



Filing a Smarter TSA Claim

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Background



Transportation Security Administration

Daily:

- » 2,000,000 passengers
- » 6,900,000 bags
- » 1 in 45,000 files claim

Worth filing?

» Witnesses

» Personal Insurance

» Receipts

» Appraisals

Dear Traveler:

The Transportation Security Administration (TSA) is responsible for the security of the United States. If an incident occurred as a result of the negligence of you or your company, you may be liable for damages as well as civil penalties.

In order to protect the interests of the United States, you must provide sufficient information to the TSA to establish your liability for the incident.

This letter is part of the Information Form (SF-95) required by the TSA.

Please follow the instructions on the back of this letter when you meet the legal requirements for filing a claim.

Use the back of this letter to provide additional information.

OR

Fax your completed form to:

Once TSA has been notified, there often is up to 60 days for you to provide the information required by the Code of Federal Regulations (49 CFR 1552.101-1552.103).

We're sorry you had to file this claim.

Regards,

TSA Claims Manager

Enclosures: 4

You have done this

This is

INSTRUCTIONS:

CLAIMS SUFFICIENT:

NINE USEFUL HINTS:

To speed the process:

1. Provide a copy of this letter to the person who caused the incident.
2. Provide a copy of this letter to the person who caused the incident.
3. Provide a copy of this letter to the person who caused the incident.
4. Provide a copy of this letter to the person who caused the incident.
5. Provide a copy of this letter to the person who caused the incident.
6. Provide a copy of this letter to the person who caused the incident.
7. Provide a copy of this letter to the person who caused the incident.
8. Provide a copy of this letter to the person who caused the incident.
9. Provide a copy of this letter to the person who caused the incident.

WHERE TO SUBMIT:

U.S. Mail Address:
TSA Claims Manager
701 South 12th Street
Arlington, VA 20598-6009

FAX:
(571) 227-1904

EMAIL:
TSAclaims@tsa.dhs.gov

Once Submitted, you will receive a copy of this letter with the TSA Claims Manager's signature.

IMPORTANT:

TSA has seven years to file a claim.

1. San Francisco
2. Kansas City
3. Sioux Falls
4. Rochester
5. Tupelo
6. Jacksonville

Claims pertaining to this incident are for an incident that occurred on or after 10/1/00.

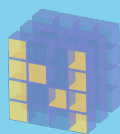
CLAIM FOR DAMAGE, INJURY, OR DEATH		INSTRUCTIONS: Please read the instructions below carefully and supply all the information requested. You will receive an Acknowledgement Letter and Control Number .		FORM APPROVED OMB NO. 11050008	
1. Submit To Appropriate Federal Agency:		2. Name, Address of Claimant and Claimant's personal representative, if any. (See instructions above.) (Number, street, city, state, and zip code)			
Claims Management Branch TSA (TSA - 9) 701 South 12th Street Arlington, Virginia 20598-6009 571.227.1300 tsaclaims@tsa.dhs.gov		Claimant Information: Full Name: _____ Address: _____ City, State, Zip: _____ Country: _____		Claimant's Representative: (if any) Full Name: _____ Address: _____ City, State, Zip: _____ Country: _____	
3. Type of Employment: <input type="checkbox"/> Military <input type="checkbox"/> Civilian		4. Date of Birth: _____		5. Marital Status: <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Widow/Widower	
		6. Day and Date of Incident: _____		7. Time (A.M. or P.M.): _____	
8. BASIS OF CLAIM (State in detail the known facts and circumstances attending the damage, injury, or death, identifying persons and property involved, the place of occurrence and the cause thereof)					
1. The claimant is the owner of the property. 2. The claimant is the owner of the property. 3. The claimant is the owner of the property. 4. It must be shown that the claimant is the owner of the property. 5. A claimant must be the owner of the property.					
PROPERTY DAMAGE NAME AND ADDRESS OF OWNER, IF OTHER THAN CLAIMANT: (Number, street, city, state, country, and Zip Code) Full Name: _____ Address: _____ City, St. & Zip: _____ Country: _____ BRIEFLY DESCRIBE THE PROPERTY, NATURE AND EXTENT OF DAMAGE, AND LOCATION WHERE PROPERTY MAY BE INSPECTED. _____ _____ _____					
PERSONAL INJURY / WRONGFUL DEATH STATE THE NATURE AND EXTENT OF EACH INJURY OR CAUSE OF DEATH, WHICH FORMS THE BASIS OF THE CLAIM. IF OTHER THAN CLAIMANT, STATE THE NAME OF THE INJURED PERSON OR DECEDENT. _____ _____ _____					
WITNESSES 1. Name: _____ Address/Phone: _____ 2. Name: _____ Address/Phone: _____ 3. Name: _____ Address/Phone: _____					
AMOUNT OF CLAIM (In U.S. Dollars) 12a. PROPERTY DAMAGE 12b. PERSONAL INJURY 12c. WRONGFUL DEATH 12d. TOTAL Failure to specify may cause for forfeiture of your rights _____ _____ _____ _____					
I CERTIFY THAT THE AMOUNT OF THE CLAIM COVERS ONLY DAMAGES AND INJURIES CAUSED BY THE INCIDENT ABOVE AND AGREE TO ACCEPT SAID AMOUNT IN FULL SATISFACTION AND FINAL SETTLEMENT OF THIS CLAIM.					
13a. SIGNATURE OF CLAIMANT OR CLAIMANT'S REPRESENTATIVE: (See instructions below)		13b. PHONE NUMBER OF SIGNATORY: _____		14. DATE OF CLAIM: _____	
CIVIL PENALTY FOR PRESENTING FRAUDULENT CLAIM The claimant is liable to the United States Government for the civil penalty of not less than \$5,000 and not more than \$10,000, plus three times the amount of damages sustained by the Government. (See 31 U.S.C. 3729.)		CRIMINAL PENALTY FOR PRESENTING FRAUDULENT CLAIM OR MAKING FALSE STATEMENTS Fine of not more than \$10,000 or imprisonment for not more than five (5) years or both. (See 18 U.S.C. 287, 1001.)			

