaseline and other items in her bag or why she was not let go when the supervisor said it was not her. She did not get the name of the supervisor or the TSO.

Airport - SAT  
Airline - Delta  
Flight Numbers - Does not know  
Departure Times - 12:30 pm  
Date And Time of Incident - 5/04/2016  
Location Of Incident  
Gate - Does not know  
Terminal - Does not know  
Phone Number (b)(6)  
Email (b)(6)  
Special Notes - She flew from SAT to Columbia, SC. She wanted to know how to apply for PreCheck

SAT May Screening - Procedures/Process

Submitted on Sunday, June 26, 2016 - 12:59 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service  
Complaint Detail:  
Where did this happen? - TEXAS - SAT - San Antonio  
International  
Date: Sun, 2016-06-26  
Approximate Time: 11:00  
Name of TSA employee (if known): Office (b)(6)  
Airline & Flight Number:  
Checkpoint/Area of Airport: Security - this was the man checking passports/tickets.  
Please provide a description of your inquiry/comment.  
Officer (b)(6) was incredibly angry and unnecessarily rude to all passengers in front of and behind me. There was no rush as there was no line and (b)(6) was yelling at elderly folks for not having their drivers license perfectly presented with their boarding pass. He was angry and aggressive with both women and men of all ages including military service people. He was so unpleasant and it was so unnecessary and sad to see. I am a Captain in the military and it is a tragedy to see such abuses of power. This type of behavior would never be tolerated in my line of work.  
Thank you.  
Captain Keith  
Passenger Information:  
First Name: (b)(6)  
Last Name: (b)(6)  
Email: (b)(6)  
Phone: (b)(6)

SAT June Customer Service - TSO

Submitted on Saturday, June 11, 2016 - 14:57 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service  
Complaint Detail:  
Where did this happen? - TEXAS - SAT - San Antonio  
International  
Date: Sat, 2016-06-11  
Approximate Time: 08:30  
Name of TSA employee (if known):  
Airline & Flight Number: Southwest 1679  
Checkpoint/Area of Airport: TSA Screening  
Please provide a description of your inquiry/comment. Did not appreciate the unprofessional behavior of the woman barking orders at me to stand a certain way in the X-ray machine and then I was once again patted again on my way back from my trip. It happened in LA and then San Antonio I don't know what happened but the second time was unpleasant and the unprofessional behavior was not needed I have always had pleasant experiences with the TSA and I'm sad I'd have to report less than a pleasant experience.  
Passenger Information:  
First Name: (b)(6)  
Last Name: (b)(6)  
Email: (b)(6)  
Phone: (b)(6)

SAT June Customer Service - TSO

Submitted on Saturday, June 25, 2016 - 19:42 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service  
Complaint Detail:  
Where did this happen? - TEXAS - SAT - San Antonio  
International  
Date: Fri, 2016-06-24  
Approximate Time: 06:00  
Name of TSA employee (if known): (b)(6)  
Airline & Flight Number: Frontier 256  
Checkpoint/Area of Airport: near gate 8  
Please provide a description of your inquiry/comment. This was the first time flying out of San Antonio... They were rushing me through the security. I thought I had everything out of my pockets. I found a old garbage from gum so I went in I asked a security guy if he had a garbage can. He said on the other side... I said I can't go through and he said it would be okay. So I proceeded in the screener and (b)(6) asked if I had anything in my pockets and I said some garbage to throw away. She proceeded to demean me in front of my son stating don't know to take everything out. To make sure this time and redo it or she will check my groin. I went back to rescan and when she told me to come out she frisked me and said what is that pointing to my pocket. I was surprised that my keys were in there. I had on some new shorts and it had some big pockets and I didn't realize they were in there. She proceeded to cue me out, demean me, took my keys to put on the scanner behind everyone else's in line to make sure I waited longer. She talked so mean and arrogant to me. My son was a witness. The male agent was so nice to my son even when he left his belt on but I was treated like I was a criminal. She had me in tears. She was then cutting up and laughing with everyone afterwards. I told her it's not like I fly

SAT June Customer Service - TSO

Submitted on Sunday, June 26, 2016 - 13:05 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service  
Complaint Detail:  
Where did this happen? - TEXAS - SAT - San Antonio  
International  
Date: Sun, 2016-06-26  
Approximate Time: 11:00  
Name of TSA employee (if known): Office (b)(6)  
Airline & Flight Number:  
Checkpoint/Area of Airport: TSA person that checked passports/boarding passes  
Please provide a description of your inquiry/comment.  
(b)(6) was horribly rude to multiple people. He was aggressive with elderly people and gave them a hard time for not being perfectly prepared with their documents. He made them get out of line which I saw him also do with other people including a military service person. He appeared to be furious. He is definitely not the kind of representation you want working in TSA. To make matters worse there was NO line and no rush.  
Passenger Information:  
First Name: (b)(6)  
Last Name: (b)(6)  
Email: (b)(6)  
Phone: (b)(6)

SAT June Customer Service - TSO

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? : TEXAS : - : SAT : - : San Antonio International

Date: Mon, 2016-06-27

Approximate Time: 05:00

Name of TSA employee (if known):

Airline & Flight Number: DL774

Checkpoint/Area of Airport: Term A

Please provide a description of your inquiry/comment:

[redacted] is an absolute disaster. I'm a frequent flyer and in no other airport in the world have I ever met someone so bad at their job. She is 100% the reason lines are so long at SAT. Everyone who flies through, knows her, and tries to avoid her. Every week I fly through SAT and every week she causes problems. She has no idea how to lead her people... every employee rolls their eyes when I complain about her. My latest encounter was after registering for CLEARME just to avoid her, I got caught in her line anyways. She was so rude to me, the CLEARME agent said "sir, would you prefer to skip pre-check or go directly through general instead. I immediately did this. Then [redacted] stared me down the rest of the time in line. The problem at pre-check was that she checks in 6 people ahead of her stand, then when I go to get put into line she tells me I have to back track and get back in line. When she's not taking over a booth she yells and screams instructions to passengers. Not trying to be helpful... just screaming. When I get through to my gate I am recounting the story to my partner and a random stranger says "that lady is horrible, I also brought CLEARME just to avoid her". Every time pre-check is backed up, someone in line always

SAT June Customer Service - TSO

Caller went through the checkpoint with a pocket knife. Callers flight was delayed and tried speaking with a TSO in regards to getting the knife back. TSO's response to passenger was rude which frustrated caller. Caller then requested to speak with a supervisor but the supervisor was really rude as well.

SAT June Customer Service - TSO

TSO supervisor [redacted] Caller just flew in on United airlines from San Antonio. He found that his lock was broken and TSA had gone through his baggage and his belongings were in disarray.

Date/Time: 6/8/16 5:20 am

Gate/Terminal: Not Provided

Airport: SAT

Airline: United

Flight #: 6299

Bag tag # (10 digit): [redacted]

Bag Description: Black Tote Bag with roller wheels at the bottom, American Tourist brand.

Missing/Damaged Item description: TSA Approved Lock.

NOI: Yes

SAT June Locks - Missing or Damaged Lock-Claim Request

Caller informed me that she went through the security checkpoint within SAT and some items were missing from her carry-on baggage. Caller wants to know how to get those items back.

Date/Time: 6/8/2016 1:00pm

Gate/Terminal: Gate A2

Airport: SAT

Airline: Delta

Flight #: DL1100

Submitted on Sunday, June 5, 2016 - 20:25 Submitted by user: Anonymous Submitted values are:

Categories: Broken Locks

==Complaint Detail==

Where did this happen? : TEXAS : - : SAT : - : San Antonio International

Date: Sun, 2016-06-05

Approximate Time: 08:30

Name of TSA employee (if known):

Airline & Flight Number: TSO Southwest Airlines

Checkpoint/Area of Airport:

Please provide a description of your inquiry/comment: My checked baggage was part of a random inspection and the lock where the lock is supposed to go was broken. As a result my bag can no longer be locked.

