



March 16, 2017

Dear Coalition Members:

On behalf of the Transportation Security Administration (TSA), I am writing to share some important tips to help you better prepare for security screening at our Nation's airport screening checkpoints during the busy spring break and summer travel periods.

- All travelers should arrive at least two hours early for domestic and three hours early for international flights, to allow plenty of time to get through security screening.
- TSA has recently consolidated pat-down procedures into one standardized pat-down procedure. To better prepare for travel, visit <https://www.tsa.gov/travel/security-screening> for information on TSA's pat-down screening process screening by technology, and checked baggage screening.
- Travelers with disabilities and medical conditions who have concerns about airport screening should contact *TSA Cares* at least 72 hours before travel: toll free at (855) 787-2227 (Federal Relay 711), from 8 a.m. to 11 p.m. ET Monday to Friday; from 9 a.m. to 8 p.m. ET on weekends and holidays; or by email at TSA-ContactCenter@tsa.dhs.gov. *TSA Cares* agents provide callers with specific information about what to expect during screening so that travelers may better prepare. They can also provide a flight itinerary, and *TSA Cares* will coordinate assistance available from a Passenger Support Specialist (PSS) and/or customer service manager at the airport. Each airport has different resources; therefore, the level of assistance you receive at the checkpoint can vary—it may be a personal contact or it may be notification of the checkpoint manager of your itinerary.
- If you arrive at the checkpoint and have any concerns before, during, or after the screening process, you should immediately request to speak with a Supervisory TSA Officer or a PSS for assistance.
- Travelers may also download TSA's Disability Notification Card, which allows a traveler to discreetly notify the TSA Officer of a disability, medical condition, or request for accommodation or assistance. This card does not exempt a traveler from screening. Access the card at www.tsa.gov/travel/special-procedures.
- Finally, you may find shorter lines and wait times by enrolling in TSA Pre✓®. TSA Pre✓® passengers still undergo screening at the checkpoint, but they do not need to remove shoes, laptops, 3-1-1 liquids, belts, or light jackets during the screening process at participating airports. TSA Officers may swab your hands, mobility aids, equipment and other external medical devices to test for explosives. For more information about how to apply, visit <https://www.tsa.gov/tsa-precheck>. A new web feature lists the availability and operating hours for the TSA Pre✓® lanes by airport at <https://www.tsa.gov/precheck/schedule>.

While we anticipate high volumes of travelers and longer lines and wait times, please be assured that TSA works hard every day to ensure that you and your loved ones arrive at your destinations safely and that all are treated with respect and courtesy.

Sincerely,

A handwritten signature in blue ink that reads "Kimberly Walton".

Kimberly Walton
Assistant Administrator
Office of Civil Rights & Liberties,
Ombudsman and Traveler Engagement