Workflow

Data Collection



Cleaning & Analysis

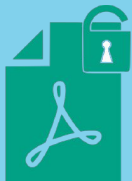


NumPy



jupyter

Tabula



python™

Modeling



matplotlib

pandas

$$y_{it} = \beta' x_{it} + \mu_i + \epsilon_{it}$$



CatBoost

Deployment



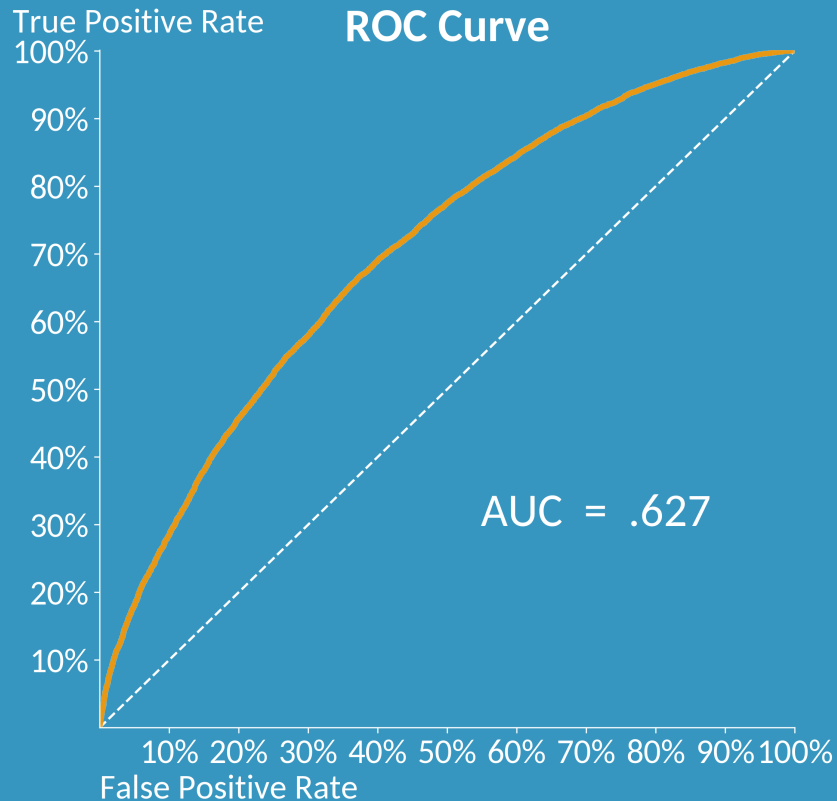
Flask



HEROKU

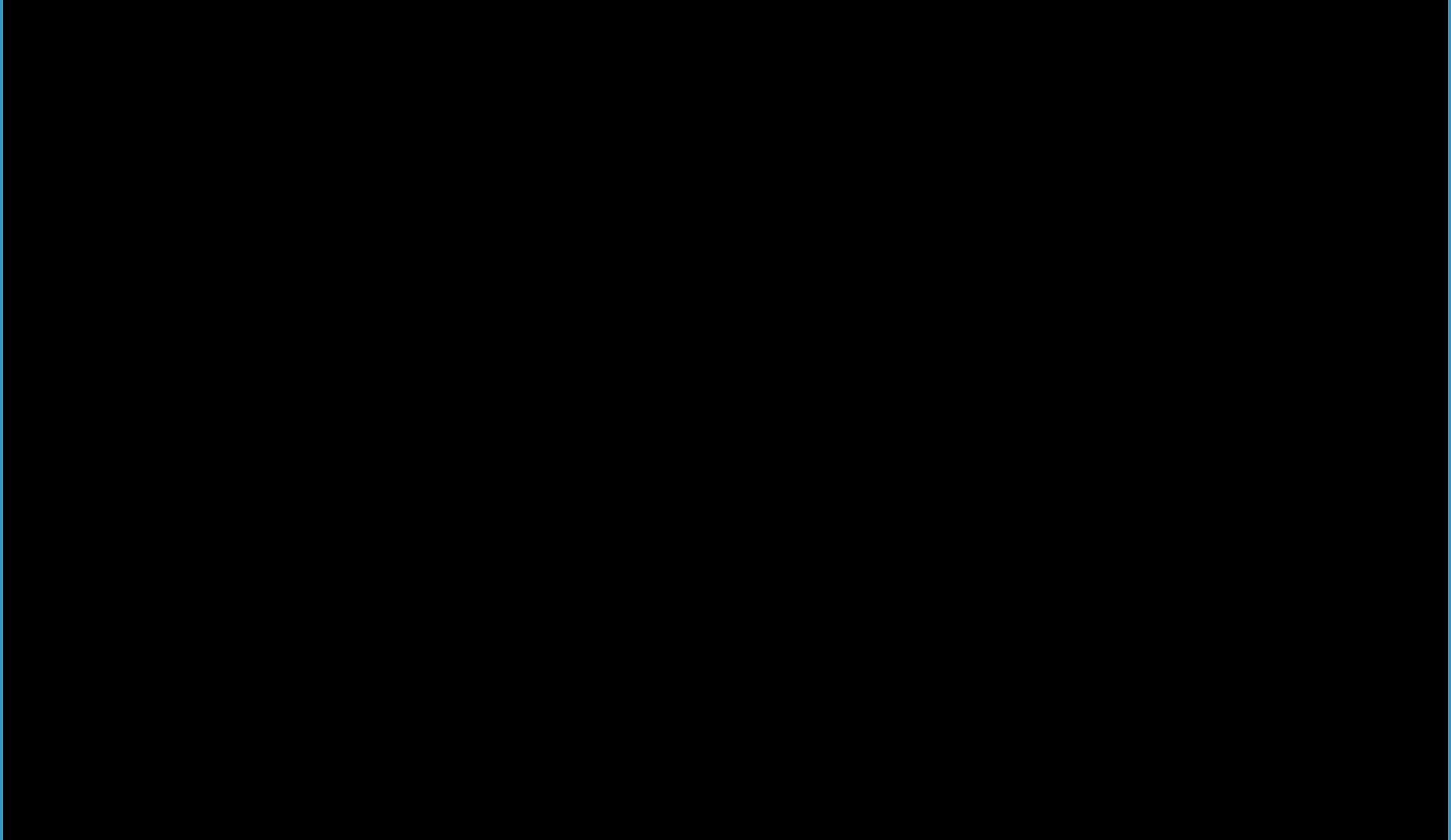
PyCharm





Model

- » Predict probability a claim will be successful
- » Gradient Boosting on Decision Trees (Yandex's Catboost)






Conclusion

- » Model produces predictive value
- » App provides useful estimate of claim outcome

Future Work

- » Include new features to improve model
 - » Regression analysis to predict dollar value of TSA refund
- 

Thank You



spencertollefson.com



spencer@spencertollefson.com



[spencertollefson](https://github.com/spencertollefson)



[stollefson1](https://www.linkedin.com/company/stollefson1)