==Passenger Information==

First Name: [redacted]

Last Name: [redacted]

Email: [redacted]

Phone: [redacted]

SAT June Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

CSM RFI--Mishandling RFI

REASON for the call: Caller flew out of San Antonio yesterday and is missing an electronic cigarette from her checked luggage. She did not have a NOI or Hazardous materials slip in the bag. She is wanting to file a claim for reimbursement for the missing item.

Date/Time: June 8th @ 7:45am

Gate/Terminal: A2

Airport: San Antonio

Airline: Delta

Flight #: 601

Bag tag # (10 digit): [redacted]

Bag Description: black Samsonite bag with a ID tag and a rainbow strap

Missing/Damaged Item description: E cigarette

NOI: No

SAT June Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller flew to Panama city on June third, Callers check luggage has a TSA lock on the bag, Two items were taken out of his bag.

Mishandling RFI

Date and Time of travel: 6-3-2016 8:05am

Gate or Terminal: NP

Airport: SAT

Airline: United

Flight #: 6118

Baggage Tag (about 10 digits in length): [redacted]

Bag description: Red rolling bag, it had a leather bag tag, it Canvas

Missing or damaged item: Foley pocket knife, set of Cobalt razor knives and blades.

Was a NOI present? Yes

Was there a timestamp on NOI? NP

Hello,

I flew on flight 850 & 5149 today (San Antonio to Newport News).

Upon arriving at home, I opened one of my pieces of luggage to find all of my belongings rummaged through. I had a large paper bag containing insulin syringes and other diabetic supplies. That was torn open and packages of insulin needles thrown around. I also found my makeup tote unzipped and left open which means my makeup was not contained and therefore was all over my belongings. Luckily, I did not have lots of clothing in this particular piece, or they would have been ruined. I had my ipod in this bag, which was 11yrs old, and it is not in my bag. The cord, charging cord and ear buds are missing.

As you can imagine, I am quite disappointed with TSA. I understand luggage is randomly inspected but I expect my things to be left as they were found. And for items not to be stolen. I find this to be very unprofessional.

My husband is deploying and I am moving closer to family. This situation already presents enough stress on the family without this unfortunate experience with TSA.

I did call the number on the notice left in my bag, but I was on hold for 7 minutes before I hung up. It would be nice if you were told how long your wait is going to be, instead of not knowing how long you will be waiting.

Please let me know how we can rectify this situation. My daughter is quite upset that her "moose" is lost.

Thank you!

[redacted]

SAT June Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller flew and got a NOI in her checked bag and states that she is missing 2 pairs of diabetic socks and also found five items in her bag that are not hers. They are decorative hair ties, hair scrunchies, and bracelet scrunchies.

Baggage Checked Date and Time: 6/25 11:08 am

Flight Date and Time: 6/25 around 1:00 pm

Gate Terminal: A11(Y)

Airport: SAT to PHX

Airline: Southwest

Flight #: (does not know)

Bag tag # (10 digit): [REDACTED] or (checked under): [REDACTED]

Bag Description: It is a small black 2 wheel Ricardo bag with a yellow tag that reads school of nursing University of Michigan

Missing Damaged Item description: See above

NOI: Yes - nothing extra on it

SAT June Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

The caller stated when she traveled she has received a pat down and stated that she was inappropriately touched. She stated that the metal detector did not alarm and she still received a pat down. The officer was a fat thin Caucasian woman with short black hair. The caller stated that she used the front of her hand to pat down sensitive areas and that she did not explain procedures. She wishes to file formal complaint against the TSO.

Date Time: 06/18/2016 7:30am

Gate Terminal: A10

Airport: San Antonio

Airline: Southwest

Flight #: 5065

SAT June Patdown - Flyer

Disability Description: Caller and her 14 year old daughter [REDACTED] both have hyperthyroidism, and the caller has another medical condition as well. They are both required by the doctor to travel with extra water to keep hydrated. She carries a note from the doctor showing this.

Information Request: Caller would like to receive TSA assistance through the checkpoint. (This is the return flight).

Incident Details: Caller says that STSO [REDACTED] insisted that she throw away 4 bottles of water (2 for each of them) despite the note from the doctor.

Flight Date and Time: 6/13 8:25 am

Checkpoint Date and Time: 6/13 7:30 am

Gate Terminal: A4

Airport: SAT

Airline: Delta airlines

Flight #: DL528

STSO [REDACTED] is described as wearing a lot of make up and having an old fashioned hair style.

SAT June Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies

Submitted on Monday, June 6, 2016 - 09:57 Submitted by user: Anonymous Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

Where did this happen? -TEXAS- --SAT- --San Antonio

International

Date: Mon, 2016-06-06

Approximate Time: 07:30

Name of TSA employee (if known):

Airline & Flight Number: Southwest 896

Checkpoint/Area of Airport: Security checkpoint

Please provide a description of your inquiry/comment:

This morning a knife was found in my carry on that I wasn't aware of and was forced to check said backpack which also contained camera lenses, a lap top, inhalers for my asthma, and antibiotics and painkillers I was given for recent dental work. I was not given the option to surrender or throw the knife away and was told my only option was to check my bag. The agent was very nice so I give her props for that, but I'm pretty mad that she told me my only option was to check the bag when that clearly isn't the case. I don't remember but she was about 58, dark hair, and I assume of Latin descent.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT June Screening - Prohibited/Process

Submitted on Tuesday, June 21, 2016 - 19:09 Submitted by user: Anonymous Submitted values are:

Categories: Prohibited Items

==Complaint Detail==

Where did this happen? -TEXAS- --SAT- --San Antonio

International

Date: Tue, 2016-06-21

Approximate Time: 18:30

Name of TSA employee (if known):

Airline & Flight Number: [REDACTED]

Checkpoint/Area of Airport: B Terminal

Please provide a description of your inquiry/comment: I'm

disappointed I had to check my carry-on. I was attempting to bring back a 6" long plunger used in my oil wells. The supervisor on shift [REDACTED] determined it was a blunt object that could be dangerous to other passengers. My suitcase handle is more dangerous than the plunger. Please don't sacrifice any more of our freedom for "safety" - it defies common sense. Apparently this was a supervisory call. Please train [REDACTED] in practicality.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT June Screening - Prohibited/Process

Submitted on Tuesday, June 21, 2016 - 11:12 Submitted by user: Anonymous Submitted values are:

Categories: Screening Process

Please provide a description of the security issue: I just went through TSA precheck in the San Antonio airport. I forgot that I had a completely full water bottle in my backpack until I made it through security. The security screeners did not catch this when I went through security which is obviously concerning. When I pointed out to them, they just said "oh it's ok."

