



Transportation Security Administration

JUN - 3 2016

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. 2016 is shaping up to be the busiest travel year ever. Wait times and long lines are expected to increase as more people travel over the summer and TSA is on pace to screen more than 740 million passengers and flight crew this year. With this in mind, the following tips may help you better prepare for screening:

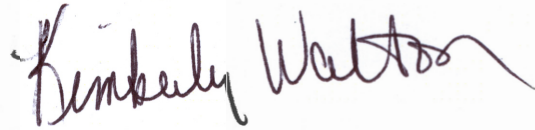
- All travelers should arrive at least two hours early for domestic and three hours early for international flights, to allow plenty of time to get through security screening.
- Travelers with disabilities or medical conditions who have concerns about airport screening should contact *TSA Cares* at least 72 hours before travel: call *TSA Cares* toll free at (855) 787-2227 (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. *TSA Cares* agents provide callers with specific information about what to expect during screening so that travelers with disabilities or medical conditions may better prepare for travel.
- 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 Passenger Support Specialist (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. 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 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. For more information about how to apply for TSA Pre✓®, please visit <https://www.tsa.gov/tsa-precheck>.

- For additional travel tips, please visit <https://www.tsa.gov/travel/travel-tips>.

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

Sincerely,

A handwritten signature in dark ink, appearing to read "Kimberly Walton", with a stylized flourish at the end.

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