



## Transportation Security Administration

Dear TSA Coalition Member:

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 for the **2017 holiday traveling season**. In anticipation of increased wait times and long lines, I am providing the following TSA travel tips:

- 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.
- If a traveler arrives at the checkpoint and has any concerns before, during, or after the screening process, he or she should immediately request to speak with a Supervisory TSA Officer or a Passenger Support Specialist (PSS) for assistance. Prior to travel, individuals with disabilities or medical conditions who have concerns about airport screening should contact *TSA Cares* at least 72 hours before travel: call *TSA Cares* toll free at (855) 787-2227 or Federal Relay 711, between 8:00 a.m. and 11:00 p.m. ET Monday to Friday; between 9:00 a.m. to 8:00 p.m. ET on weekends/holidays; or by email at [TSA-ContactCenter@tsa.dhs.gov](mailto:TSA-ContactCenter@tsa.dhs.gov). *TSA Cares* agents provide callers with specific information about what to expect during screening. To learn more about TSA Cares, visit <https://www.tsa.gov/contact/customer-service>.
- Travelers with disabilities or medical conditions can provide a *TSA Cares* agent with a flight itinerary, and *TSA Cares* will coordinate assistance available from a PSS and/or customer service manager at the airport. This assistance may also be requested at the checkpoint, but pre-travel (72-hour notice) arrangements are recommended, and travelers should still arrive at least two hours early for domestic flights and three hours early for international flights. The PSS officers assist travelers, address traveler-related screening concerns immediately, and may provide in-person/on-the-spot assistance to travelers requesting assistance to enhance the traveler experience and maintain efficiency in carrying out TSA's mission. When requesting PSS assistance, keep in mind that each airport has different resources; therefore, the type of assistance received at the checkpoint can vary. Some airports have an individual who will call the traveler to gather additional information and arrange a meeting time and place. Other locations notify the checkpoint manager of the traveler's itinerary, but no pre-contact is made. Travelers who are traveling with a companion may request that they remain together throughout the security screening process.
- 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

[https://www.tsa.gov/sites/default/files/disability\\_notification\\_card\\_508.pdf](https://www.tsa.gov/sites/default/files/disability_notification_card_508.pdf).

- If you would like to learn more about what to expect for disability or medical condition screenings please visit <https://www.tsa.gov/travel/special-procedures>.
- Finally, you may find shorter lines and wait times in the future by enrolling in TSA Pre✓®. TSA Pre✓® passengers do not need to remove shoes, laptops, 3-1-1 liquids, belts, or light jackets during the screening process at participating airports. However, passengers are required to undergo screening at the checkpoint by technology or a pat-down. TSA Officers may swab your hands, mobility aid, equipment and other external medical devices to test for explosives using explosives trace detection technology. Traveling companions of TSA Pre✓® passengers also must have TSA Pre✓® in order to access the TSA Pre✓® lanes. For more information about how to apply for TSA Pre✓® please visit <https://www.tsa.gov/precheck>.

TSA works hard every day to ensure that you and your loved ones arrive at your destinations safely. TSA remains committed to ensuring that all travelers are treated with respect, dignity and courtesy.

Sincerely,

Christine Griggs  
Acting Assistant Administrator