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT June Screening - Security Breach

Submitted on Wednesday, July 13, 2016 - 12:33 Submitted by user: Anonymous Submitted values are:

Categories: Civil Rights and Liberties  
==Civil Rights and Liberties Detail==  
What is your complaint about? Speech  
Where did this happen? -TEXAS- -SAT- -San Antonio  
International  
Date: Mon, 2016-06-13  
Approximate Time: 11:30  
Please provide a description of the issue: I was verbally harassed by a male TSA associate during a search of my bag. He was not performing the search, but came over during the search and began to harass me and slowed down the process. When I asked him to stop and let the bag search proceed he then threatened that I would "never make it on another flight in this country". I asked for his name and he quickly walked away. His supervisor, infantio, refused to give me his name.  
List any witnesses:  
Name of TSA employee (if known): Refused to give me his name  
Are you filing this form for yourself? Yes  
==Contact Information==  
First Name: (b)(6)  
Last Name: (b)(6)  
Address: (b)(6)  
City: Olmeca  
State: Texas  
Zip Code: 78212  
Phone: (b)(6)  
Email: (b)(6)

SAT July Customer Service - TSO

Preferred Language to Respond: English  
Submitted on Sunday, July 3, 2016 - 07:38 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service  
==Complaint Detail==  
Where did this happen? -TEXAS- -SAT- -San Antonio  
International  
Date: Sat, 2016-07-02  
Approximate Time: 06:00  
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: Agent was extremely hostile over bag requirements and after I informed her I understood and had spoken to a supervisor concerning her concern she rattled off telling other passengers and co workers I didn't listen. That I "don't know how to listen". Why are my tax dollars going to an organization where safety is not a true concern? This kind of treatment and attitude proves that the TSA are not interest in serving and protecting the public.  
==Passenger Information==  
First Name: (b)(6)  
Last Name: (b)(6)  
Email: (b)(6)  
Phone: (b)(6)

SAT July Customer Service - TSO

REASON for the call: Caller went through San Antonio TSA, and they did not recheck her candle for Yankee candle (b)(6) agent at the checkpoint was very rude to her. Caller stated that she treated her like she was a criminal.

Airport: San Antonio  
Airline: Southwest  
Flight #: 436  
Date Time: 07-26-2016 2:00 pm  
Bag tag # (10digit): NA  
Bag Description: White plastic bag containing candle and other various items  
Missing Damaged Item description: NA  
NOI: NA  
Anything on NOI: NA  
Gate Terminal: Gate A 13  
Email Address and phone: (b)(6) (b)(6)

SAT July Customer Service - TSO

The caller asks if this is who she should call for a complaint. Her mother went back home today at SAT and is 73. She called her crying. They pulled her aside. Her name is one thing and her license is spelled as her birth certificate. Her ticket was in her name she goes by, not her license. They told her this was not her and they were not going to let her board the plane. They told her she needed to get a name change on her license. They told her she was not who she is. She wants this to go to the TSO supervisor. She would like for them to call her (b)(6). She states that they were aggressive and they did not handle this properly.

Date Time: 7/26/16 12:55 p.m.  
Gate Terminal: Not Available  
Airport: SAT  
Airline: Southwest  
Flight #: 451

SAT July Customer Service - TSO

To Whom it May Concern,

On the day of Monday, July 11th, I traveled from San Antonio (SAT) to Ottawa (YOW) with a connecting flight in Detroit (DTW).

When I reached my home, I realized that my TSA-approved luggage lock was missing. When I opened my bag, I saw a notice that my baggage was opened up for inspection.

I realize the necessity for security and safety for all travelers and workers and have no problem with random baggage inspections for this reason. However, I'm upset that my lock was not replaced after it was opened. I have no reason to believe that my lock had to be broken to get into my bag, since the lock I had was a TSA-approved lock. Also, aside from my lock not being returned to me (these locks are expensive), I am unhappy that my luggage therefore had no means to prevent others from opening my bag and removing or placing things into it without my approval or knowledge, for potentially the entire duration of my trip.

Thank you for noting my concerns:

Regards

(b)(6)

SAT July Locks - Missing or Damaged Lock--Claim Request

Reason for Call: Both TSA Recognized Locks missing from his luggage. NOI not present. He said that he would tell that they had been opened. Nothing missing but locks.

1 Date and Time of Flight: July 12, 2016 at 8:00 am  
2 Gate Terminal: Unknown  
3 Airport: SAT  
4 Airline: American  
5 Flight #: 1516  
6 Baggage Tag #: (b)(6)  
7 Bag Description: Black Canvas Roller bag  
8 Missing Damaged Item: 2-TSA Recognized Locks Missing  
9 Was NOI Present: No  
10 Was Time Stamp Note: No  
11 Phone: (b)(6)  
12 Email: (b)(6)

SAT July Locks - Missing or Damaged Lock--No Claim Request

Categories: Broken Locks

==Complaint Detail==

Where did this happen? -TEXAS- -SAT- -San Antonio International

Date: Tue, 2016-07-12

Approximate Time: 05:00

Name of TSA employee (if known):

Airline & Flight Number: American Airlines (AA) 2412

Checkpoint/Area of Airport: san antonio

Please provide a description of your inquiry/comment. I traveled with a "Pelican" case for official business with expensive government equipment inside. we secured the case with a TSA approved lock. upon gathering case at destination(Kansas City International) the lock was missing and the contents had been completely rearranged. there was not a TSA paper inside indicating it was inspected and the lock was gone. the same instance happened on our return(AA340 22July2016), the lock was missing, however the contents were just as I had packed initially and the TSA paper was left inside the case.

==Passenger Information==

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

SAT July Locks - Missing or Damaged Lock--No Claim Request

The caller stated that he was wearing a piece of clothing that was ruined when he was going through security and he would like to file a claim.

MISHANDLING RFI

Date Time: 07/01/12 3:05PM

Gate Terminal: N A

Airport: SAT

Airline: United

Flight #: 4795

Missing Damaged Item description: Pants

The caller needs to make a claim against a TSA officer for broken sunglasses in carry on.

REASON for the call: Broken Sunglasses

Date Time: 07/07/2016 2:15PM

Airport: San Antonio International

Airline: SW

Flight #: 663

Missing Damaged Item description: The caller had sunglasses that were broken

Caller flew from SAT on June 27 2016 to Mexico at the check point some one stole a Sephora small shopping bag with a Bose headphones and red lipstick. TSO officer told him contact TSA contact center for make a claim.

Date: 06/27/2016

Time: 7:00 am

Gate: A-3

\*Terminal: A

Airport: SAT

Airline: Delta

Flight #: 526

Bag tag #: (10digit) N A

Bag Description: small Sephora Black white paper bag

Missing Damaged Item description: Headphones BOSE black noise cancellation and Sephora red lipstick

NOI #: at Check point

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage w/ Claim Request

The caller just came from San Antonio. She is missing a medalion that was inside a little bag inside of her sock. She later stated that all of her bottles were opened so Southwest told her to call us.

Date Time: 7/4/2016 4:00pm

Gate Terminal: Gate 14

Airport: San Antonio

Airline: Southwest

Flight #: 1413

Bag tag #: (10digit) [REDACTED]

Bag Description: Dark Brown with black stripes on it.

Missing Damaged Item description: Badge bag that was missing, it has a medalion that had sentimental value.

NOI: No Notice of Inspection.

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

The callers checked bag was inspected and she has multiple broken items and her contact are missing. She would like to know what she can do.

Flight Details:

Date Time of Travel: 6-20-2016 @ 3:55pm

Gate Terminal: Not Available

Airport: SAT

Airline: SW

Flight #: 663

Baggage Tag #: (Checked only - 10 digits) [REDACTED]

Bag Description: Two bags- large green bag with wheels and a handle and a small black bag with wheels and a handle.

Missing Damaged Item Description: Broken glasses, a broken box, her bag was broken and her contacts were missing.

Was an NOI Present? (Checked only): Yes

Was there a message stamp or written notice on the NOI? (Checked only): Says 8:34am with her bag number. (She did not check in at that time).

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

My name is [REDACTED] and I took flight 5820 on Southwest Airlines on 7/9/2016, from San Antonio Texas to Orlando, FL. Arriving at home from Orlando, I found a paper from TSA that they searched my luggage. I found that my GE digital camera was missing. What do I do.

The caller in February, took a trip on Southwest. After a couple weeks she noticed she was missing jewelry. The other night she realized when she got home from this trip. The contents had been ransacked. She did not find anything. She believes that the jewelry was taken on that flight.

Date Time: 02/24/2016: 6 something flight.

Gate Terminal: ?

Airport: San Antonio

Airline: Southwest

Flight #: ?

Bag tag #: (10digit)?

Bag Description: ?

Missing Damaged Item description: missing five rings. One is tanzanite and diamond ring, diamond ring, pink and white crystal, cupid emerald ring, and opal ring as well.