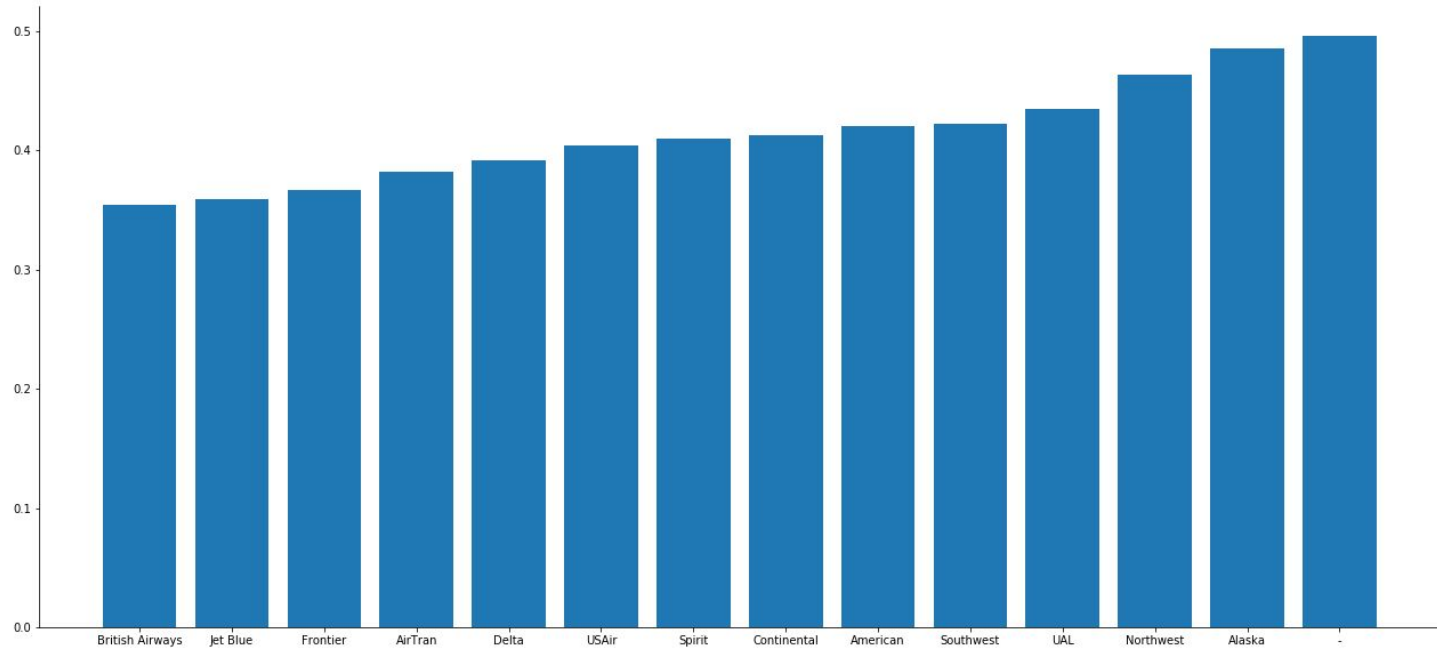


Appendix

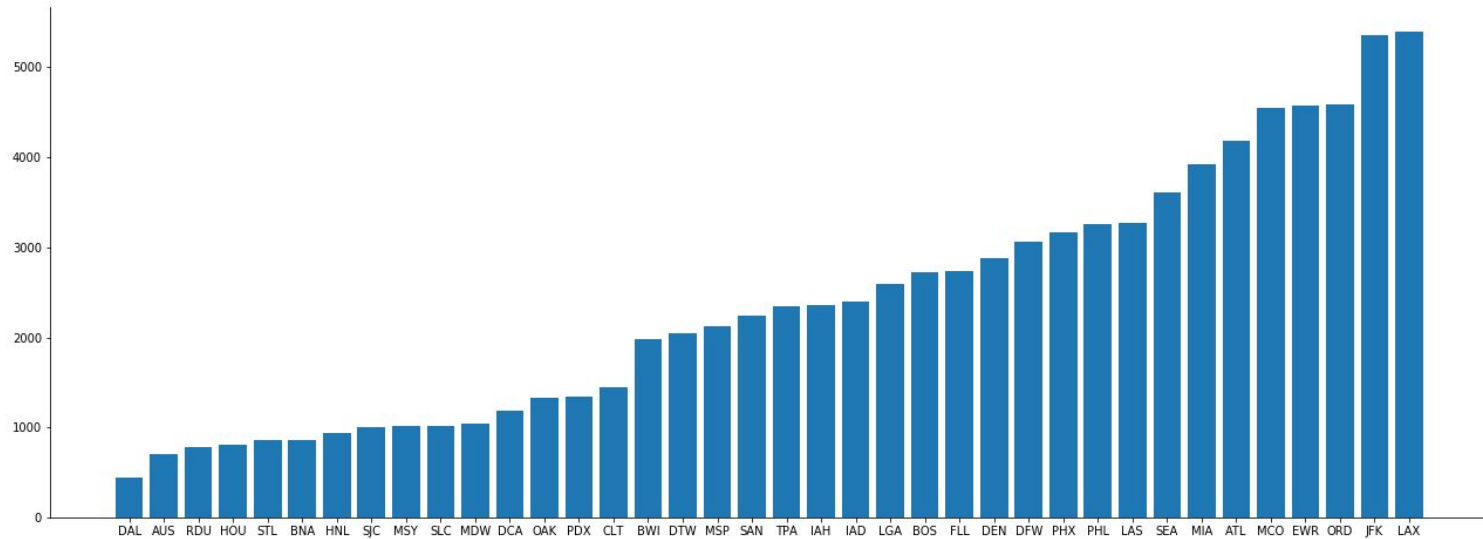
What Increases Odds of Compensation?

- » **Property Damage** > Lost Property
- » **Checkpoint** > Checked Baggage
- » **First Half of Year** > Second Half of Year
- » **Clothing and Cosmetics** > Computers, Jewelry, and Cameras

Probability by Airline



Claims by Airport



Probability by Airport

