



Transportation
Security
Administration

AUG 24 2005

Mr. Salvatore Antoci
Via Cherubini 7
04100 Latina
Italy

Dear Mr. Antoci:

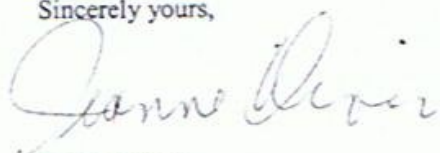
- ① Thank you for your letter of February 11, 2005, concerning your experience while traveling through Newark Liberty Airport (EWR). Specifically, you expressed dissatisfaction with the checked baggage screening process, and finding that your luggage was returned without the plastic tie you applied on your luggage prior to check-in. You were also unhappy with the overall manner in which your luggage was handled, allegedly resulting in damage to your clothing and bags of flour and tile grout. We regret any inconvenience and loss experienced by you during your travel. Please accept our apologies for the delayed response.
- ②
- ③

As background, on February 17, 2002, TSA assumed responsibility for security at all commercial airports in the United States. TSA was required by law to replace contract screeners with a workforce of Federal screeners by November 19, 2002. One of our key objectives has been to ensure that all passengers consistently receive professional and courteous checkpoint processing while maintaining our high level of security. Along with expanded training on the enhanced security procedures, each Federal airport screener receives training on professional and courteous conduct to make the process run smoothly and reduce inconvenience to the public.

- Regarding your question as to "why" your freezer bags were allegedly sliced by what appeared to be a box cutter type tool, enhanced security measures require that all checked baggage undergo screening for prohibited items. Physical search of the luggage may be required to clear an alarm. TSA screeners are required to exercise great care during the screening process to ensure that passengers' belongings are returned and not damaged when a bag needs to be opened. Unfortunately, on some occasions the screening process may fall short of our established standard. We apologize for any damage that may have been caused during the screening process and assure you that we will remind our personnel of the need for careful screening of passengers' property.
- ④

- ⑤ Because your question concerns an incident that occurred at EWR, we have forwarded a copy of your letter to the Federal Security Director (FSD) at that airport for appropriate action. The FSD is responsible for ensuring that the screener workforce adheres to TSA principles for professional baggage screening.
- ⑥ You may wish to file a claim for the items that were allegedly damaged during the inspection by completing the enclosed updated Standard Form 95 (claim form). Claim forms are also available on our website at <http://www.tsa.gov> or by calling the TSA Contact Center (TCC) toll-free at (866) 289-9673, in the Washington, DC metropolitan area at (571) 227-2900, or by email at TSA-ContactCenter@dhs.gov. TCC representatives are available 7 days a weeks, including holidays. If you decide to file a claim, the claim will be processed in accordance with the procedures established by the TSA.
- ⑦ TSA inspects screening operations at airports and continues to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. Your letter helps us in this ongoing process and 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.
- ⑧ TSA appreciates that you took the time to share your experience with us. I am confident that through the concerns brought to us by way of the traveling public, we will be better able to address problem areas and help prevent future recurrences.
- ⑨ If you need further information or assistance, please let us know.

Sincerely yours,



Jeanne Oliver
Director, TSA Contact Center

Enclosure

cc: FSD, EWR