NOI: No notice of inspection

Caller flew from SAT on Sunday around 6:30 or 7PM. She said she flew with Southwest airlines. She said a commercial bank bag containing \$9000 is missing from her luggage. She found a NOI in her luggage and wants to know how to recover the money.

Date Time: 07/17/16 6:30 or 7pm

Gate Terminal: Not Provided

Airport: SAT

Airline: Southwest Airlines

Flight #: Not Provided

Bag tag #: (10digit): Not Provided

Bag Description: A bag blue Samsonite

Missing Damaged Item description: A bank envelope containing \$9900 (light brown commercial bank bag).

NOI: Yes

Email: Not Provided

Caller just returned from SAT to MWO, she is missing jewelry out of her bag.

Mishandling RFI

Date and Time of travel: 7/17/2016 4:20pm

Gate or Terminal: A10

Airport: SAT

Airline: Southwest

Flight #: 582

Baggage Tag (about 10 digits in length) [REDACTED] and [REDACTED]. They do not know which bag it was.

Bag description: Black duffel bag, bigger. There was a red ribbon and a name tag.

Missing or damaged item: Jewelry: Set of wedding rings slaughtered together. Wedding band with five diamonds across the top, a 14k gold ring that said love. Class ring 1967 with initials [REDACTED] Thornton high school. Another ring with a stone that is burgundy and small stones around it. These chains (ropes) one had the initial A and the other said Grandma. Yellow and white gold that was thick. Caller can't remember the total amount of things. All of the jewelry was in a black valor bag. It had a draw string.

Was a NOI present? NO

Group code: [REDACTED] Caller traveled with a little over 48 people.

The caller's bag was inspected, and her bag wasn't zipped back up all the way, and there was clothes hanging out. There was also a stuffed animal soaked with water.

Date Time: 07/02/2016 06:00 pm

Gate Terminal: Terminal A Gate 15

Airport: SAT

Airline: American Eagle

Flight #: 5895

Bag tag #: (10 digit): The caller stated it was at home.

Bag Description: It is a light grey color bag, with maybe a purple hue. It had a Frontier tag on it as well.

Missing Damaged Item description: There was a stuffed animal that was soaked by something, and may not be able to be saved.

NOI: Yes, there was nothing on it.

SAT July Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage w/ Claim Request

Reason for the call - The caps were left open or taken off her liquids. The liquids spilled in her luggage damaging the items in the bag.

Airport - SAT  
Airline - Delta  
Flight Numbers - DL5722  
Departure Times - Does not know  
Date And Time of Incident - 7/11/2016  
Baggage Tag Numbers - Does not know  
Description Of Luggage  
Color - Brown and beige  
Style - Soft-sided roller bag  
Size - Large  
Brand - London Fog  
Was There An NOI - Yes  
Was Anything On The NOI - No  
Missing Damaged Item description - The caps were left off her liquids and they spilled in her luggage. The items in the luggage were damaged. Her liquids were not put back in the compartments she had them in. She had to wash or dry clean all of her clothing.  
Location Of Incident  
Gate - Does not know  
Terminal - Does not know  
Phone Number - [REDACTED]  
Email - [REDACTED]

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Special Notes - She checked Delta and gave them her flight information. She filed a claim with Delta. They sent her an email telling her to call TSA. She wants her shampoo, lotion, Clinique lotion, and soap replaced. She wanted a claim form emailed to her. She asked if she has to print out the claim form or fill she can fill it out online.  
Caller states that she flew from El Paso and is missing medication from her checked luggage. There is a NOI.  
Date - Time: 07/07/230PM  
Gate Terminal: Gate 9  
Airport: El Paso  
Airline: United  
Flight #: UA 0066  
Bag tag #: [REDACTED]  
Bag Description: Plastic see through bag  
Missing Damaged Item description: all of her medication is missing: Blood pressure, cholesterol, cough medicine all in one bag  
NOI: Yes  
Time: 1229PM  
Submitted on Sunday, July 17, 2016 - 15:48 Submitted by user: Anonymous Submitted values are:

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Categories: Missing or Damaged Items  
Complaint Detail:  
Where did this happen? - TEXAS - SAT - San Antonio International  
Date: Sat, 2016-07-16  
Approximate Time: 18:30  
Name of TSA employee (if known):  
Airline & Flight Number: American Airlines 5695  
Checkpoint/Area of Airport: San Antonio TSA Airport checkpoint.  
Please provide a description of your inquiry/comment: Suitcase lock was busted by officer, liquids and gels inside my suitcase were placed in the appropriate approved clear plastic bags. Clear plastic bags and bottles were left opened by officer, which caused liquids/gels to spill all over entire contents in the suitcase. Damage caused to clothing and esthetic tools ie curling iron and hair dryer.  
Passenger Information:  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

He said he has a complaint on TSA at MSP. He said he flew from San Antonio to MSP to South Bend, IN on Delta. He said he had beef jerky in his check bag and he said he got his bag back today instead of yesterday. He said he is missing chocolate and beef jerky from his check bag. He said that Delta told him that TSA pulled his bag at MSP. He asked why were there grass clippings in his check bag. He requested that we email the claim form to him.  
Mishandling RFI  
REASON for the call: Missing Food  
Date: Time: 07-19-16 at 6:25 am  
Gate/Terminal: A 3  
Airport: San Antonio  
Airline: Delta  
Flight #: 5700  
Bag tag #: [REDACTED]  
Bag Description: navy blue suitcase with his name tag on it  
Missing Damaged Item description: missing half a bag of Ghirardelli chocolate and Ball Park beef jerky  
NOI: No

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Submitted on Wednesday, July 27, 2016 - 16:09 Submitted by user: Anonymous Submitted values are:  
Categories: Broken Locks  
Complaint Detail:  
Where did this happen? - TEXAS - SAT - San Antonio International  
Date: Tue, 2016-07-19  
Approximate Time: 10:30  
Name of TSA employee (if known):  
Airline & Flight Number: delta 1641  
Checkpoint/Area of Airport: luggage handling  
Please provide a description of your inquiry/comment: I am active military leaving my duty station, on leave, in route to my next duty station. As a result I was transporting my possessions, including my dresses blues and expensive shoes, in a military issued duffel bag. The bag was locked per recommendation of the Air Force. There was nothing in the bag except clothing and shoes. So there should have been nothing showing on x-ray that would have given anyone reason to cut the lock on my bag to be searched. I understand the necessity to search bag for security reasons, but why put the cut lock in the bag next to my patent leather shoes where it would rub on the shoes and ruin them. Now I have to purchase new shoes because these will not pass Air Force standards during inspection, that can happen at anytime. These are Balala military dress shoes with a cost of 130 dollars. I expect to be reimbursed the full cost of these shoes. Pictures can be provided if needed. I do not see any place to attach them. I have also spoke with someone that works for TSA and they indicated that without reason to search the bag there is no reason to cut the lock. Even if cutting the lock was necessary it should not even be put back in the bag since there is no longer functional after cutting it. Really hope you take this request.  
REASON for the call - Caller flew from SAT to Canada and her bag was searched and her jewelry was broken and her pearl necklace was missing including other things. There was an NOI.

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Date - Time: July 2 2016, 830 am  
Gate Terminal: Unknown  
Airport: SAT  
Airline: American  
Flight #: 2267  
Bag tag #: 10 right [REDACTED]  
Bag Description: gray suitcase, hard shell luggage, wheels, brand unknown, medium sized  
Missing Damaged Item description: Caller has jewelry and there are pieces missing from them. One was a pearl necklace.  
NOI: Yes, blank  
Special Notes: N/A

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller traveled into LAX and is missing items from his checked bag.  
Date Time: 27 June 2016 10:15 am  
Airport: San Antonio  
Terminal Gate: Not Provided  
Airline: Southwest Airlines  
Flight: 3228  
Bag Tag Number: Not Provided  
Description of bag: Gray soft sided bag with wheels.  
Description of Damaged Missing Item: Beige brown in color, Shoe horn  
NOI: No

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Hello,

I was on flight DL5685 SAT to MSP on 7/1 and then DL869 MSP to BOI on 7/2. Someone opened my box of frozen meat and did not rewrap it properly. It is the kind with an inner styrofoam box and an outer cardboard box. The tape was cut and not reapplied on the styrofoam lid. This is part of the protection and labeling method. I had some thawed meat because of this mistake. I would like you to add this lesson to training to put things back exactly as found. What I lost was irreplaceable.

Best regards,  
(b)(6)

Sent from my iPad

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Hello,

I recently traveled from San Antonio, TX to Cabo San Lucas, Mexico and then from Cabo to Rochester, NY. TSA inspected my bag both times, and I have an item missing from my bag. I had placed several scavenger together, one being a mug that was wrapped in paper, then I folded a tank top that I bought at Magnolia Market in Waco, TX around the mug for extra security while flying. The tank top is missing, although the mug is there and was not unwrapped or touched. I understand that a TSA agent might unwrap the shirt to look at the mug, however, the shirt did not make it back into my bag! This was a gift for a friend, and cost \$26 and is not available online at Magnolia Market. I am very upset over this. Please respond with how I may begin a reimbursement process. I am happy to call to discuss this with someone over the phone if needed. Thank you for your attention to this matter that is important to me.

(b)(6)

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

HYPERLINK Title (b)(6)

Submitted on Sunday, July 17, 2016 - 20:14 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items

==Complaint Details==

Where did this happen? - TEXAS - - SAT - - San Antonio International

Date: Sun, 2016-07-17

Approximate Time: 02:00

Name of TSA employee (if known): UNK

Airline & Flight Number: Southwest 473

Checkpoint/Area of Airport: Bag check at curbside. Observed bag placed on conveyor into Airport.

Please provide a description of your inquiry/comment:

Black leather, cigar case holding three cigars. Enclosed cigars are Arturo Fuentes X3, each purchased for approx \$8.00 / each.

Black leather holder purchased for \$25.00 new / approx

2 yrs ago. Still in perfect condition. Cigar case and cigars

were taken out of my suitcase within the TSA / San Antonio Airport.

Items were stolen!

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

SAT July Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/out Claim Request

Caller got a NO in her luggage and now the shells that she collected at the beach are missing. The bags were put back in the suitcase but not the shells. She is very disappointed.

Date / Time: July 18 @ 1:25 PM

Gate Terminal: ?

Airport: SAT

Airline: Southwest

Flight #: 2200

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

Bag Description: Color of luggage was a sage green, soft sided

Missing Damaged item description: Caller had a bag of sea shells in her luggage and the bags are there but the shells are gone

NOI: YES

Caller flew her granddaughter and grandson to Mexico from San Antonio TX. Caller said that her 14 year old granddaughter was put through the body scanner several times and then was pulled for a pat down. She feels like she was being profiled. Caller said that she thinks the scanner was messed up or lone up, otherwise there was no reason to pull her aside and do a pat down on her. Caller is upset that for one the scanner was not working properly which is a security issue and they did not explain anything to her grand daughter.

Date and Time of Flight: 07 18 16 @ 8:20 AM

Airport: SAT

Airline: Southwest

Flight #: N/A

Submitted on Sunday, July 17, 2016 - 05:51 Submitted by user: Anonymous Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Details==

Where did this happen? - TEXAS - - SAT - - San Antonio International

Date: Mon, 2017-07-17

Approximate Time: 04:30

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

Airline & Flight Number: AA 1062

Checkpoint/Area of Airport: Kcm and employee

Please provide a description of your inquiry/comment: Waited in line 10mins with no tsa agent on kcm. Kcm is only open 3 hrs at this location and can't even staff. Went through employee lane and tsa agent agitated because we should have done kcm. Please fix problem with staffing kcm and teach your tax paid employees

manners and customer service:

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

SAT July Paldown - Children

SAT July Screening - Crew Member or Airline Employee

REASON:

The caller stated that she was supposed to travel today from San Antonio, TX but the flight got cancelled. They took two ice packs from her through the security checkpoint and she wanted to file a claim for this because she did not even fly today.

Description of Incident:

She was told that someone could either come retrieve the items for her that was not flying themselves or that she could place the items in checked baggage.

She said that she stepped out of line to make a phone call to have someone come retrieve them for her but when she tried to get back in the security line she was told that because she stepped out of the line she abandoned the items and they were no longer retrievable.

Date / Time: 7/20/16 around 6:30 PM

Gate Terminal: NA

Airport: SAT

Airline: United

Flight #: NA

Bag tag # (10 digit): NA

Bag Description: NA

Missing Damaged item description: She had two ice packs that were taken from her through the security checkpoint

NOI: NA

Anything on NOI: NA

SAT July Screening - Procedures/Process

Submitted on Sunday, August 21, 2016 - 08:58 Submitted by user  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? : TEXAS : : SAT : : San Antonio International  
Date: Sat, 2016-08-20  
Approximate Time: 07:00  
Name of TSA employee (if known): [REDACTED] badge [REDACTED]  
Airline & Flight Number: SWA 1136  
Checkpoint/Area of Airport: Security checkpoint. A gate.  
Please provide a description of your inquiry/comment.:  
I am a private contract pilot. On days where I travel I often a job where I am flying that day I travel in black slacks and a short sleeve shirt with epaulettes, however I am not in the known crew program and I always use the normal screening process. On 21 Aug at 0700 I came to the checkpoint for A gate. As I went to the normal line, the plain clothes security agent asked if I was known crew, I said I was not. I presented my retired military ID and electronic boarding pass to the 1st TSA agent and went to the screening line toward the left. After removing shoes/belt/wallet. I placed my items on the conveyor and stepped toward the millimeter screener to the left. The agent there directed me to the old style metal detector which I went through. As I was getting my shoes, Agent [REDACTED] approached me and said he needed to see my [REDACTED]. I said I don't have one and he began to get aggressive and said the agent (I assume the one who directed me to the metal detector) had stated I didn't have an ID badge. I explained I was a contract pilot and had shown my boarding pass, which I then showed to agent [REDACTED]. He again asked about my badge and I explained I had used my [REDACTED].  
Submitted on Saturday, August 6, 2016 - 08:17 Submitted by user  
Submitted values are:

SAT August Customer Service - TSO

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? : TEXAS : : SAT : : San Antonio International  
Date:  
Approximate Time: 07:00  
Name of TSA employee (if known): [REDACTED]  
Airline & Flight Number: American Airlines  
Checkpoint/Area of Airport: Terminal B  
Please provide a description of your inquiry/comment.: Upon exiting the metal detector [REDACTED] did not give directions to me very clearly. I said "Excuse me sir, what did you say?" To which he replied "Do you need a hearing aid or should I yell at you. I told him not to talk to me like that and asked for his name. I have family in federal and local law enforcement so I have seen first hand the stresses of being required to protect our community. However, his behavior was unprofessional and not representative of my past experience with the TSA.  
==Passenger Information==  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

SAT August Customer Service - TSO

The caller stated she is upset because of a TSA officer at San Antonio. She stated it has really bothered her about what happened yesterday because she pumps breast milk for her 9 month infant. She stated when going through security she made it super clear that she did have breast milk. After going through to be screened she stated the guy on the other side lectured her to bring it frozen next time. She stated this is hard to do because once breast milk is frozen and then unfrozen it's no longer any good. She stated it's already hard enough to be away from her infant and pump altogether and is very appalled at how the officer handled the situation. She confirmed she looked at our website and it stated that breast milk does not have to be in a frozen state and acceptable to travel with. She stated she feels this is unacceptable and would like an apology.

Airport: SAT  
Airline: United Airlines  
Flight Number: 5640  
Date and time of incident: 8/3/2016 1:45 PM  
Specific location of incident (what terminal or gate): Security Checkpoint - United terminal  
Description of incident and people involved: Not sure name of Officer.  
Individuals contact information (phone number or EMAIL): [REDACTED]

SAT August Customer Service - TSO

Submitted on Thursday, August 25, 2016 - 08:00 Submitted by user  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? : TEXAS : : SAT : : San Antonio International  
Date: Thu, 2016-08-25  
Approximate Time: 09:00  
Name of TSA employee (if known): [REDACTED]  
Airline & Flight Number: American 1062  
Checkpoint/Area of Airport: Initial screening and post screening  
Please provide a description of your inquiry/comment.: Staff was rude and unprofessional by barking instructions and when asked questions simply barked louder. Post screening grabbed my waist band and refused to provide clear instructions. We tried to complain to a supervisor but were largely ignored.  
==Passenger Information==  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

SAT August Customer Service - TSO

Submitted on Sunday, August 14, 2016 - 23:09 Submitted by user  
Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? : TEXAS : : SAT : : San Antonio International  
Date: Sun, 2016-08-14  
Approximate Time: 19:00  
Name of TSA employee (if known): Officer [REDACTED]  
Airline & Flight Number: AA 1424  
Checkpoint/Area of Airport: B Gate  
Please provide a description of your inquiry/comment.:  
Officer [REDACTED] was extremely disrespectful, confrontational, aggressive and nearly physical. Although I was a TSA pre-check traveler, the pre-check lane had closed and all travelers were using the same screening station. The officer at the beginning of the lane informed all individuals from the pre-check screening that although they must remove their computers we could keep our belts and shoes on. While waiting in line there was a delay with another pre-check passenger for some reason, she was instructed to remove her shoes. Once I approached the metal detector Officer [REDACTED] ask if I was TSA pre-check and I responded yes. He asked for my boarding pass which I informed him was in my bag which was going through the X-Ray. He aggressively stated for me to remove my shoes. I stated that the TSA agent at the beginning of the X-Ray informed me to place everything in the bin to be scanned. Officer [REDACTED] then became very unprofessional, confrontational and nearly aggressive after stated that he did not tell to put my items in the bin to be X-Rayed. The situation quickly escalated with Officer [REDACTED] while he remained unprofessional and projected the probability of a physical

SAT August Customer Service - TSO

Submitted on Tuesday, August 2, 2016 - 12:54 Submitted by user: Anonymous Submitted values are:

Categories: Missing or Damaged Items  
==Complaint Detail==  
Where did this happen? : TEXAS - - SAT - - San Antonio International  
Date: Sat, 2016-07-23  
Approximate Time: 08:30  
Name of TSA employee (if known): (b)(7)(C)  
Airline & Flight Number: Delta Flight 528  
Checkpoint/Area of Airport: checked baggage  
Please provide a description of your inquiry/comment: We had one piece of luggage checked at the SAT, the lock was removed and not replaced, the same thing happened on our flight 892 Alaska Air from SEA to Sat, we purchased a new lock and again it was removed and not replaced, these locks cost \$10 + each.  
==Passenger Information==  
First Name: (b)(7)(C)  
Last Name: (b)(7)(C)  
Email: (b)(7)(C)  
Phone: (b)(7)(C)

SAT August Locks - General

Submitted on Wednesday, August 10, 2016 - 15:19 Submitted by user: Anonymous Submitted values are:

Categories: Broken Locks  
==Complaint Detail==  
Where did this happen? : TEXAS - - SAT - - San Antonio International  
Date: Tue, 2016-08-09  
Approximate Time: 11:00  
Name of TSA employee (if known): (b)(7)(C)  
Airline & Flight Number: southwest airlines 2857  
Checkpoint/Area of Airport: southwest outside checkin  
Please provide a description of your inquiry/comment: The lock on my suitcase was not on my bag when I picked it up in New Orleans. I assume it was cut off even though it was an approved TSA lock. A notice of Baggage Inspector was inside the bag. The lock should have been re-locked or at least put inside the bag. Nothing was missing from my bag as far as I can determine. I have used this lock both on domestic and international flights for the past 2 years and this has never happened before.  
==Passenger Information==  
First Name: (b)(7)(C)  
Last Name: (b)(7)(C)  
Email: (b)(7)(C)  
Phone: (b)(7)(C)

SAT August Locks - Missing or Damaged Lock-Claim Request

TSA,  
I was on AA flights 2272 from SAT to DFW, and 281 from DFW to ICN on 17 Aug 2016. After we got home we found that your officials had checked our four checked bags three of them locked with TSA approved locks the forth with a built in combo lock. No problem, however, on the third bag you did not replace my brand new lock after your inspection. I hope that this does not happen very often.  
The last time I did not use locks, between SAT and Hawaii my laptop conveniently went missing. Enough said.  
With thanks, for your thankless job,  
(b)(7)(C)

SAT August Locks - Missing or Damaged Lock-No Claim Request

Caller left SAT to ORD to Fort Wayne Indiana, caller said his carry on bag was selected for screening, caller said the agent while opening the carry on bag she jerked it really hard and the bag was damaged. Caller said he was told he would have to check the bag. Caller said he ask and she would not answer him. Caller said he went and paid to have the bag checked in. Caller said he doesn't understand why he had to check the bag, it only had a toy airplane and a ant catcher. Caller also said the agent was very rude. Caller is also upset he had to pay to check an additional bag.

Date Time: 7 26 16 @ 7 am  
Gate Terminal:  
Airport: SAT  
Airline: American Airlines  
Flight #:  
Bag tag # (10digit):  
Bag Description:  
Missing Damaged item description:  
DOI:

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

Caller: She traveled from San Antonio to El Paso with Southwest. When she went through the check a TSO removed the laptop from the bag while she went through the screening process. When she arrived at her destination the screen was broken. Want to file a claim.

Date Time: 8 09 2016 2:10PM  
Gate Terminal: A14  
Airport: San Antonio  
Airline: Southwest  
Flight #: 1438  
Bag tag # (10digit): N A  
Bag Description: Laptop bag, Black with some white chains.  
Missing Damaged Item description: Laptop screen was broken.  
DOI: N A

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

Call Reason: Caller flew from SAT and had a black fanny pack that went through the screening. He is a disabled veteran. He states that he had a black hearing aid case with \$200 inside of it within his fanny pack and the case and money are missing.

Baggage Checked Date and Time: 8 22 11:15 am  
Flight Date and Time: 8 22 12:45 pm  
Gate Terminal: A13  
Airport: SAT to LAX  
Airline: Southwest airlines  
Flight #: 947  
Bag Description: It was in a black fanny pack.  
Missing Damaged item description: He had two \$100 bills folded in half twice in a hearing aid pouch that is missing.

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage w/ Claim Request

Caller flew out of the country and many things were missing from her.  
Mishandling RFI  
Date and Time of travel: 8/1/2016 6:30pm  
Gate or Terminal: A  
Airport: SAT  
Airline: Delta

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

Caller said she would call back.  
The caller and her staff member went to San Antonio. She just now got her luggage got searched. Her things were freshy. it was tossed. She just got her luggage back from American Airline. She is missing wall professional clippers. Her bag was completely full. She is missing two cups of pins. She is not missing the liquor. She is missing note books, stuffed animals. Her notes are missing from the conference.

Date Time: 8 10 2016 10:50 am  
Gate Terminal: N a  
Airport: San Antonio  
Airline: American Airlines  
Flight #: 1213  
Bag tag # (10digit): (b)(7)(C)  
Bag Description: Nean THE TRSD side leopard spots  
Missing Damaged item description: KH10 2 speed clippers. Surgical clippers are missing, room signs, name tags, toys for son are also missing. Suite case has surgical samples. Pens, A stress ball is missing.  
DOI: Nothing on it

SAT August Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request

SAT	August	Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request	<p>Caller wants to report a missing gift from her checked baggage. She informed me it was a shirt box with a pink ribbon on it and a gold tag that said [REDACTED] on it. She stated she didn't know for sure the color of the box but she said it might have been black and white with pink dots. She also stated it contained a blue sleeveless shirt in it.</p> <p>Date Time of Travel 8/11/2016  Gate Terminal Not Provided  Airport SAT  Airline Southwest  Flight # 1126  Baggage Tag # (Checked only - 10 digits) [REDACTED] [REDACTED]  Bag Description Green with black leather Travel Pro  Was an NOI Present? (Checked only) Yes  Was there a time stamp or written notice on the NOI? (Checked only) No  Phone Number and Email Address [REDACTED]</p> <p>Caller wanted to speak with a supervisor</p> <p>Caller was on a flight from San Antonio to Dallas to Minneapolis. She just now checked her luggage and there is an NOI inside of it, they took two medications and a charger. Of all the medications they only took the muscle relaxers they left her blood pressure medicine alone. The charger is round that plugs in to the wall and its gone. They also opened a bottle of almond oil and left it out of the Ziploc bag and it spilled all over her clothing. She stated the clothing is now ruined. She carried medicine on board and they did all types of screening on her that's why she decided to check it this time.</p> <p>Date and Time: 8:20 16 8:05pm it was supposed to depart at 8:00pm but was delayed  Airport: San Antonio  Airline: American  Flight: 1524  Bag Tag: [REDACTED]  Bag Description: Black with 2 flowers and white ribbon on the front. The bag is Jeco Brand  NOI: Yes, nothing written or stamped on it  Reason for Call: Checked bag inspected, NOI, 2 Blue Ray DVDs is missing.</p> <p>1 Date and Time of Flight, August 29, 2016 at 8:30 pm.  2 Gate Terminal, Unknown  3 Airport, SAT  4 Airline, Frontier  5 Flight #, FB309  6 Baggage Tag #, [REDACTED]  7 Bag Description, Dark Blue Roller bag  8 Missing Damaged Item Description, 2 Blue Ray DVDs in 1 case is missing  9 Was NOI Present, Yes  10 Was Time Stamp Note, No  11 Phone, [REDACTED]  12 Email, [REDACTED]</p> <p>Caller flying from SAT to Mexico on July 23 2016 he found in both luggage items and found a NOI in both the missing items are 1 Blouse navy blue w/In stars, blouse white, women's boots honey colour, youth white dress, youth dress blue with stripes, 1 bag with lipsticks. He wanted to make a claim.</p> <p>Date: 07/25/2016  Time of Travel: 10:30 am (PAX/DIRECT)  Gate: 6  Terminal:  Airport: SAT  Airline: Intergate  Flight #: 2351  Baggage Tag # (Checked only - 10 digits) N/A  Bag Description: (1) Medium size luggage king blue white ribbon with wheels (2) medium size blue, grey with white ribbon  Missing Damaged Item Description: 1 Blouse navy blue with stars, blouse white, women's boots honey colour, youth white dress, youth dress blue with stripes, 1 bag with lipsticks.  Was an NOI Present? (Checked only): YES  Was there a time stamp or written notice on the NOI? (Checked only): no  Phone Number: [REDACTED]  Email Address: [REDACTED]</p> <p>The caller traveled from SAT to BNA with Southwest on July 25th at 15:51hrs, and they checked in four pieces of luggage, one of which was inspected. She advised that they are missing clothes from inside the bag.</p> <p>Date/Time: 07/25/12016 at 15:51  Gate/Terminal: Gate 11  Airport: SAT  Airline: Southwest  Flight Number: 227  Baggage Claim Number (10 digit) [REDACTED]  Description of Bag: Red luggage, approximately 25in  Missing Damaged Item Description: Bundle of clothes in a clear plastic bag  NOI: Yes</p> <p>REASON for the call: Two shoes are missing from two different pairs of shoes</p> <p>Date Time 8/16/16 7am  Gate Terminal Terminal 2  Airport SAT to DFW to SEA  Airline American  Flight # 2272  Bag tag # (10 digit) [REDACTED]  Bag Description: His suitcase is a black nylon Lumifac bag. It has a black plastic luggage bag on the handle.  NOI Present with nothing indicated.</p> <p>Caller had a bag that had her laptop in it and it was not placed back in the suitcase the way she had it. The laptop is now damaged and can not be used. There was a NOI placed inside the damaged Laptop. The screen is cracked and there is a big dent in the top of the laptop.</p> <p>Date Time ..... Aug 27 @ 10:00AM  Gate Terminal ..... Gate 11 Terminal - southwest  Airport ..... SAT  Airline ..... Southwest  Flight # ..... 1726  Bag tag # (10 digit) ..... [REDACTED]  Bag Description ..... Color of bag is black, Roller bag, Soft Sided  Missing Damaged Item description ..... Laptop is a Dell and the screen has been cracked and there is a big dent in it as well. The notice was inside the laptop  NOI ..... YES  Submitted on Monday, August 29, 2016 - 1342 Submitted by user:  Submitted values are:</p> <p>Categories: Missing or Damaged Items  ==&gt;Complaint Details==&gt;  Where did this happen? : TEXAS - SAT - San Antonio  International  Date: Sun, 2016-08-28  Approximate Time: 14:00  Name of TSA employee (if known):  Airline &amp; Flight Number: AA Flight 5925  Checkpoint/Area of Airport: Baggage Check in with TSA agent  Please provide a description of your inquiry/comment: My Dobb kit was opened, several items were removed from their protective Ziploc bags, my flashlight was taken apart and I can't find all of the pieces, my Norelco shaver has one broken circular blades and can't be used like that. I am extremely disappointed that this damage occurred and no one left a note that TSA was in my checked bag  ==&gt;Passenger Information==&gt;  First Name: [REDACTED]  Last Name: [REDACTED]  Email: [REDACTED]  Phone: [REDACTED]</p>
SAT	August	Mishandling of Passenger Property - Damaged/Missing Items-Checked Luggage w/ Claim Request	<p>Respected members of TSA!</p> <p>My name is [REDACTED] from Budapest, Hungary. I took my flight from San Antonio TX to Washington, and from there to Vienna, and to Budapest, on Saturday. Your members have inspected randomly my multicam bag and eventually broke my laptop's screen. You even left a paper in my laptop of the inspection. I have no grudge against your inspection, as a soldier I know the importance of security of your great nation and as the others, still I think your organization owes me some money for my broken screen. Please contact me with your possible solution to this problem. Thank you!</p>

The caller traveled from SAT on United airlines when she noticed her checked baggage was disarrayed (NO present).

Date/Time: 4:30PM 8-11-2016  
Gate/Terminal: B1  
Airport: SAT  
Airline: United  
Flight #: 6268  
Bag tag #: 110497176-3763  
Bag Description: Hard case suitcase, Its a dark navy blue color  
Missing/Damaged item description: Disarrayed.  
NDI: Yes

SAT August Misbanding of Passenger Property - Disarrayed Items-Carry-on or Checked

Submitted on Wednesday, August 31, 2016 - 20:00 Submitted by user:  
Submitted values are:

Categories: Screening  
==Complaint Detail==  
Where did this happen? : TEXAS -> SAT -> San Antonio International  
Date: Wed, 2016-08-31  
Approximate Time: 05:00  
Name of TSA employee (if known):  
Airline & Flight Number: southwest airlines 2538  
Checkpoint/Area of Airport: security screening  
Please provide a description of your inquiry/comment. I was told that they had to check me because of the buttons on my skirt. the tsa person told it was a pat down and i could request a private screening but was acting like it wasn't a big deal and a chort for her so i said if it had to be done it was fine. i had no idea it was an invasive molestation in front of everyone. when i told her i was very uncomfortable she responded with a nasty "well you need to watch what you wear when you fly". it was humiliating and other passengers were talking about it as they passed by. i had a great time in Texas and to have it end like this is terrible i felt violated and humiliated!  
==Passenger Information==  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

SAT August Faldown - Flyer

Submitted on Sunday, August 28, 2016 - 17:06 Submitted by user:  
Submitted values are:

Categories: Screening  
==Complaint Detail==  
Where did this happen? : TEXAS -> SAT -> San Antonio International  
Date: Sun, 2016-08-28  
Approximate Time: 03:00  
Name of TSA employee (if known):  
Airline & Flight Number: Delta 2553  
Checkpoint/Area of Airport:  
Please provide a description of your inquiry/comment. My boarding pass had TSA PreCheck on it so I went through the PreCheck line. When I got to the front of the line I informed the agent that I have an artificial knee. He told me to get in any other line to go through and show them my PreCheck status and the red stamp on my boarding pass. I got in the back of the second line waiting my turn, got to the front of that line and told them I have an artificial knee. I was instructed to get in a third line to go through the automatic screening machine or I could stay in my line and get a pat-down. I chose to stay in my line and get a pat-down rather than get in the back of the third line to go through the TSA checkpoint. Unfortunatly for me, I voiced displeasure and the gentleman who was directing me got curt with his remarks. He called a female agent over to perform the Pat down. I have had an artificial knee for 10 years and been through many airports and never had as THOROUGH a pat down as I received today. I was made to remove my shoes-even though I was PreCheck and go through the screening machine twice. Then every inch of my body was patted down, even the soles of my feet. Although this process may be technically correct, it was inident  
Caller wants to know how to bring a pair of ice skates on the plane. The reason she is asking is because she was going through the TSA Screening today around 6:30 AM and the TSA agent told her that he does not allow anyone at his airport to bring ice skates in carry on bags. The TSA Agent was Hispanic, 5'11m, about 50 years old, Medium height. The night before she was able to get through screening with the ice skates. She is traveling stand by because her husband works for an airlines.

SAT August Persons w/ Disabilities (PWD) - Metal Implants (joint)

Date/Time: Aug 13, 2016  
Airport: SAT  
Airline: Southwest  
Gong through screening around 6:30 AM

SAT August Screening inconsistency

On Aug 12 around 5:00 PM she WAS allowed to go through screening with the ice skates.

The caller stated that he would like to file a complaint regarding an incident that occurred at SAT airport.

He stated that first they made him take his boots and his dogs tags off and empty all of his bags. He thought that this was unnecessary because he is a member of the military.  
He also stated that he was made to take the sweater off of his dog and he does not see any reason behind this either.  
Caller finally stated that his dog was given a cavity search as well and this is unacceptable and he does not want this to happen with anyone else.  
He was not told why the dog was searched in such a manner and he is very upset.

Date/Time: 7:31 16 around 1:00 PM  
Gate/Terminal: NA  
Airport: SAT  
Airline: American Airlines  
Flight #: 245

Caller also stated that American Airlines are not Americans and he believes that they are communists because they were very rude with him

SAT August Screening - Ppocures/Process

Caller requested to speak with my supervisor after telling me that I had done a wonderful job but he disconnected before anyone could speak with him.

**Transportation Security Administration**  
**Freedom of Information Act (FOIA) Records Request**

TSA FOIA Case Number	2016-TSFO-00522	Records Request Date	September 28, 2016	Due Date	October 5, 2016
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Tasked Office	TSA-1 TCC	Tasked Office Point of Contact	Michelle Cartagena
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<b>FOIA BRANCH CONTACT INFORMATION</b>		<b>Main Number: 571-227-2300</b>	
FOIA Tasking POC	Kyundra Fahie	Phone Number	571-227-4970
FOIA Specialist		Phone Number	

**REQUESTED RECORDS**

I request access to and copies of TSA Screening complaints received from all sources at San Antonio International Airport (SAT) broken out by month and complaint type from January 1, 2014 to August 31, 2016.

**INSTRUCTIONS FROM FOIA BRANCH**

- Search your records for responsive documents, and if located, you **MUST** provide one clean copy (without redactions) regardless of classification, physically to the FOIA Branch or electronically to: TSA.FOIAPOCResponses@tsa.dhs.gov.
- Record the total number of hours spent searching for records responsive to this request.
- If documents contain SSI or Personally Identifiable Information, ensure you password-protect when sending electronically. You **MUST** provide the actual password in a subsequent email for our records and use.

**OTHER NOTES OR INSTRUCTIONS FROM FOIA BRANCH**

DO NOT STAPLE PAPER RECORDS

**RESPONSE/COMMENTS FROM TASKED OFFICE (Check all that apply)**

<p><input checked="" type="checkbox"/> Recommend total release</p> <p><input type="checkbox"/> Recommend withholding information (circle/highlight all that apply: SSI; PII; other)</p> <p><input type="checkbox"/> No Records – Our search failed to locate any responsive documents</p> <p><input type="checkbox"/> Other TSA office(s) or another agency should search for responsive records. Please contact the following office(s):</p>
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**Documentation for Conducting a Search for Records Requested under the FOIA**

**In responding to this request for information made pursuant to the FOIA, 5 U.S.C. 552, you must undertake a search that is *reasonably calculated to uncover all relevant documents* described in the request. You must search in all places where responsive records may be found.**

Please conduct a thorough search of your records for documents pertaining to this FOIA request. You must search in every area within your components where you believe responsive records are located.

“Records” include: paper records, electronic records, e-mail correspondence, pictures, DVDs, video tapes, audio tapes, microfiche, or any other material recorded in any manner unless otherwise stated in the request.

**SEARCH PARAMETERS**

Searcher Name:	Preston Smith	Position/Title:	TSA Contact Center (ICC) Supervisor		
Search Start Date:	9/29/2016	Search End Date:	9/29/2016	Total Search Time:	2 hours and 27 minutes
<b>Databases</b>					
List the systems of records searched:	TCCV3.0				
List the search terms used:	N/A				
<b>Computer Searches</b>					
Did you search employees' computers? N/A					
How did you search these computers (i.e., manual review of each folder individually, use search engine in Start menu, or some other electronic search command)?					
List the position titles and names of employees whose computers were searched:	N/A				
List the search terms used:	N/A				
<b>Paper Files</b>					
Did you search any paper files?	N/A	Describe below how the files are organized and maintained (i.e., file cabinet, bookshelf, order, name of holder, etc.):			
Were the paper files contained in personal files?	N/A				
Were the paper files in your office's central file system?	N/A				

<b>Email (Outlook)</b>	
Did you search Outlook?	N/A
How did you search Outlook? (i.e., manual review of every email in sent, deleted, incoming, outgoing, and archived folders, "Find" function in the Tools pull-down menu)	
List the employee Outlook boxes searched and search terms used:	N/A
<b>Other Records</b>	
Did you search any other records not listed above?	N/A
If so, where did you search?	N/A
How did you search?	N/A
List the search terms used:	N/A
<b>Sensitivity</b>	
Are any of the responsive records classified? If yes, contact FOIA Tasking POC to coordinate review.	N/A
Describe which records are classified:	N/A

I certify that I searched all locations reasonably believed to contain records that are responsive to this request.

I certify that I will properly transport any sensitive and/or classified records to the TSA FOIA Branch in accordance with federal regulations. In the case of records containing National Security Information, this includes the arrangement of a point-to-point delivery to an individual within the TSA FOIA Branch that has an appropriate security clearance.

Signed: Martia C. Simms-Beard

Date: September 29, 2016